

Looking After Our Vulnerable Customers

Tonik Energy is focused on providing an excellent service to all of its customers but we understand that some customers may need a little more help than others. If any member of your household is:

- i) Of pensionable age; or
- ii) Chronically ill; or
- iii) Disabled; or
- iv) Under 5 years old,

We are required to provide you with additional assistance and to make all our customer information available in suitable form.

We are also required to offer assistance in less specific circumstances, for example if you are currently experiencing financial difficulties or another situation which means that you might find interacting with us more difficult than usual, e.g. bereavement.

Our Priority Services Register

Like every other energy supplier, we keep a confidential register of our customers who may need additional assistance at certain times and in certain situations. This is known as the Priority Services Register (PSR) and we use it to make sure that we can quickly identify and provide additional assistance to those customers when they need it.

We are also required to share this with your local Electricity Network Operator and Gas Network Operator so that they can provide additional assistance if they are, for example, carrying out work which may mean that your supply could be interrupted.

If you or anyone in your household falls into one of the categories listed above, you can ask to be added to our PSR at any time. Alternatively, we can temporarily add you to the PSR if you think you may need it in the short term and then remove you later once you feel that you no longer need to be included or if you do not meet any of the above categories for long term eligibility. We will ask you when you first switch to us if you wish to be added to the PSR. If you wish to be added to this later then please contact us through one of the contact methods listed at the end of this document.

Fuel Direct Scheme

If you receive Income Support, Pension Credit or Jobseeker's Allowance, you may be eligible for the Fuel Direct Scheme. This allows you to repay any energy debt you have directly from your benefit payments. The Department of Work and Pensions (DWP) will deduct a weekly amount to the value of the current Fuel Direct rate from your benefit and pass it on to us. It normally takes us 14 days to set up this arrangement with the DWP.

Gas Safety Checks

If anyone in your household falls into one of the categories listed at the beginning of this document and you are currently receiving a means-tested benefit, we will give you a free gas safety check if you ask for one and haven't had one carried out in the last 12 months.

Please note that this does not apply if you are a tenant, where your landlord is responsible for organising gas safety checks for the household.

The gas safety check will be performed by a suitably qualified person and will include checks on all gas appliances and other gas fittings at the property.

If you are not entitled to a free gas safety check you can use a qualified gas engineer to carry this out for you. A list of businesses registered with the Gas Safe Register can be found at www.gassaferegister.co.uk or you can call 0800 408 5500 for more information.

Identification

All of our representatives carry appropriate identification. Please ask and check this before allowing them into the property. If you are still concerned that the person may not be who they say they are, please call us to check.

Information Provision for Blind or Partially Sighted Customers

If you are blind or partially sighted and ask us, or someone asks us on your behalf, we will provide you with information about any bill or statement free of charge in any format you reasonably ask for.

Intermediary Nomination Scheme

If you are of pensionable age, disabled or chronically ill then, if you ask, or someone else asks on your behalf, we can arrange to send your bills or statements to any other person (for example a relative or friend) who has agreed to receive it.

This service is provided free of charge and can be either a temporary or permanent arrangement – up to you. We can also continue to send bills or statements to you as well as to the person you have nominated.

If you are eligible and wish to make use of this scheme, please contact us via email at hello@tonikenergy.com or by phone.

Moving Your Meter

If you are of pensionable age, disabled or chronically ill and pay in advance for the energy supplied to the property with a prepayment meter, but find it difficult to get to your meter, you can ask us to change its position so that you can access it more easily. If it is safe and reasonably practicable for us to do so, then we will do it free of charge.

Password Scheme

If you are of pensionable age, disabled or chronically ill and would like extra security, you can ask to be added to our password scheme. We provide this service free of charge.

When you join the scheme you will be asked to give us a password or signal which we will record and pass on to any of our or our agents' representatives who need to visit your property as well as to representatives of your local electricity network operator and gas network operator. This will help reassure you that people visiting your property on our behalf or the network operator are who they say they are. Just ask them to provide your chosen password or signal before letting them in. To join our password scheme, please call our customer care team on [phone number].

Paying Your Bill

If you are unable to pay your bill or are concerned that it may be difficult for you to pay, please let us know. We will discuss available options with you so that we can agree the best way to proceed to suit your circumstances.

