

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 licensee's website and will also be published on the UR's website.</p>
Licensee name:	SSE Airtricity Gas Supply (NI) Ltd
Reporting year:	2025

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

- Vulnerable Customers (Energy Care Scheme and Financial Vulnerability) – Trained out to all staff in June 2025
- Winter Readiness Vulnerable Customers (Energy Care Scheme and Financial Vulnerability) – Trained out to all staff in October 2025
- Best Practice Framework Training – Trained out to the staff in the Vulnerability Forum in August 2025
- Emotional Resilience - Trained out to all staff in September 2025

- Advice NI Training delivered by Advice NI – Trained out to staff in the Vulnerability Forum in November 2025

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

- Advice NI

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.

- Password Scheme which is designed to give customers additional reassurance during home visits
- All employees carry a company identity card which has a number to call to check the identity of staff completing in person visits

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

- Braille
- Large Print
- Audio Format
- Sign Video which includes ISL & BSL interpreter

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

- Provide special controls and adaptors for gas appliances and meters and reposition meters (including in both cases prepayment meters);
- Provide special means, including agreeing a password with the consumer, of identifying officers authorised by the Licensee;
- Give advice on the use of gas and gas appliances and other gas fittings;

- Bill redirect/nomination scheme
- Quarterly meter reading where required
- Arrange for a safety inspection of the gas appliances and other gas fittings where appropriate
- Provision for alternative formats of bills/statements/correspondence/codes of practice/terms and conditions for blind and partially sighted customers, or deaf or partially deaf customers
- Provision for facilities for making complaints or enquiries for blind, partially sighted, and hearing impaired customers.
- Non-disconnection of customer (who is of pensionable age, disabled, chronically sick or under age of 18) during 1 Oct – 31 March
- Inform domestic consumers at least annually of the existence of the register and how eligible customers can be included on it
- Provide free of charge advice and information to customers on the services available from their supplier because of their age, disability, or chronic illness
- Ensure staff are trained in treating customers in an empathetic manner to encourage customers to self-identify

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.

- Advice NI where a warm handover is offered via their portal.

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.

Click on the below link to view the Research Report:

<https://www.sseairtricitygasni.com/app/uploads/2026/02/17022026-SSEA-Vulnerable-Customer-NI-Report.pdf>

