



# Vulnerable Customer Registration Form

We aim to offer all our customers the best possible service. We understand that some of our customers may require additional support. By completing and returning this form we will support you and your family in the most suitable way.



## SPECIAL SERVICES REGISTER

Customers with mobility difficulties and/or visual or hearing impairment, learning difficulties and/or over 66 may find it helpful to be contacted in the following way:

- Talking Communications – we can provide verbal communication for customers who have a visual impairment
- Large Print Communication – we can provide communication in large print for customers with a visual impairment
- Online Communications – we can provide online communication for customers with a hearing impairment
- Redirecting Communication – you can nominate another person for communications if you are having difficulty in communicating with us directly.

If you require any of the above, we can register you on our Special Services Register. Once registered Flogas will not disconnect you during the Winter months (1st November to 31st March) unless requested by you for reasons of fault, safety and/or maintenance.

## PRIORITY SUPPORT REGISTER

If you or a member of the household requires continuous supply of electricity for life protecting devices and/or assistive technologies to support independent living, and/or medical equipment you can be added to the Priority Support Register.

Flogas will not disconnect customers critically dependant on continuous supply at any time unless requested by you for reasons of fault, safety and/or maintenance.

Please return this form to: Flogas Natural Gas Ltd. , Knockbrack House, Matthews Lane, Donore Road, Drogheda, Co. Louth, A92 T803. For more information on Flogas Code of Practice for Vulnerable Customers see [www.flogas.ie](http://www.flogas.ie). If you have any queries please contact our Customer Care Team on 041 987 4874.

*Flogas collect and process data in accordance with the relevant data protection regulations. Please see our privacy policy for more information at <https://www.flogas.ie/flogas-our-company/flogas-website-privacy-policy.html>.*



# Vulnerable Customer Registration Form - Account Details

Account Holder Name

Account Holder Address

Date of Birth        /        /

Minicom Number:

Contact No:

Email: .....

Mobile No:

Electric Account Number:

Gas Account Number:

MPRN:

GPRN:

## Special Service Register – Please tick all boxes that relate to your household

Visual Impairment

Language Difficulty

Over 66 years (Living alone or living with a minor)

Speech Impairment

Learning Difficulty

Dexterity Impairment

Hearing Impairment

Mobility Impairment

Mental Health

Other .....

## Priority Support Register – Please tick all boxes that relate to your household

Oxygen Concentrator

Electric Hoist

Electronic Pressure

Relieving Mattress

Personal Suction Pump

Total Parental Nutrition Machine

Household Lift

Home Dialysis

Ventilator

Other

Peg Tube Feeding Pump

Nebuliser

.....

## Service Required – Please tick all boxes necessary

Talking Communications

Online Communications

Large Print Communications

Redirecting Communications

## Redirected Communications contact details

*If you wish to nominate another person as a contact on your account please provide details below*

Contact Number

Name: .....

Email: .....

Address: .....

In filling this form you agree to share this information with the Network Operator. This allows the Operator to provide you with additional services to suit your customer category.

Customer Signature

Date

*Please note you may be asked for proof of status*

Flogas Natural Gas Ltd.,  
Knockbrack House,  
Matthews lane,  
Donore Road,  
Drogheda,  
Co.Louth  
A92 T803  
Phone number: 041 987 4874