We can potentially offer you one of the following options:

- agree that you can defer payment for a short period of time; or
- Agree a debt repayment plan to repay the debt in instalments; or
- Agree a regular instalment plan for future bills; or
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- Install a prepayment meter at the property, where it is safe and reasonably practicable for us to do this; or
- If you are eligible, we can arrange for payment to be made directly from your benefits through the Fuel Direct Scheme.

We will discuss with you your ability to pay and taking this and your level of energy usage into account, we will agree with you your regular repayment amount. If you continue to have problems paying, we can review the regular repayment amount with you.

Reading Your Meter

As an energy supplier, we are required to carry out safety inspections of your electricity and/or gas meter from time to time.

We will do our best to arrange an appointment with you at a time that is convenient (between 9am and 5pm Monday to Friday). However, if we are unable to do this we may, as a last resort, obtain a warrant of entry from a magistrate. If we are forced to do this, we may, at our discretion, charge you for this and any associated costs that we incur gaining entry to the property, such as locksmith charges etc.

If you do not have a smart meter and no one is able to read the meter, we can arrange for someone to come and read your meter every three months. We will tell you what the latest meter reading is and leave you with a written copy. If you are of pensionable age, disabled or chronically ill we will not charge for this service. If you are not eligible for this service to be provided free of charge, we will agree the cost with you before we visit the property.

Visiting Your Home

If we need to visit your home for any reason, we will arrange an appointment with you between 9am and 5pm on a weekday.

If you need to cancel an appointment or ask us to come at a different time or on a different day, please give us at least two working days' notice. If you fail to give us this notice, we may, at our discretion, charge you for the cost of any failed visit to your home.

If we need to cancel or change an appointment, we will provide you with the appropriate notice. If we do not do this, you are entitled to compensation under the Guaranteed Standards of Performance obligations. A copy of this is available on our website or you can request a copy from our customer care team by calling them on [phone number].

Complaints

If you are blind, partially sighted, deaf or have a hearing impairment and have access to the appropriate equipment, we will provide you, free of charge, with the necessary facilities to ask us for information or to make a complaint.

Disconnection

We will always do everything we can in order to avoid disconnecting the energy supply to the property. However, we may be left with no other option if you fail to pay your bill and do not talk to us to help find an acceptable solution. We will always consider all the information we have relating to your circumstances before making a decision as to whether or not to disconnect.

If any member of your household falls within any of the categories listed at the beginning of this document, we will not disconnect the energy supply to the property between 1st October and 31st March inclusive. We will always make reasonable efforts to determine whether anybody in your household could be considered vulnerable before disconnecting the energy supply to the property.

Please note that, if you are supplied by Tonik Energy with both electricity and gas, disconnection of your electricity supply does not necessarily mean that your gas supply will be disconnected and vice-versa.

Contacting Us

There are a number of available ways to contact us depending on your requirements. If you require any information in Braille, large print or audio, or if you require translation into a language other than English, please contact us.

You can email us at hello@tonikenergy.com. We'll get back to you within a day.

Or you can call us. We're available between 8am-8pm Monday-Friday, and 9am-5pm at the weekend.

If you'd prefer to write to us, our address is:

Tonik Energy
Lombard House
145 Great Charles Street
Birmingham
B3 3LP

Useful Contacts

National Debtline

www.nationaldebtline.org
0808 808 4000

Citizens Advice Consumer Service – Energy

www.citizensadvice.org.uk/consumer/energy/energy-supply/
03454 04 05 06

The Disabled Living Foundation

www.dlf.org.uk
0300 999 0004

Energy Saving Trust

[England and Wales](http://www.energysavingtrust.org.uk/england-and-wales)
0300 123 1234
[Scotland](http://www.energysavingtrust.org.uk/scotland)
0808 808 2282

Energy Ombudsman

Ombudsman Services: Energy
PO Box 966, Warrington,
WA4 9DF
www.ombudsman-services.org/energy-complaint.html
0330 440 1624

Age UK

England

Tavis House
1-6 Tavistock Square
London, WC1H 9NA

www.ageuk.org.uk
0800 169 2081

Scotland

Causewayside House
160 Causewayside
Edinburgh, EH9 1PR

www.ageuk.org.uk/scotland/
0800 470 8090

Wales

Ty John Pathy
13/14 Neptune Court
Vanguard Way
Cardiff, CF24 5PJ

www.ageuk.org.uk/cymru/
08000 223 444