



Vulnerable Customers Policy and Procedure

April 2020



The following vulnerable customer's policy and procedure relates to Aberdeen Heat and Power's domestic customers and has been produced to meet the recommendations held within BS 18477:2010 Inclusive service provision, requirements for identifying and responding to consumer vulnerability, and the Ofgem policy for Vulnerable Customers:

- AH&P shall issue their document referenced "Helping Vulnerable Customers" to all domestic customers to allow them to access the Vulnerable customer service when they sign the heat agreement.
- Listed below are some examples of what AHP considers to be vulnerable customers:
 - Customers with young children
 - Customers who are of pensionable age
 - Customers who have a disability, impairment, or who are chronically sick
 - Customers with a visual or hearing impairment
- Customers are invited to register on our Priority Services Register. AHP shall use this register to provide help and assistance in case of energy interruptions and offer additional protection to customers.
- The register shall be kept up to date by the office administrator and shall comply with all General Data Protection Regulation requirements.
- For security purposes registered vulnerable customers can agree a password which shall be used by AHP or their representatives when accessing customers' property.
- AH&P can make arrangements to send bills to any person nominated by the vulnerable customer and the appointed person can discuss the account on their behalf.
- AH&P shall ensure that all staff and representatives shall be carrying identity cards at all times, which they shall show the customer without being prompted.
- AH&P can offer a range of debt repayment options in order to ascertain an affordable solution that is most appropriate to the vulnerable customer's circumstances and shall ensure follow up contact is maintained after a payment plan has been agreed.
- AH&P shall work with advice agencies, support services and charities to offer vulnerable customers the most suitable support to help with their energy bills and debt management.
- AH&P only disconnects supplies as a last resort however customers who are vulnerable shall not be disconnected between 1st October to 31st March.
- AH&P shall take reasonable steps to find out whether the customer or someone in the household is vulnerable before disconnecting supplies.

April 2020