Need a hand?
www.prepaypower.ie/support

Top up
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Priority & Special Services Customer

Registration Form

Prepay Power

PrepayPower
Paramount Court, Corrig Road, Sandyford Industrial Estate, Dublin 18, D18 R9C7

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Priority and Special Services

At PrepayPower we want to continue to ensure that our service is suitable for your needs.

In order to continue providing the best service to you, it is required that you fill in and return the forms included.

Pay as you Go suppliers are unable to supply customers who are dependent on an uninterrupted supply of electricity. A prepayment service also may not be suitable for the visually impaired due to the nature of the service. If it is found that our services are no longer suitable, we will be happy to assist you in finding a suitable supplier and no termination fees will be applied.

We have issued this letter to you because we need you to identify yourself to us as a vulnerable customer, and it is important to note that we must share this information with ESB Networks and Gas Networks Ireland to assist them in identifying customers who may be at risk when there is interruption to your supply.

ESB Networks and Gas Networks Ireland must also provide this information to any new supplier that you move to.

The first form allows you to nominate another person, with their consent, to operate the electricity and/or gas account on your behalf, should you so wish to do so.

Please also note that we can provide full customer service via email and can arrange to contact you via SMS if you are aurally impaired. Simply fill in the last form in this document to register formally for these services.

The forms on the following pages will allow you to register for priority or special services if you are in any of the categories that qualify you as a vulnerable customer (for both gas and electricity).

Once your form has been completed simply email it to **priorityservices@prepaypower.ie** or freephone **0818 919 487** to request a paper form. We'll then post it to you with a stamped addressed envelope you can return to us.

Thank you for choosing us as your energy supplier,

The PrepayPower team.

Registration Form

Your Details	
Name	
Address	
Date of Birth	/ /
Contact Number	
Mobile Number	
Minicom Number (if applicable)	
Email Address	
MPRN or Prepayment Card Number	
GPRN (for Gas Customers)	

Signature of Account Holder:

How would you like to be contacted?

☐ Email ☐ SMS ☐ Phone ☐ Post

If you wish to have an alternative person to manage your account, that's no problem at all. Simply fill in their details and ask them to sign this form:

Your Prepayment card number (electricity only)	
Alternative contact name	
Alternative contact address	
Alternative contact phone number	
Alternative contact email address	

I agree to have my personal contact details stored for the continued management of this account.

Signature of Alternative Contact:

Registration Category

Electricity & Gas

Please note that your doctor might be asked to provide evidence of your use of the equipment listed(electricity only).

Life Support Equipment

(If you have any of this equipment our services are unsuitable, and you must leave supply immediately. Please contact us on 0818 333 180)

Oxygen Concentrator	
Home Dialysis	
Total Parental Nutrition Machine	
Peg Tube Feeding Pump	
Personal Suction Machine	
Electric Pressure Relieving Mattress	
Other (please specify):	

Age

66 or over and living alone	
66 or over and living with a minor	
66 or over and living with other persons 66 or over	

Sight or Hearing impaired

Blind	
Partially Sighted	
Deaf	
Hard of Hearing	
Other (please specify):	

Non-Life Support Equipment (electricity only)

Household Lift	
Stair Chair	
Nebuliser	
Ventilator (Sleep Apnoea)	
Electric Hoist	
Other (please specify):	
Does the above equipment have battery back up?	

Mobility

Arthritis	
Wheelchair bound	
Paraplegic	
Quadriplegic	
Artificial Limbs	
Other (please specify):	

Email your completed form to **priorityservices@prepaypower.ie.** Or freephone **0818 919 487** to request a paper form in the post.