

# Sutton Decentralised Energy Network Limited (SDEN Ltd)

## Helping our Vulnerable Customers

Sutton Decentralised Energy Network (SDEN) wants to protect its vulnerable customers and offer appropriate support.

To help and support our customers we keep a Priority Services Register (PSR) which records who our vulnerable customers are and the specific needs of each of these and how we can help.

We have adopted a widely used criteria to define our vulnerable customers which are those heat customers whose personal circumstances and characteristics combine with aspects of the market to create situations where they are:

- 1) significantly less likely than a typical customer to protect or represent their interests in the energy market; and/or
- 2) significantly more likely than a typical customer to suffer detriment, or that detriment is likely to be more substantial.

From this general criteria we have then selected specific categories of residents to whom we believe this will apply and therefore can be classified as a vulnerable customer. These categories are where there is a resident in your property who:

- Is over state pension age
- Has a disability
- Is chronically sick or has a long-term medical condition which directly affects their ability to work and is claiming disability benefits
- Is visually impaired or has additional communication needs
- Is in a vulnerable situation, including severe financial difficulty
- Lives with a child aged under 3 years
- Has recently (within the last 6 months) suffered a bereavement of a close relative

This is not an exhaustive list, and we understand that every situation is different. If you believe you meet the definition for a vulnerable customer, please fill in the form in Schedule 1. Together we will discuss your individual circumstances and agree how we can best support you.

As a vulnerable customer on our Priority Services Register we can offer you support services which include:

- We can ensure that all our staff and contractors are aware of your situation and understand your needs. This will allow us to provide the necessary aid upon request.
- Upon request we can arrange a password for entry into your home from staff and contractors. This can help protect you from bogus callers.
- In the case of an interruption to your hot water and heating supply, we will provide a fast response to resolve this.
- In the case of a prolonged disruption, we can supply alternative heating arrangements.
- You can nominate a friend, neighbour or carer to act on your behalf when talking with us.
- We can provide your bill in an alternative format or phone you to talk through your bill.
- We can send your bill, or provide a copy of your bill, to an alternative contact.
- If you are having difficulties in paying, we can arrange a payment plan to help manage the costs over the year.
- We can provide advice to help you use energy efficiently to reduce costs, as well as details of sources which can give you additional and impartial information or assistance.
- We can offer support to help you understand where the different charges on your bill come from, and what they mean.

This list is not exhaustive, and we welcome you to contact our Customer Service Team to discuss your needs in further detail.

Once we have identified your support requirement, we will record this on our Priority Services Register (PSR), to ensure that you receive the additional services agreed. The details from your declaration form will be shared with our contractors and partners so we can understand how to support you best.

### **Disconnection**

While we will make every reasonable effort to help you, we still need to ensure services are paid for. We will not disconnect supplies to your property due to non-payment during the heating season (October to May).

If we do need to stop your supply for any reason, including for maintenance, we'll let you know in plenty of time.

### **Payment**

If you're having trouble paying your bills call our Billing and Collection Team on 020 8770 6132. We may be able to:

- Arrange for you to pay in instalments
- Change how you pay
- Take payments straight from your benefits under the government's Fuel Direct scheme. More information can be found on the Gov.uk website: <https://www.gov.uk/bills-benefits>
- Give you advice on your energy consumption. Energy savings tips are available on our website: <http://sden.org.uk/customers/#energyadvice>

### **Independent advice**

You might also want to get in touch with an independent agency like Citizens Advice at [adviceguide.org.uk](http://adviceguide.org.uk) or StepChange Debt Charity at [stepchange.org](http://stepchange.org) or by calling 0800 138 1111.

### **Processing of Your Personal Data**

Personal data you provide us on this declaration form will be processed in accordance with the SDEN Privacy Notice, available at: <http://sden.org.uk/customers/#PrivacyPolicy>.

Certain information provided on this form may include special category data, such as your health information. We rely on your consent to process this information. If you do not consent to this, please do not provide this information in this declaration form. We also rely on your consent to share your personal information with our contractors who may need to visit your property for the purposes of providing our services.

You have the right to withdraw your consent at any time by contacting us via [contactus@sden.org.uk](mailto:contactus@sden.org.uk).

Completed forms should be returned to us by email: [contactus@sden.org.uk](mailto:contactus@sden.org.uk) or by post to Sutton Decentralised Energy Network Limited, 24 Denmark Road, Carshalton SM5 2JG

## Schedule 1 - Vulnerable Persons Declaration Form - Priority Services Register

| <b>Contact details of customer</b> |  |
|------------------------------------|--|
| Name                               |  |
| Account number                     |  |
| Address                            |  |
| Contact phone number               |  |
| Contact email address              |  |

| <b>Contact details of alternative contact (if relevant)</b>   |  |
|---|--|
| Name  |  |
| Address   |  |
| Contact phone number  |  |
| Contact email address   |  |
| Relationship to customer  |  |
| Is the alternative contact to receive a copy of customer's monthly statement on customer's behalf?    |  |
| Is the alternative contact to be added as an account holder and bill payer on the customer's account? |  |

| <b>Vulnerability</b>   | <b>Details</b> |
|--|----------------|
| Older person (above State Pension Age - please provide month and year of birth):         |                |
| Long-term/chronic illness or disability:   |                |
| Visually or Hearing Impairment:  |                |
| Are in a vulnerable situation including Severe Financial Difficulty:                     |                |
| Live with a child/children aged under 3 years (please provide month & year of birth(s)): |                |
| Recent bereavement:  |                |
| Other vulnerable situation:  |                |
| Help Needed:   |                |

**Declaration:**

- I give Sutton Decentralised Energy Network Ltd permission to process my special category data, such as health information, for the purposes of providing me appropriate support to meet my needs.

It may be necessary for us to share this information with our contractors who may need to visit your property. Veolia is the contractor for operations and maintenance of our network.

- I give Sutton Decentralised Energy Network Ltd permission to share the data provided in this document with appropriate service contractors.
- I give permission for the Sutton Decentralised Energy Network to communicate with the alternative contact above (if relevant).

**All personal information provided above is correct to the best of my knowledge. By signing this declaration, you confirm that where you are providing personal information of another person, you have obtained their consent to do so.**

**You must inform us if your situation changes and you no longer have a vulnerable customer in your household in the future. You also have the right to withdraw your consent at any time by contacting us via [contactus@sden.org.uk](mailto:contactus@sden.org.uk).**

Customer signature:

Date:

**N.B. If any false claims of vulnerability are made and are identified, you will be charged for any priority calls made to your property.**