

Annual Report on compliance with Code of Practice (CoP) for Consumers in Vulnerable Circumstances	
Instructions:	<p>Please complete the licensee name and reporting year sections below.</p> <p>This template requests the information that is required to be included in the publicly accessible version of the report on compliance with the Code of Practice for consumers in vulnerable circumstances. You may wish to use an alternative reporting format for this report and to include your own branding. However, the information required (highlighted in italics) must be included.</p> <p>If the RM is not applicable to your licence, please remove this section from your report. Licensees must complete this report in full.</p> <p>A copy of this return is to be published on the licensees website and will also be published on the UR's website.</p>
Licensee name:	Budget Energy Ltd
Reporting year:	2025

We have obtained the BSI ISO 22458:2022 Consumer Vulnerability standard. This is an international standard on the design and delivery of inclusive services for vulnerable consumers. The standard covers organisational culture and strategy, inclusive design and how to identify and respond to consumer vulnerability.

If applicable, the wording above can be used in this report. Licensees may wish to add further information on the standard. If not obtained, please remove this section from the report.

Applies to all Licensees

The following training has been provided to our staff over the last year.

All front facing staff go through the following training when they join the business:

Induction training into the electric industry as well as company systems, processes and policies.

Complaints Handling

Usage Queries

Winter Readiness

JAM Training

Empathy training

Refresher training is then completed once every 12 months to ensure our advisors are adequately supported and trained to offer the correct advice to our customers.

We have partnered with the following organisations who we can refer to you for further support, if needed.

AdviceNI

Stepchange

We provide a special identification service for our employees when they are visiting your home. This includes the operation of a password scheme and a telephone based identification scheme.

As a business we use the Quick Check 101 scheme as a way for customers to identify employees visiting your home.

We provide the following alternative formats of communications for those customers who require it. These are free of charge.

- Braille
- Large Font/ Large Print
- Text relay services for customers who are deaf or hearing impaired
- Translate online while using our Live chat and email channels

We provide the following additional services for consumers in vulnerable circumstances.

We complete outreach programmes to ensure our customers that have self identified as vulnerable are receiving the right support that Budget Energy can provide to them.

Budget Energy attend local community programmes where possible to support those customers that identify as vulnerable.

For vulnerable consumers who are experiencing affordability difficulties with their energy bills, we can refer you a consumer body who can assist you with a benefit entitlement check facility.

We have a partnership with AdviceNI along with Stepchange in which we can do a warm handover of your case and seek support with affordability difficulties.

We conduct research and engage with consumers in vulnerable circumstances to help us understand how effective our processes are for vulnerable customers and to identify any ways we can improve.

Your feedback is important to us, and we are committed to continuously improving based on what our customers tell us.

*Please refer to the slides under the **“Your Feedback Matters”** section of the research report for detailed findings and actions taken in response to customer feedback.*

Optional: Any additional Information

Licensees may wish to include any further information relating to the Code of Practice on for Consumers in Vulnerable Circumstances.

