
Vulnerable Customer Policy

1. Help for Vulnerable Customers

B&D Energy wants to protect our vulnerable customers and offer them appropriate support.

If you feel that you need some extra help and that you fit one or more of the criteria set out in our following Vulnerable Customer Registration Form, please complete the form and return it to us or contact us on **0208 227 5960** (office hours 8.30am to 5pm, Monday to Friday). If you feel that you do not fit the criteria but still need extra help, please contact us also and we can see how we can help best.

Every situation is different, and we can talk with you to agree how we can best help you in your particular circumstance. Some of the things we can do to make your life easier include:

- If you are having difficulties in paying, we can arrange a payment plan to help spread the costs over the year.
- In some cases, we can help you get in touch (and maybe liaise with) with relevant support agencies that can assist with your problems.
- We can ensure that all our staff and contractors are aware that you may need that bit of extra care.
- In cases of prolonged supply interruptions (more than twelve hours) we can supply electric heaters.
- We may not disconnect your heat supply during the winter months.
- We can arrange a password that anyone coming to your home will have to give before you give them entry.
- You can nominate a friend or neighbour to act on your behalf when talking with us.

This list is not exhaustive, and we are happy to discuss your needs when we speak.

If you need help or advice, you can contact us on **0208 227 5960** (office hours 8.30am to 5pm, Monday to Friday).

2. How you can register

If we agree that you have a vulnerability, we record this to ensure that you receive the agreed additional services to assist with your vulnerability. Please fill out the following form so that we have the correct details. We will share the information you give us with our contractors and partners who need to know so that they can support you best.

3. If your circumstances change

If you are on our Vulnerable Customer Register and no longer need extra help, please let us know.

4. Vulnerable Customer Registration Form

Vulnerability	Details
Elderly (above the age of 70)	
Long-term/chronic illness or disability (please specify)	
Bereavement (please specify)	
Financial insecurity (please specify)	
N.B. If any false claims of vulnerability are made and are identified, you will be charged for the exploitation of any priority calls made to your property.	
Help needed (please specify)	
Declaration: All personal and account information provided above is correct to the best of my knowledge.	
Signature Date	