



Need a hand?

www.prepaypower.ie/support



Top up

www.prepaypower.ie/topup

Priority & Special Services Customer Registration Form

**Prepay
Power**

PrepayPower Limited
Paramount Court, Corrig Road,
Sandyford Industrial Estate, Dublin 18,
D18 R9C7

© 2019 PrepayPower Ltd.

Priority and Special Services

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

In order to continue providing the best service to you, it is required that you fill in and return the forms included.

Pay as you Go suppliers are unable to supply customers who are dependent on an uninterrupted supply of electricity. A prepayment service also may not be suitable for the visually impaired due to the nature of the service. If it is found that our services are no longer suitable, we will be happy to assist you in finding a suitable supplier.

We have issued this letter to you because we need you to identify yourself to us as a vulnerable customer, and it is important to note that we must share this information with ESB Networks and Gas Networks Ireland to assist them in identifying customers who may be at risk when there is interruption to your supply.

ESB Networks and Gas Networks Ireland must also provide this information to any new supplier that you move to.

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.

The forms on the following pages will allow you to register for priority or special services if you are in any of the categories that qualify you as a vulnerable customer (for both gas and electricity).

Once your form has been completed simply post to;
Priority Services Manager, PrepayPower Ltd, Paramount Court, Corrig Road, Sandyford, D18 R9C7.

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

Registration Form

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

How would you like to be contacted?

Email SMS Phone Post

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 & Gas

Life Support Equipment

(If you have any of this equipment our services are unsuitable, and you must leave supply immediately. Please contact us on 0818 333 180)

Oxygen Concentrator

Home Dialysis

Total Parental Nutrition Machine

Peg Tube Feeding Pump

Personal Suction Machine

Electric Pressure Relieving Mattress

Other (please specify):

Non-Life Support Equipment

(electricity only)

Household Lift

Stair Chair

Nebuliser

Ventilator (Sleep Apnoea)

Electric Hoist

Other (please specify):

Does the above equipment have battery back up?

Age

66 or over and living alone

66 or over and living with a minor

66 or over and living with other persons 66 or over

Mobility

Arthritis

Wheelchair bound

Paraplegic

Quadriplegic

Artificial Limbs

Other (please specify):

Sight or Hearing impaired

Blind

Partially Sighted

Deaf

Hard of Hearing

Other (please specify):

Simply post this form to:
Priority Service Manager,
PrepayPower Ltd,
Paramount Court, Corrig Road,
Sandyford, Dublin 18.