

Good Energy's Priority Service Guide

Introduction

Good Energy's customer care team, based at our Chippenham offices, provides a friendly, personal service, where nearly every call is answered straight away, by a person. We also offer a bit of extra help for those who need it. We want to ensure that our customers get the best possible service. The Priority Service offers a range of free of charge services to any customer who requires additional support. These can include:

- Those of a pensionable age
- Disabled or chronically sick
- Hearing or Visually Impaired
- Families with children under the age of 5
- Temporary Support (e.g. recovering from an operation)

What does the Priority Service offer?

- If you give us permission, we can send your bills to a relative, friend or carer's address. You'll need their permission first and they'll have to sign the relevant section of our Priority Service Registration form. Please remember, you'll still be responsible for making sure your bills are paid.
- Your bills, on request, can also be made available in alternative formats – such as large print and Braille.
- If you have difficulty reading your meter(s) please get in contact and we can discuss the range of options that are available to you.
- Before you let anyone into your home, always make sure you check who they are. All of our representatives will produce an Identity Card as soon as you open the door, and will be able to inform you of the reason for their visit. For extra security, we're able to offer a password scheme – we will only give this to members of Good Energy staff and our appointed representatives that need to know it when they call at your home.

Joining our Priority Service Register

We want to ensure that our customers get the best possible service, so if you or someone in your home are of a pensionable age, disabled, chronically sick, hearing or visually impaired, have children under the age of 5 or require Temporary Support (e.g. recovering from an operation) please make sure you let us know.

To join our Priority Service, please complete and return the Priority Service application form within this guide. Or alternatively complete the online form found on our website <https://www.goodenergy.co.uk/customer-care/applying-for-priority-service/>.

How to contact us

- Call us on 0800 254 0000 (we are open Monday to Friday (except Bank Holidays) 8am to 8pm, and 8am to 1pm on Saturdays)
- Email us at customerservices@goodenergy.co.uk
- Write to us at Freepost RRAG-GRTB-ULXZ, Good Energy Ltd, Chippenham, SN15 1EE
- You can also reach us through our website www.goodenergy.co.uk

Independent advice

If you need further advice, some of the following bodies will be willing to offer assistance.

Royal National Institute for the Blind (RNIB)

Information Line 0303 123 9999

Email helpline@rnib.org.uk

Website www.rnib.org.uk

Royal National Institute for the Deaf (RNID)

Information Line 0808 808 0123

Textphone 0808 808 9000

SMS 0780 0000 360

Email Information.Line@hearingloss.org.uk

Website www.rnid.org.uk

Age UK

Information Line 0800 678 1174

Website www.ageuk.org.uk

Citizens Advice

Please refer to your local telephone directory, or visit

Website www.citizensadvice.org.uk

Energy Saving Trust

Website <http://www.energysavingtrust.org.uk/>

England and Wales: Energy Saving Advice Service

Information Line: 0300 123 1234 (calls cost no more than a national rate call) lines are open Monday to Friday 9am to 8pm

Scotland: Home Energy Scotland

Information Line 0808 808 2282 (Freephone number) lines are open Monday to Friday 8am to 8pm, and Saturday 8am to 5pm

Step Change Debt Charity

Information Line 0800 138 1111 Open Monday to Friday 8am to 8pm, and Saturday 8am to 4pm.

Website <https://www.stepchange.org/>

Money Advice Trust

Website www.moneyadvicetrust.org

National Debt Line

Information Line 0808 808 4000 (Freephone number)

Website www.nationaldebtline.org

Priority Service customer registration form

The information that you provide us on this form will be used to help us give you a better service and will be treated as confidential.

Our Supply License requires us to obtain your consent to pass your details on to local network operator companies, as well as any appointed agents working on behalf of Good Energy.

By completing, signing and returning this form to Good Energy, you are giving us consent to pass on your details to companies that may need to visit your home or to carry out work on the electricity and gas network.

Once you've registered, we will be able to tell you about any new services that we are able to offer you, and send you up to date information on our current services.

