Consumer Energy Charter – Domestic

SSE Airtricity is proud to support the Consumer Energy Charter for Winter 2025/26, working alongside the Utility Regulator, the Consumer Council for Northern Ireland, and fellow energy suppliers. This Charter reflects our shared commitment to supporting customers during the colder months, especially those facing financial hardship.

By signing this Charter, SSE Airtricity commits to:

- Contributing to a hardship fund to support households struggling with energy bills.
- Protecting vulnerable customers by ensuring those on our Care Register are not moved to prepayment meters unless specifically requested.
- Maintaining a moratorium on prepayment meter installations during the winter period (1 December 2025 to 31 January 2026), unless requested by the customer.
- Ensuring customers on the Care Register are on the most suitable tariff available to them.
- Providing a centralised online hub with clear, up-to-date information on energy efficiency, financial support, and customer care.

Energy Charter FAQs

Are the Charter's commitments applicable to all domestic consumers?

Yes, the Charter applies to all domestic customers, with additional protections for those registered as vulnerable or in financial difficulty.

How does the individual assessment of ability to pay benefit consumers?

It ensures repayment plans are tailored to each customer's financial situation, avoiding undue hardship.

What is meant by actively engaging?

This refers to proactive communication with our customers who may be in debt. This allows us to offer support and discuss payment options before any enforcement action is needed.

What is the Care Register and how can customers join?

The Care Register identifies vulnerable customers eligible for additional protections. Customers can apply via our website or by contacting our support team.

What should consumers do if they need help or support?

Customers are encouraged to contact SSE Airtricity directly or seek independent advice via NI Energy Advice Line (0800 111 4455) or the Consumer Council (0800 121 6022).

What does reducing the maximum debt repayment rate mean for prepayment customers?

It ensures repayment rates are manageable. Customers exceeding 20% recovery rates are only those who have actively engaged with us.

Why are these commitments voluntary?

The Charter is a collaborative initiative, allowing suppliers to tailor support while aligning with regulatory expectations.