PREPAY POWER.IE
Smart control of your electricity.

Priority Services and Special Services Customer Registration Form

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Priority and Special Services Guide

At PrePayPower we want to continue to ensure that our service is suitable for your needs.

Unfortunately we cannot supply customers who are dependent on an uninterrupted supply of electricity. Our services may also not be suitable for the visually impaired due to the nature of our budget controller or Pay As You Go Gas meter. If we find that our service is no longer suitable, we will assist you in finding an alternative supplier.

If you wish to identify yourself to us as a vulnerable customer it is important to note that we will share this information with ESB Networks and Gas Networks Ireland to assist them in recognising customers who may be at risk when there is interruption to your supply. ESB Networks and Gas Networks Ireland will also provide this information to any new supplier that you may move to.

The forms on the following pages will allow you to register as a vulnerable customer, if:

- You are in any of the listed categories that are critically dependent on electricity; or
- You are in any of the other categories that otherwise qualify you as a vulnerable customer (for both gas and electricity).

The first form allows you to nominate another person, with their consent, to operate the electricity and/or gas account on your behalf, should you so wish to do so.

Please also note that we can provide full customer service via email and can arrange to contact you via SMS if you are aurally impaired. Simply fill in the last form in this document to register formally for these services.

Once your form has been completed simply post to; **Priority Services Manager, PrePayPower Ltd, Paramount Court, Corrig Road, Sandyford, Dublin 18.**

Thank you for choosing us as your energy supplier,
The PrePayPower team.

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Name	
Address	
Date of Birth	
Contact Number	
Mobile Number	
Minicom Number (if applicable)	
Email Address	
MRPN or Prepayment Card Number	
GPRN (for Gas Customers)	

Contact channels that you wish to avail of:

Email Contact
SMS Contact

If you wish to have an alternative person to manage your account, that's no problem at all. Simply fill in their details and ask them to sign this form:

Your Prepayment card number (electricity only)	
Alternative contact name	
Alternative contact address	
Alternative contact phone number	
Alternative contact email address	

I agree to have my personal contact details stored for the continued management of this account.

Signature of Alternative Contact: .....

Registration Category

– Electricity and Gas

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Life Support Equipment (Electricity only)	✓	*Non-life Support Equipment (Electricity only)*	✓	*Mobility*	✓	*Age*	✓	*Sight or Hearing Impaired*	✓
Oxygen Concentrator		Household Life		Arthritis		66 or over and living alone		Blind	
Home Dialysis		Stair Chair		Wheelchair bound		66 or over and living with a minor		Partially Sighted	
Total Parental Nutrition Machine		Nebuliser		Paraplegic		66 or over and living with other persons 66 or over		Deaf	
Peg Tube Feeding Pump		Ventilator (Sleep Apnoea)		Quadriplegic				Hard of Hearing	
Personal Suction Machine		Electric Hoist		Artificial Limbs				Other (please specify):	
Electric Pressure Relieving Mattress		Other (please specify):		Other (please specify):					
Other (please specify):		Does the above equipment have battery back up?							

For Electricity only, please tick each option that suits your needs

Simply post this form to:

Priority Service Manager, PrePayPower Ltd,
Paramount Court, Corrig Road, Sandyford, Dublin 18.