

Budget Energy – Our commitments to you

Codes of Practice

Budget Energy has five Codes of Practice that detail the levels of service we provide to all our customers. These set out what you can expect from Budget Energy as your electricity supplier. You can view (and download) copies of all our Codes of Practice from our website at <https://budgetenergy.co.uk/codes-of-practice/>. Copies can also be provided free of charge upon request and, in addition, in alternative formats including Braille, Large Print or Audio format.

A summary of each Code of Practice is set out below:

- **Code of Practice on Provision of Services for persons who are of Pensionable Age, Disabled or Chronically Sick**
Budget Energy is committed to caring for all our customers. We recognise that some customers will have different needs and face different challenges. This Code of Practice details the additional support and assistance that we can provide to those customers.
- **Code of Practice on Payment of Bills**
We know, especially during current times, paying for your electricity may cause you concern. Please get in touch, as early as possible, with us to discuss any difficulties you may face. We will always seek to discuss and understand the issues you face and reach an agreement on the best way forward. This Code of Practice details the advice and assistance we may be able to offer if you are having difficulty paying for your electricity.
- **Code of Practice on Services for Prepayment Meter Customers**
Many Budget Energy customers choose prepayment as their preferred way to pay for their electricity. This gives them the control and flexibility over their account and paying in advance means no unexpected bills. This Code of Practice sets out the pros and cons of a prepay meter, what to consider, how to use the meter including how to top up.
- **Code of Practice on the Efficient use of Electricity**
At a time when many of us are at home more it is important to be aware of energy efficiency measures you can take to help reduce energy use and save on energy bills. This Code of Practice outlines the services, advice and help we can offer to help use your energy more efficiently
- **Code of Practice on Complaint Handling**
We aim to deal with any customer complaint effectively and within agreed timescales. This Code of Practice outlines our complaint handling procedures and how we will deal with any complaint in an open and transparent manner with the aim of reaching a fair outcome.

Customer Care

Budget Energy Customer Care Register

The Customer Care Register ensures that Budget Energy customers can access additional support that they may need. The register is there to help customers who may be elderly, visually impaired, hearing impaired, have a long-term medical condition, are chronically sick or vulnerable.

To register on our Customer Care Register contact freephone 0800 012 11 77, email customerservice@budgetenergy.co.uk or write to use at Budget Energy, Energy House, 30-32 Balliniska Road, Springtown Industrial Estate, Derry, BT48 0LY.

As part of the services offered through the Customer Care Register we will provide tailored support and assistance to your needs. This may include specific advice, nominated contact, password scheme special controls or adaptors, meter movement and a quarterly meter read.

Additional (Critical) Care Registers

Customer Care Registers are managed by energy suppliers themselves and provide additional support to their customers. In addition, there are two Critical Care Registers that provide assistance to people who depend on electricity and water services for day to day care.

NIE Networks Critical Care Register

This register is used to keep details of people who rely on life-supporting electrical equipment for their day to day care. Being on the register means you will receive up-to-date information during a power cut or a planned interruption of supply.

To join the Critical Care Register you can Register Online with NIE Networks, download a critical care registration form and return by post or your energy supplier can pass your details through to NIE Networks.

NI Water Critical Care Register

This register is used by NI Water to keep details of consumers who rely on a water supply for their day to day care. NI Water will arrange an alternative water supply when there is a prolonged loss of service and give all customers 48 hours' notice when water services are scheduled to be off for longer than four hours.

To register telephone 03457 440 088 or complete the online application form <https://www.niwater.com/customer-care-register.aspx>.

Additional Support from other organisations

During this COvid-19 crisis it is important to remember you are not alone, there are many other organisations that can help as well.

COVID-19 Community helpline

The Department for Communities has set up the 'COVID-19 Community helpline' to give advice and information about support available for people in Northern Ireland.

Phone: 0808 802 0020 from 9am to 5pm (open 7 days a week).

Text: ACTION to 81025

Email: covid19@adviceni.net

Helplines NI

The Helplines NI website (www.helplinesni.com) includes details of over 20 helplines setup in response to the coronavirus outbreak. The service also includes contact details for organisations in Northern Ireland such as Advice NI, Age NI, Carers NI, Housing Rights and Lifeline.

Consumer Council for Northern Ireland

The Consumer Council for Northern Ireland (CCNI) is an independent body and provides free support and advice for all consumers and businesses in Northern Ireland. It also has the power to investigate complaints if an energy suppliers has not handled a complaint correctly. Any customer can use their service at no cost. You can call CCNI on freephone 0800 121 6022 or www.consumercouncil.org.uk

Stepchange

Stepchange are a debt advice charity and can help you deal with your debt and set up a solution. Contact them on freephone 0800 138 1111 or www.stepchange.org.

Advice NI

Advice provide a range of independent advice services including Money and debt advice, welfare reform, tax and benefits. Contact them on freephone 0800 915 4604 or www.advice.net

NI Energy Efficiency Advice

For advice and support to help reduce energy use (and bills) contact NI Energy Advice on 0800 111 4455 or www.nihe.gov.uk/Community/NI-Energy-Advice



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