

CREASE



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Northern Ireland Electricity Networks
Medical Customer Care Registration
& Carn Industrial Area
Portadown
CRAIGAVON
BT63 5QJ

Freepost NIWATER



Business Reply
Licence Number
RTZY-USGT-KSAJ

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NI Water Customer Care Register



NI Water provides essential water and sewerage services for customers. If you join our Customer Care Register, we can offer a range of free support services if you need extra help because you have a disability, have a serious medical condition, are an older customer or need extra help for any other reason.

Loss of water supply

You should always be prepared for an interruption to your water supply.

- Find out how your medical equipment works. If you are not sure, ask your health professional.
- Have adequate water storage.
- Consider the possibility of staying somewhere else.

If you are on our register and don't have water, we will prioritise you to receive bottled water if needed.



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Flooding

- If you are blind, partially sighted or have mobility problems you may find it difficult to get out of your home safely if there is flooding. We recommend that you have a planned way out of your home that you are familiar with.
- If you are on our register, if there is a flood we will prioritise our response to make sure we are with you as quickly as possible.

Doorstep Password Scheme

You can arrange a password with us to help you identify our staff. If someone claims to work for us but does not know your password, do not let them in. Contact us and we will check if the caller is genuine.

Information leaflets

Our information leaflets and letters are available in Braille, in large print, on CD or on audio tape.

Staying in touch

We will write to you every year to confirm your details. However, if your circumstances or contact details change, please contact Waterline on 03457 440088.

Personal information

Under the General Data Protection Regulation (GDPR), the lawful bases for processing your personal information (that is, the legal reasons for using it) are:

- we have your permission; and
- to protect your vital interests.

Our privacy notice sets out how we collect, store, use, share and protect your personal information in connection with our business activities.

You can see the privacy notice at www.niwater.com/privacy/

If you do not have internet access, you can ask us to send you a copy of our privacy notice by phoning Waterline on **03457 440088**.

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Supporting our customers



Helping customers every step of the way

Northern Ireland Electricity Networks (NIE Networks) and Northern Ireland Water (NI Water) are committed to helping all customers who may need extra support if there is a power cut or if electricity or water supplies are interrupted.

Both organisations offer a variety of free services, ranging from helping older customers or those with a disability through to supporting those who depend on life-supporting medical equipment.

Getting registered

Depending on your circumstances, you may be eligible to register to receive extra support. This leaflet provides further information about the support available from each provider and a form you can use if you would like to register.

How your information will be used

In order to register you must provide some personal details. To protect your personal information you must fill in separate registration forms for each organisation.

All your information will be stored securely. Neither organisation will share your information or contact details with any third party unless they can do so by law. You can withdraw your permission to us using your personal information for this purpose at any time.

Bogus callers

All staff from NI Water and NIE Networks, or anyone acting for them, will always carry ID.

If you are not sure whether someone calling at your home is genuine, call the PSNI's Quick Check Scheme on 101.



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NIE Networks Medical Customer Care Register

We transport electricity to over 880,000 customers. If there is a power cut or planned interruption to your electricity supply, we offer a telephone information support service to customers who depend on life-supporting medical equipment.

If you want to receive this service you can register for our Medical Customer Care Register in one of the following ways.

- Fill in and return the Freepost form over the page.
- Go online at www.nienetworks.co.uk.
- Call our Customer Helpline on 03457 643 643.

Planned interruption to supply

Sometimes we need to turn the power off to carry out planned maintenance work or upgrades. If we need to interrupt your power supply we will tell you the planned times of the interruption at least three days beforehand.

Power cuts

If there is an unexpected power cut, please call our Customer Helpline. If you are registered on our Medical Customer Care Register our system will recognise your phone number and your call will be prioritised.

You will either speak to one of our customer service agents or, if all agents are on other calls, we will call you back as soon as an agent becomes free.

We will continue to contact you regularly throughout the power cut with up-to-date information. This will help you to make informed choices, including whether you need to make alternative arrangements, contact your health provider or call emergency services.

Alternative contact

You can give us the details of a relative or friend we can contact if we cannot reach you. It is important you tell this person that you have given us their details.



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How you can prepare – top tips

- Understand how your medical equipment works and the effect a power cut could have.
- Make sure your back-up battery or power-pack is always fully charged.
- You may need to make alternative arrangements if the power cut or interruption to your supply is for several hours.
- Give us a contact number for a phone that does not need electricity.
- Store our Customer Helpline number - 03457 643 643 - in your mobile phone or keep it handy.
- Make sure you have a supply of batteries and a torch.



Keeping in touch

We will write to you once a year to confirm your details. If your circumstances or contact details change, or you would like to be taken off the register, please call our Customer Helpline.

Data Protection

Under the General Data Protection Regulation (GDPR) we must have a valid legal reason (legal basis) for processing your information. The legal basis for us processing your Medical Customer Care Register information is that we have your permission.

You can see our privacy statement at www.nienetworks.co.uk/privacy or get a copy by calling our Customer Helpline on 03457 643 643.

Customer Helpline: 03457 643 643

Website: www.nienetworks.co.uk

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Registration form

Name: _____

Account holder's name (if different): _____

Postcode: _____

Contact number: _____

This is the number our system will recognise when you phone to report a power cut. Please make sure your phone does not need electricity.

MPRN: 8 1 _____

This is your meter point reference number, a unique 11-digit number used to identify your address. You can find it on your meter reading card or electricity bill or by contacting your supplier.

Alternative contact

You can provide details of a relative, neighbour or friend who we can contact if we cannot get in touch with you. Please tell this person that you have given us their details.

Name: _____

Contact number: _____

Equipment details – please tick all relevant boxes

Oxygen concentrator	<input type="checkbox"/>	Electrical profiling bed	<input type="checkbox"/>
Patient vital signs monitoring systems	<input type="checkbox"/>	Electric pressure-relieving mattress	<input type="checkbox"/>
Personal suction machine	<input type="checkbox"/>	Electric hoist	<input type="checkbox"/>
Ventilator	<input type="checkbox"/>	Household lift or stairlift	<input type="checkbox"/>
Home dialysis	<input type="checkbox"/>	Nutrition infusion systems	<input type="checkbox"/>
Nebuliser	<input type="checkbox"/>	Medication infusion systems	<input type="checkbox"/>

Gumming Area

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Registration form

Name: _____

Address and postcode: _____

Email address: _____

(you don't need an email address to register)

Preferred contact number: _____

We have a text-alert service so you can receive updates by text if there are problems in your area.

Mobile number for texts: _____

Please tick which box applies to you or someone in your household.

- | | |
|---|--|
| <input type="checkbox"/> Dialysis | <input type="checkbox"/> Deaf or hard of hearing |
| <input type="checkbox"/> Need information in audio format | <input type="checkbox"/> Speaking difficulties |
| <input type="checkbox"/> Large print | <input type="checkbox"/> Other |

Gumming Area

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