

Ecopower Supply Limited (ESL)

Vulnerable Customer Registration Forms

PLEASE COMPLETE EITHER

- PRIORITY SERVICES REGISTER APPLICATION FORM,
OR
- SPECIAL SERVICES REGISTER APPLICATION FORM.

Email completed form to supply@ecopower.ie

Post to Ecopower Supply Limited, Zetec House, IDA Purcellsinch Business Park, Kilkenny R95 PX5X

Take a photo and text or WhatsApp to 0863575310

Priority Services Register Application Form

You may have special requirements where continuity of electricity supply is critically important. If you or a member of your household depend on electrical medical equipment (e.g. home dialysis machine, a ventilator or an oxygen concentrator), please use this form to register with us. Ecopower Supply will not request disconnection of registered Priority Service customers unless asked to do so by you or for fault/safety/maintenance reasons. To register with us as a Priority Services customer, please complete the form below and return it to us at the Ecopower Supply postal address or email above.

Ecopower Supply Limited (ESL) requires the below information to record the special requirements of certain customers. Please refer to our Privacy Policy, available at <https://ecopower.ie/gdpr/>, we can also provide a paper copy on request. Ecopower Supply Limited reserves the right to request you to provide further evidence of your entitlement to these services.

Electricity Account No. (on your bill - top left)

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MPRN (11-digit number on the top right of your bill)

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Name (Account Holder)

Name of Person to be Registered (if different from the above)

Address (Account Holder)

Phone (Preferred)

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Phone (Alternative)

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Email _____

Medical Equipment/Life Protecting Devices/Assistive Technology (please tick)

Life Support

Oxygen Concentrator

Dialysis

Ventilator

Other (please specify)

Details of customers who register will be forwarded to ESB Networks for inclusion on the Industry Register. This information is confidential and please be assured that only nominated Ecopower Supply Limited and ESB Networks staff will have access to it.

Do you wish to have Priority Services status visible on this register?

Yes

No

Signature _____

Date: _____

Special Services Register Application Form

If you are particularly vulnerable to disconnection during winter months for reasons of advanced age or physical, sensory, intellectual or mental health you may qualify to register on the Special Services Register. Ecopower Supply will not request disconnection of registered Special Service customers during the Winter Months (November – March inclusive), unless asked to do so by you or for fault/safety/ maintenance reasons. ESL can provide a Talking Bill through WhatsApp for the visually impaired and a Large Print bill in hard copy by post for those who are visually impaired or with hearing loss. To register with us as a Special Services customer, please complete the form below and return it to us at the Ecopower Supply postal address or email above.

Ecopower Supply Limited (ESL) requires the below information to record the special requirements of certain customers. Please refer to our Privacy Policy, available at <https://ecopower.ie/gdpr/>, we can also provide a paper copy on request. Ecopower Supply Limited reserves the right to request you to provide further evidence of your entitlement to these services.

Electricity Account No. (on your bill - top left)

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MPRN 11-digit number on the top right of your bill

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Name (Account Holder)

Name of Person to be Registered (if different from the above)

Address (Account Holder)

Phone (Preferred)

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Phone (Alternative)

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Email _____

Registration Category (please tick)

Mental Health (certification required)	<input type="checkbox"/>	Language/Speech Difficulty	<input type="checkbox"/>
Deaf or Hard of Hearing	<input type="checkbox"/>	Learning Difficulty	<input type="checkbox"/>
Blind or Partially Sighted	<input type="checkbox"/>	Dexterity Impaired	<input type="checkbox"/>
Elderly (aged 66 or over)	<input type="checkbox"/>	Other – please specify	
Mobility Difficulty	<input type="checkbox"/>	_____	

Details of customers who register will be forwarded to ESB Networks for inclusion on the Industry Register. This information is confidential and please be assured that only nominated Ecopower Supply Limited and ESB Networks staff will have access to it.

Signature _____

Date: _____