



Energy Efficiency

Get in-touch for help and advice on how to use energy efficiently, avoid waste and reduce costs.



Visit our website: newsite.budgetenergy.co.uk/help/energyefficiency



Phone our Customer Service Team: 0800 012 11 77



Email us: info@budgetenergy.co.uk

We are open Monday to Friday from 9am - 7pm and 10am – 2pm on Saturdays.
(Live chat only via website).

Improving the energy efficiency of your home is one of the simplest ways of saving energy and money. Many measures may not cost as much as you think and there are often grants and discounts available which make it an even smarter choice. For more information or assistance on measures to improve your energy efficiency or to enquire about grants contact NI Energy Advice.



Phone: 0800 915 4604



Email: advice@adviceni.net

Consumers can also visit the NI Housing Executive website at www.nihe.gov.uk under Community. This service offers advice and a contact form for energy efficiency advice and signposting for grants.

If you are having difficulties paying your electricity please contact us immediately for help and guidance. Please have your account number to hand when you contact us. We can only discuss account information with the account holder.

Budget Energy has a Code of Practice on Payment of Bills (for domestic customers) that provides details on services, advice and assistance for customers that are having difficulty making payment.

Provision of Services for Persons Who Are of Pensionable Age or Disabled or Chronically Sick



Customer Care Register

If you are a customer of pensionable age, disabled or chronically sick you can register with us on our Customer Care Register. This allows us to make sure you are receiving any of the relevant special services we provide to customers who are of pensionable age or disabled or chronically sick. This service is free of charge.

This includes customers who are or have:

- Blind or visually impaired
- Chronically sick
- Deaf or hard of hearing
- Dexterity impaired
- Language difficulty
- Learning disability
- Mental health disorder
- Mobility or physically disabled
- Of state pensionable age
- Speech impaired (for example, following a stroke)

For more information on advice and services provided please download a copy of our Code of Practice on Provision of Services for Persons Who Are of Pensionable Age or Disabled or Chronically Sick from our website or request a free copy using the contact details below:

<https://newsite.budgetenergy.co.uk/Documents/documentsni/COP/pensionable-age-or-disabled-or-chronically-sick.pdf>

Registration can be done anytime by contacting us by the following methods:

- **Freephone:** 0800 012 11 77, we are open Monday to Friday from 9am - 7pm and 10am 2pm on Saturdays (live chat only).
- **Email:** You can send an email to: info@budgetenergy.co.uk
- **Post:** You can contact us by post at: Customer Service, Budget Energy Ltd, Energy House, Floor 1, Springtown Business Park 141 Northland road BT48 0GY

Medical Care Customers

These services apply if any of the following equipment is in use in your home:

- Oxygen Concentrator
- Suction Pump
- Home Dialysis
- Peg Tube Feeding Pump
- Electric Hoist
- Electric Chair Lift
- Total Parental Nutrition Machine
- Ventilator
- Nebuliser
- Electric Mattress/Bed
- Electric Pressure Stair Lift
- Multiple Sclerosis
- Vital Medicine Requiring Refrigeration

If anybody in your home depends on electrical equipment that is vital for their health it is crucial that they contact NIE Networks on **03457 643 643** for inclusion on their Medical Care Register.

NIE Networks are responsible for maintaining the electricity network and this information will enable them to identify customers who are particularly vulnerable during a power cut or a planned interruption.

We also encourage medical care customers to provide details of a carer, relative or friend. If NIE Networks are unable to contact you directly, they will contact them.

If you wish to do so, please contact us using any of the methods listed. If your electricity goes off or you have problems with the quality of your electricity supply or would like to request a relocation/replacement of your meter you should contact NIE Networks directly on **03457 643 643**.