

Extra Help Where It's Needed



Simply better energy



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Your personal circumstances may mean that you find it difficult to pay your bills, or we may need to adapt to meet your needs and the way we manage the service we provide to you.

Vulnerability can come in a range of guises, and can be temporary, sporadic or permanent in nature. Many people in vulnerable situations would not diagnose themselves as 'vulnerable', it is our responsibility as a company to pick up on the signs and act accordingly.

Identifiers of a vulnerable customer

- Customers who have a disability (including mental health), or who are chronically sick
- Customers with a visual or hearing impairment
- Customers who have a child under the age of five living in their home
- Customers experiencing financial hardship
- Customers who are of pensionable age
- Communication barriers (low literacy/ language barriers)

Priority Services Register

If you are a customer that identifies as vulnerable or a customer living with a person that identifies as vulnerable we can place you on our Priority Services Register.

All you need to do is inform us when you register for our services, either online by ticking the relevant boxes or by informing us over the phone.

You can update this information at anytime should your circumstances change. You just need to inform us either online through the contact form or over the phone. We can then update your account.

Security when we visit your home

We or one of our representatives will call ahead before we plan to visit your home.

All our representatives, such as engineers, will identify themselves as attending on behalf of Metropolitan. Please ask them for identification which will include a colour photograph, the individual's name and further contact details which can be used to verify their identity.

In addition to asking our representative for identification you can set up a password that the engineer must quote to you when they visit your home. This adds that extra level of security should you need it. This can be a memorable word or phrase. You can choose this password when you sign up and this can be changed at any time.

Interruption of supply

Sometimes we may need to stop the supply of heating and hot water to your home to carry out essential maintenance. If we do, we will give you at least 48 hours' notice and give you a time when to expect your services to return to normal.

On rare occasions things can go wrong with the heating and hot water supply to your home. We look to restore services to your home within 24 hours of first being notified.

If you are on our Priority Services Register, should any planned or unplanned loss of supply last longer than 12 hours we will provide you with an alternative heating supply, such as an electrical heater. If we fail to provide you with an alternative heating supply, you are eligible for a Guaranteed Standards payment.

We will carry out a service on our HIU in your home at least once every two years. We will inform you when your service is due, which comes at no extra cost to you.

We will also never suspend your heating and hot water supply in the winter months (October to May) should you have difficulties paying. If you have difficulties paying, please let us know as soon as possible and we can help you out.

Help with how to pay for your heat

If you are on our Priority Services Register, we can help you choose the way that you pay.

We can help you choose a convenient method of payment. When you talk to us about your payment options, please tell us about your needs as depending on your circumstances some payment methods may be more suitable.

- The easiest way to pay is by Direct Debit. You can pay monthly for your actual usage where you will receive a monthly bill or fix your payments monthly which are then reviewed every three months. You will receive a bill once every three months. You don't need to do anything more once the Direct Debit is set up.
- If you prefer to pay for your heating when you use it, then Pay As You Go is for you. Please note that Pay As You Go is only available at some locations. You can top up over the phone or through your online account. You can do this by using your credit or debit card. You will receive an annual Pay As You Go statement with this option.

You can also nominate a third party to discuss and manage your account on your behalf. You can find the third party nomination form on our website.

Help to get in touch

If you have any questions about vulnerability, or if your question hasn't been answered then please contact us by phone on 02920 100346, or you can leave us a contact form on our website by visiting www.metropolitanlocal.co.uk/contact-us.

For any queries regarding your account, we are available between: 8am and 8pm, Monday to Friday and from 9am to 1pm on Saturdays.

For emergencies where you are left with no heating or hot water services throughout your entire home, you can contact us by phone 24/7 on **02920 100346**.



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