



Essential Services Northern Ireland: Water, Gas, and Electricity

A photograph showing an elderly woman with white hair and glasses, wearing a yellow sweater, smiling and talking to two younger people. The two younger people, a man and a woman, are wearing red puffer vests over grey sweaters. They are looking at a clipboard held by the man. They are standing outside a light-colored building.

This leaflet will explain what additional services are available to residents of Northern Ireland who may have accessibility needs or who require extra help accessing support in regard to water, gas and electricity. For information relating to the support that is available for other essential services, please consult the UKRN's Accessibility leaflet.

Water

NI Water offers a range of free additional services to older people, those with a serious medical condition or consumers who need extra help for any other reason through their Customer Care Register.

Additional services provided through the Customer Care Register include:

- **Doorstep Service.** If you have a hearing difficulty NI Water will knock on the door louder and speak clearly when calling with you. If you have a mobility problem NI Water will allow more time for you to answer the door.
- **Doorstep Password scheme.** You can ask for a password to help you identify NI Water staff when they call at your home. Staff will always use this password when they visit you.
- **Carers Contact Service.** You can name a carer or relative as a contact on your behalf.
- **Special Advice.** NI Water will try their best to resolve any concerns you may have by phone. If your concerns cannot be resolved by phone, they will arrange an appointment to visit you at your home.
- **Information leaflets in alternative formats.** All NI Water information leaflets are available in Braille, large print or in an accessible audio format.

- **Additional support in the event of loss of water supply and flooding.** Adding your details to the Customer Care Register will allow NI Water to prioritise your contact details if your supply goes off or in the event of flooding.

You can register for this service online through Customer Care Register - NI Water www.niwater.com/customer-care-register/ or by contacting **Waterline on 03457 440088**.

Useful links

www.uregni.gov.uk/additional-services-available-utility-companies

www.consumercouncil.org.uk/consumers/rights-and-advice/water

www.niwater.com/customer-care-register/

www.uregni.gov.uk/dealing-caller-my-home

www.psni.police.uk/safety-and-support/keeping-safe/protecting-your-home/quickcheck

Gas and electricity

NIE Networks and electricity and gas suppliers offer a range of free additional protections and services for customers with additional requirements:

- If you or someone in your home is dependent on electrical equipment for daily care then you can sign up to NIE Networks' **Medical Customer Care Register** for additional protections.

These include advanced notice of supply interruption and priority contact during a power cut: www.nienetworks.co.uk/help-advice/Vulnerable-customers/Critical-care-register

- If you are of pensionable age, disabled or chronically sick you can sign up to your electricity and gas supplier's **Customer Care Register**. If you are on the register you will receive a range of free additional services: to find out more about these services and how to sign up to the register, please contact your supplier: www.uregni.gov.uk/utility-suppliers-and-contact-information

There are also a number of free specific services that you can request from your electricity or gas supplier if you are of pensionable age, disabled or chronically sick:

- **Assistance with use of your meter.** If you have a problem accessing your meter or need help to use it, you can ask to have your meter moved to a location you can easily access. You can also request special controls and adaptors for electrical and gas appliances and meters.
- **Meter reading.** If you struggle to read your meter, you can ask your supplier to read it for you.
- **Doorstep Password.** If someone from your supplier calls to your home, you can ask your supplier to provide special identification for employees or a password for them to provide to you, so that you know they are genuine.



Electricity and gas consumers in NI can also avail of the Quick Check 101 scheme. You can call 101, the police non-emergency number, to check the identity of callers to your home who claim to represent an electricity or gas supplier, energy network company or NI Water.

Clear Bills. You can ask for large print and braille communications.

Nominated Person. You can request to have a copy of your bills sent to a nominated friend or family member for checking.

Confidence in use. Your supplier can provide advice on the use of certain electricity and/or gas appliances and other gas fittings.

Stay Safe. You can ask your gas supplier for a free annual safety check on your gas appliances and fittings. This is only available if everyone in the household is either of pensionable age, disabled, chronically sick or a minor.

Useful links

www.uregni.gov.uk/additional-services-available-utility-companies

www.consumercouncil.org.uk/consumers/rights-and-advice/energy/critical-care-registers

www.psni.police.uk/safety-and-support/keeping-safe/protecting-your-home/quickcheck

About this leaflet

The information in this leaflet has been prepared by the UK Regulators' Network (www.ukrn.org.uk). This group is formed of the official bodies that regulate the UK's essential services.

Last updated: March 2024