

A guide to our **special services**



If you or someone living **in your household** would like to avail of our special Priority Support Services, please complete the registration form on the opposite page and return.

Details of customers who register will be forwarded to ESB Networks for inclusion in the Industry Register. This will enable ESB Networks to identify those customers who are particularly vulnerable to a supply interruption.

Disconnection – ESB Customer Supply will not request disconnection of registered Priority Support customers other than if requested to do so by the customer or for fault/safety/maintenance reasons.

Planned Interruptions – In the event of an interruption being planned by ESB Networks, it is their policy to inform you in advance by postcard of the date and likely duration. Occasionally, the interruption may extend a little longer than planned and in such cases you can phone ESB Networks on 1850 372 999 for information.

Unplanned Interruptions – If you lose your electricity supply without warning, you can phone ESB Networks on 1850 372 999 for information.

Note: If you are dependent on electrically powered medical equipment and are concerned about a supply interruption of any duration, we advise you to make alternative arrangements e.g. through a hospital, health centre, or relative.

Priority support customer registration form

Part 1 ESB Customer Supply account details of household where person requiring Priority Support is residing (found at top right of electricity bill)

Account No.

MPRN No.

Account holder name: _____

Account holder address: _____

Contact tel. no.: _____ Mobile no.: _____

Part 2 Details of person requiring registration (if different from account holder)

Name: _____

Contact tel. no.: _____ E-mail: _____

Minicom tel. no.: (if applicable) _____

Relationship to the account holder: Partner Family Friend

Part 3 Medical equipment details (please tick)

Life support equipment

Oxygen Concentrator
Personal Suction Machine
Home Dialysis
Peg Tube Feeding Pump
Total Parental Nutrition Machine
Ventilator

Non-life support equipment

Electric Hoist
Electric Pressure Relieving Mattress
Household lift
Nebuliser

ESB Customer Supply is entitled to seek written evidence from a medical professional as to the validity of the details provided.

Part 4 Signature of account holder: _____ Date: _____

We wish to advise you that the Electricity Industry Register is confidential and you can be assured that your details will be kept private and only nominated ESB Customer Supply and ESB Networks staff will have access to the information. Therefore, in filling in this form we need you to agree to share this information with ESB Networks. This allows ESB Customer Supply and ESB Networks to provide you with the relevant services.

No postage
stamp
necessary
if posted in
Republic of
Ireland

**Register for Priority Support
ESB Customer Supply (F4354)
PO Box 10969
FREEPOST
Dublin 11**