



COFOVC0518



# Caring for our vulnerable customers

Registration forms

[electricireland.ie](http://electricireland.ie)

Smarter Living

**electric**  
**Ireland**



## Your guide to Priority Services

At Electric Ireland, we recognise that some of our customers have special requirements where continuity of energy 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.

Electric Ireland 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 included and return it to us.

# Priority Services – for customers critically dependent on electricity supply

Electric Ireland requires the below information to record the special requirements of certain customers. The data controller is the Electricity Supply Board, trading as Electric Ireland. Please refer to our Privacy Notice, available at [www.electricireland.ie](http://www.electricireland.ie), we can also provide a copy on request.

Electricity Account No. (see top right of your bill)

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MPRN

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Gas Account No. (see top right of your bill)

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GPRN

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Name (Account Holder)

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

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Address (Account Holder)


Telephone or Minicom Number

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Email

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

Life Support

Oxygen Concentrator

Dialysis

Ventilator

Other (please specify)

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

Do you wish to have Priority Services status visible on this register? Yes  No

Signature

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Date

D	D	M	M	Y	Y
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## Your guide to Special Services

We also acknowledge that some of our customers have vulnerabilities as a result of advanced age, physical or mental health difficulties. We can provide Braille bills, large print or talking bills to visually impaired customers.

We offer a text phone service for customers who have Minicom equipment. The special Minicom number is **1850 372 707**.

If you have a mobility difficulty, please contact us on **1850 372 372** to discuss your needs.

Electric Ireland will never request disconnection of registered Special Service customers during winter months unless asked to do so by you or for fault/safety/maintenance reasons. To register with us as a Special Services customer, please complete the form included and return it to us.

# Special Services – for customers particularly vulnerable during winter months

Electric Ireland requires the below information to record the special requirements of certain customers. The data controller is the Electricity Supply Board, trading as Electric Ireland. Please refer to our Privacy Notice, available at [www.electricireland.ie](http://www.electricireland.ie), we can also provide a copy on request.

Electricity Account No. (see top right of your bill)

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MPRN

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Gas Account No. (see top right of your bill)

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GPRN

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Name (Account Holder)

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

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Address (Account Holder)


Telephone or Minicom Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Email

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Registration category (please tick)

Mental Health (certification required)

Language Difficulty

Deaf or Hard of Hearing

Speech Difficulty

Blind or Partially Sighted

Learning Difficulty

Elderly (aged 66 or over)

Dexterity Impaired

Mobility Difficulty

Other (please specify)

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

Electric Ireland reserves the right to request you to provide further evidence of your entitlement to these services.

Signature

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Date

D	D	M	M	Y	Y
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Register for Priority Support/Special Services

Electric Ireland (F4354)

PO Box 10969

FREEPOST

Dublin 11