

WE ARE
VULNERABLE
TO HELP



Who we are

Northern Ireland Electricity Networks is the owner of the electricity network in Northern Ireland and we transport power to over 895,000 customers.

Our teams work hard to provide a reliable service to all customers. A lot of the work needed to keep the power flowing happens behind the scenes but there are times when customers will come into contact with us.

When you contact us, we aim to provide the best possible customer service. We know that customers who may have vulnerabilities might need more time or support. We also understand that everyone is different and that some customers may need further explanations about when or why we are carrying out our work.

There are over 20 ways that we can help customers who may need support.

“Our customer service teams are trained to treat everyone with respect and time. We understand that it can be daunting to contact a large organisation but if a customer needs additional reassurance or information we are there to provide it”

Barbara Crawford
NIE Networks Contact Centre Manager

Just some of the ways we can help

Medical Customer Care Register

If you, or someone you know, relies on electricity for healthcare needs, you can join our Medical Customer Care Register to get extra support during a power cut. You can sign up online or call us on 03457 643 643.

JAM Card Friendly

We are a JAM Card friendly organisation. Our teams are trained to support customers with learning difficulties, autism or communication barriers, by giving them 'just a minute'.

Dementia Friendly

Employees who answer your calls, letters or emails, are trained as 'Dementia Friends' so they can recognise the support needed and help in small ways.

Relay UK

We use the Relay UK service to help customers with hearing and speech difficulties contact us by telephone.

Visual Impairment

We have facilities on our website to increase text size, change the colour of the background or read text aloud to help those customers with visual impairment or reading difficulties.

Translation Services

We offer translation services through our website for those customers who do not use English as their first language. Our website can translate information into over 90 different languages.

Meter Reading Appointments

Our metering team can make an appointment for those customers who need more time or if you would like to have someone with you while we read your meter.

Bogus Callers

When a meter reader or member of our team comes to your home, they will always carry an identity badge.

If you are unsure about a caller you can ring the Quick Check 101 number to confirm they work at NIE Networks.

Our meter readers can also give you a password, if you have agreed one with your electricity supplier, to prove they are genuine.

If you need our help we are always here. To find out more about our customer support services visit: nienetworks.co.uk/vulnerablecustomer or call our Customer Helpline on **03457 643 643**.





At NIE Networks we believe every customer should feel connected. We are committed to providing a reliable service to all customers and there are over 20 ways that we can help customers who may need support.

Customer Helpline 03457 643 643
nienetworks.co.uk/vulnerablecustomer

 Northern Ireland
**Electricity
Networks**