Full Name

Address

Email Address

Your Good Energy Account Number as shown on the top, right hand side of your statement

Please provide information about the people living in your home

Are you of pensionable age? Yes No

How many residents of pensionable age live at the property?

What is the total number of residents?

How many residents under the age of 5 live at the property?

Please select all of the conditions below that apply to you and the people living in your home in your home

- | | | |
|---|--|--|
| <input type="checkbox"/> Disabled | <input type="checkbox"/> Visually impaired | <input type="checkbox"/> Serious illness |
| <input type="checkbox"/> Restricted movement | <input type="checkbox"/> Blind | <input type="checkbox"/> Breathing conditions |
| <input type="checkbox"/> Poor walking | <input type="checkbox"/> Hearing impaired | <input type="checkbox"/> Heart condition |
| <input type="checkbox"/> Bedridden | <input type="checkbox"/> Deaf | <input type="checkbox"/> Dementia |
| <input type="checkbox"/> Arthritic | <input type="checkbox"/> Learning difficulties | <input type="checkbox"/> Poor sense of smell |
| <input type="checkbox"/> Wheelchair user | <input type="checkbox"/> Speech difficulties | <input type="checkbox"/> Foreign language (please specify) |
| <input type="checkbox"/> Other (please specify) | | |

Does anyone in the property have a specific dependency on electricity? Yes No

If yes, please select all electricity dependent equipment you have in your home

- Stair lift
- Oxygen concentrator
- Kidney dialysis machine
- Other (please specify)
- Bath hoist
- Ventilator
- Heart/Lung machine
- Nebuliser
- Aponea monitor

Free of Charge Services

Please select if you require any of the following services

- Talking bill service (we'll call you with your bill details)
- Large print bills
- Braille bills and correspondence
- Duplicate bills or statements to be sent to a third party representative*

*Please give us details of the third party below

Full Name:

Telephone Number:

Email Address:

Relationship to you:

Password scheme

The person that reads your meter will always carry an identity card that they will show you before entering your property. If you would like a little extra security, we operate a password scheme – only Good Energy and our Agents will be able to access this. If you ever wish to change your password, please let us know.

Would you like to set up a password for our engineers to use when visiting your home? If yes please provide a unique password below:

Your password
(8 letters max)

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Reading your Meter(s)

Are you or a nominated person able to regularly read your meter(s)?

Yes No

If No, would you like us to arrange an agent to carry out quarterly meter readings?

Yes No

Prepayment Meter(s)

Do you have a prepayment meter?

Yes No

If yes, are you able to reach your meter to top up and read the meter?

Yes No

Please note: If your nearest PayPoint/Payzone is more than a mile away and you are unable to travel to top up your meter, then we may be able to offer alternative options, please contact us if you would like to discuss what is available to you.

Annual Gas Safety Check

You may also qualify for a free annual safety check. To be eligible for a free gas safety check you must be able to answer yes to **ALL** of the following questions

- Do you receive means tested benefits?
- Do you live in a property you own rather than rent?
- Has it been over 12 months since a gas safety check was carried out in your home?

You must also be able to answer yes to **ONE** of the following questions?

- Do you live with a child under the age of 5?
- Are you a pensioner disabled or chronically sick, living alone?
- Are you a pensioner disabled or chronically sick, living with others who are either under the age of 18 or are also a pensioner, disabled or chronically sick?

Providing you have met the requirements above, we will appoint a Gas Safe Registered Engineer to visit your home to carry out your gas safety check free of charge.

We will get in touch with you to arrange a suitable date and time for the appointment to go ahead.

Passing on details of any additional support

In order to offer you the most appropriate service we would like to inform any agents who may need to carry out work at your property that additional support is required.

Please give your consent, by signing below, for relevant details about the additional support required shown on this form to be passed on to your local electricity and gas network operator company.

Please sign here

Date

DD	MM	YY
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Please complete the whole of the form and return it to us at:

Freepost RRAG-GRTB-ULXZ
Good Energy Ltd
Chippenham
SN15 1EE