



Critical care register

Details of person dependent on electrical equipment

Dependant name _____

Account holder name (if different) _____

Address _____

Postcode B T _____

Nominated contact number 0 _____

This is the number our systems will recognise when you report a power cut by phone (please ensure your telephone handset does not require electricity).

MPRN 8 1 _____

Meter Point Reference Number (MPRN) is a unique 11 digit number used to identify your address (you may find your MPRN on the card left by your meter reader, on your electricity bill or by contacting your supplier).

Carer details

You can provide details of a relative, neighbour or friend as an alternative contact if we are unable to make direct contact with you (please inform your nominated carer that you have given us their details):

Carer name _____

Carer contact number 0 _____

Equipment Details

Oxygen Concentrator	<input type="checkbox"/>	Patient Vital Signs Monitoring Systems	<input type="checkbox"/>
Personal Suction Machine	<input type="checkbox"/>	Ventilator	<input type="checkbox"/>
Home Dialysis	<input type="checkbox"/>	Nebuliser	<input type="checkbox"/>
Electrical Profiling Bed	<input type="checkbox"/>	Electric Pressure Relieving Mattress	<input type="checkbox"/>
Electric Hoist	<input type="checkbox"/>	Household Lift/Stairlift	<input type="checkbox"/>
Nutrition Infusion Systems	<input type="checkbox"/>	Medication Infusion Systems	<input type="checkbox"/>

Return your completed form using the freepost address to:

NIE Networks, Critical Care Register

FREEPOST NATHN475

Danesfort, 120 Malone Road, Belfast, BT95BR



Critical care register

Last updated: September 2015

At Northern Ireland Electricity Networks, we offer a critical care information service to customers who are dependent on life supporting electrical equipment. Please register with us and we will provide you with the most up to date information during a power cut or planned interruption.

What you should do if your power fails

In the event of a power cut please contact us immediately on our Customer Helpline 03457 643 643. When registered with us, we will recognise your telephone number and your call will be given priority. You will either speak directly to a call advisor or, if all our call advisors are busy taking calls, we will phone you back.

We will then contact you regularly throughout the duration of the power cut with up to date information. This will help you make an informed choice as to whether you should make alternative arrangements, contact your health professional or call 999.

How can you prepare for a power cut?

- Find out how your medical equipment operates.
- If you are unsure ask your health professional.
- Make sure your battery back-up is always fully charged.
- You may want to decide where to move to in the event of a prolonged power cut.

Planned interruption of supply

In the event of an interruption planned by NIE Networks we will contact you at least three days beforehand and inform you of the expected duration of the interruption.

Nominated person

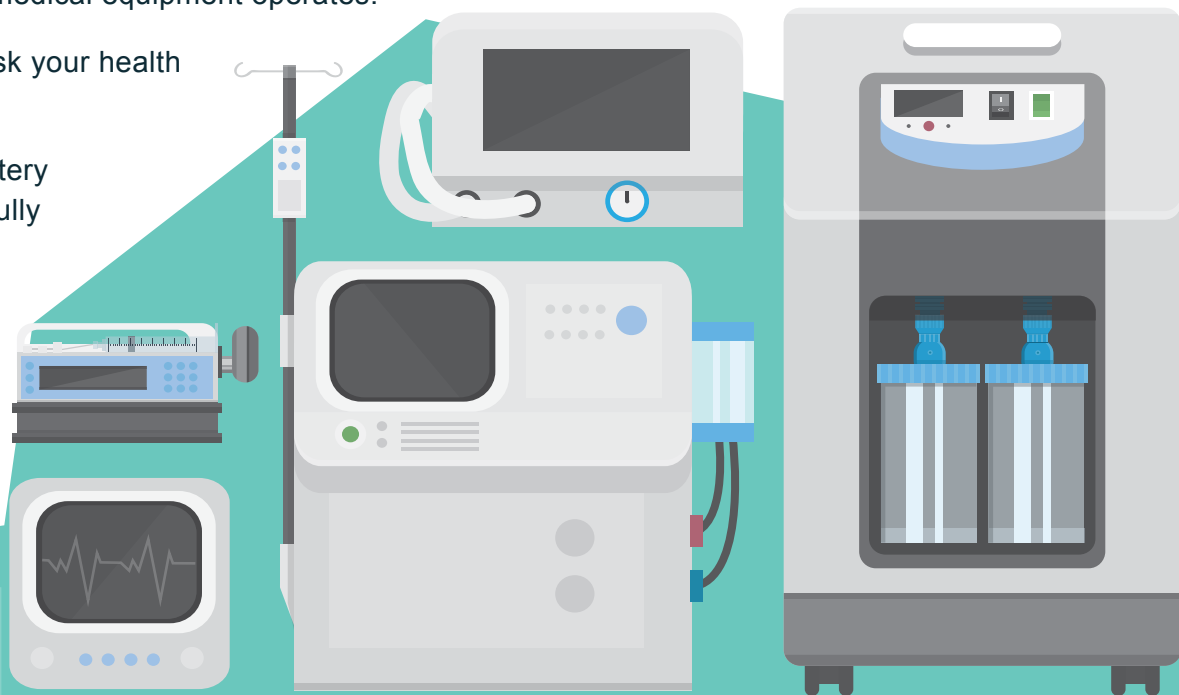
You can provide us with details of a relative, neighbour or friend as an alternative, if we are unable to make direct contact with you. Please make the nominated person aware you have given us their name.

Confidentiality

We wish to advise all our customers that the register is confidential and you can be assured that your details will be kept private and only nominated NIE Networks staff will have access to the information.

Staying in touch

We will write to you on an annual basis to confirm your details, however, if your circumstances change please contact us on **03457 643 643**.



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