



Accessible Compliance Report 2025

Customers in Vulnerable Circumstances



power ni
Part of Energia Group

Introduction

We were proud to achieve ISO 22458:2022 for Inclusive Service Provision as part of the first cohort in 2022. This international standard sets out how organisations should design and deliver inclusive services, especially for customers who may be in vulnerable circumstances. It focuses on three main areas: organisational culture and strategy, inclusive design, and how to identify and support customers who need additional help.

In November 2025, we completed our first three year recertification assessment for ISO 22458. We passed the assessment and successfully kept our certification.

Training

We listen to our customers and use what we learn to shape the training we give our staff. Our training programme includes a mix of courses we design ourselves and sessions delivered by external specialists.

This approach allows our external training plan to be changed each year based on what our customers need. Most recently, our staff have received training on age awareness, suicide, handling sensitive disclosures, and supporting customers with visual impairments.



Signposting

We have built strong relationships with charities across Northern Ireland that can support both our customers and our staff. These organisations can provide additional help to Power NI customers:

Advice NI provides free and confidential advice on benefits, debt and money, business debt, EU settlement scheme, tax credits and HMRC products & services.



- **Address:** Forestview, Purdy's Lane, Newtownbreda, Belfast, BT8 7AR
- **Telephone:** 0800 915 4604
- **Email:** advice@adviceni.net
- **Website:** www.adviceni.net

Age NI offers free independent and confidential advice to older people, their families, and carers on a range of issues including care, health, housing, and money.



- **Address:** Age NI, 31 Ulsterville Avenue, Belfast BT9 7AS
- **Telephone:** 0808 808 7575
- **Email:** advice@ageni.org
- **Website:** www.ageni.org

Christians Against Poverty provides free independent debt advice, supporting you all the way to becoming debt free - as well as helping you manage your finances better.



- **Address:** 103–113 Ravenhill Road, Belfast, BT6 8DR
- **Telephone:** 0800 328 0006
- **Email:** info@capuk.org
- **Website:** www.capuk.org

Stepchange provides free and non-judgemental debt advice and support to people across the UK.



- **Address:** 123 Albion Street, Leeds LS2 8ER
- **Telephone:** 0800 138 1111
- **Email:** client.service@stepchange.org
- **Website:** www.stepchange.org

For more information on any of the above services, please visit powerni.co.uk/useful-contact-information

Doorstep Services

If our staff need to visit your home, you can set up a password on your account. They will say this password when they arrive so you know they're genuine.

All Power NI sales agents carry an ID badge showing their name and the phone number for their Power NI office.

If someone is visiting on behalf of Power NI, you can also set up a password for them to use so you feel more at ease.

Power NI is part of the *Quick Check 101* scheme, which means you can call **101** to confirm the identity of anyone who comes to your door claiming to represent them.

Alternative forms of communication

We provide the following free alternative forms of communication for those customers who require it:

- Customers can receive correspondence from Power NI in their preferred language on request.
- Braille
- Talking (Audio)
- Large Print
- ReachDeck is software on the Power NI website that helps make the site easier to use. It includes features like translating the pages into different languages, reading the text out loud, downloading text as an MP3, adding a screen mask to help with visibility, enlarging text as it is read and showing a simpler, text-only version of the page.
- Sign Language Interpreter through partnership with SignVideo
- If the account holder gives permission during a call, the customer can speak with a third-party interpreter through Power NI's partnership with the Big Word.

Additional services for customers in vulnerable circumstances

We provide the following additional services for customers in vulnerable circumstances:

- Alternative methods of communication (As described above)
- Quick Check Scheme 101
- Password Scheme
- Nomination Scheme (Trusted Person and/or full financial responsibility)
- Jam Card alert
- Relay UK service (For any customers who have hearing or speech impairments, they can type their message to a Power NI agent and when the agent speaks, the customer will receive the information in a written reply.)
- When a customer interacts with Power NI and states they are having trouble either reading or accessing their meter, Power NI can provide customers with the option to relocate their meter or install a Bluetooth prepayment meter free of charge.
- If a customer on Power NI's Customer Care Register asks for extra controls or adaptors to help them use their electrical appliances, Power NI can provide a range of accessible add ons. Power NI can also provide advice on how to use electrical appliances efficiently, where appropriate.



Affordability difficulties

If customers are ever worried about paying for their electricity, we encourage them to reach out to us, we are here to help. We value the partnership we have with Bryson Care to deliver our 'For Your Benefit' programme which:

- Provides a practical support package for vulnerable customers.
- Helps tackle debt issues and promotes Power NI's various schemes e.g. Keypad and Customer Care Register.
- Completes a benefit entitlement check, including help to complete forms for any benefits identified.
- Supports customers through any appeals process.
- Provides energy budgeting advice for electricity and other fuels.
- Provides an energy efficiency check and advice with referral to appropriate schemes.

For more information, please visit

<https://powerni.co.uk/help/bills-payment/financial-support/benefit-entitlement-check/>

Customer Insights Report

The Customer Insights report looks at data, customer feedback and wider brand research to gain a greater understanding of our vulnerable customer database. It allows us to better engage with customers in vulnerable circumstances, understand how well our current processes are working and identify ways to improve.



If you have a question and you'd like to get in touch,
please use any of the following contact methods:

Call us on **08000 285 455**
(Monday to Friday, 9am to 5pm)

Email us at home@powerni.co.uk

Contact us online at
www.powerni.co.uk/contact



power ni
Part of Energia Group