

Our Vulnerable Customer Policy



We offer additional services to our residents who may require additional support. These include:

- Bill nominees,
- Priority attendance,
- Password protected appointments,
- Alternative communication formats.

If you feel you need access to these services and identify as any of the following, please get in touch with your heat provider to be registered:

- Over the age of 70 years old
- With mental and/or physical disabilities
- With long-term/chronic illness
- Visually or hearing impaired
- Non-English speaking

You can find your heat provider details on your development microsite: <https://www.insite-energy.co.uk/development-search>.

Other circumstances such as bereavement and financial instability may give rise to vulnerability and will be taken into consideration.

We keep a record of all vulnerable customers in our Priority Services Register (PSR), which is shared with your heat provider.

How to get independent advice

If you are struggling to manage your account and wish to get independent advice from a local advice agency, please see below.

Organisation	How to get in touch
Citizens Advice Bureau	Check your local directory for address and telephone number
Community Legal Advice	0845 345 4345
National Debtline	FREEPHONE: 0808 808 4000
StepChange Debt Charity	FREEPHONE: 0800 138 1111

Your local council may also be able to tell you how to get advice

Advice agencies have extensive experience of dealing with a range of debt problems and will be able to advise you on your rights and the benefits you're entitled to.