



Shell
ENERGY

Broadband & Phone Vulnerable Customer Policy

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Identifying Vulnerable Customers:

Customers may be vulnerable due to circumstances such as age, physical/learning disabilities, physical/mental illnesses or communication difficulties. This may also include changes in circumstances such as financial position or bereavements.

We look for signs of these vulnerabilities in our interactions with our customers, but we'll always check with you first to make sure you're happy for us to adjust the services we provide to you based on this information.

How do we support the needs of vulnerable customers?

At Shell Energy, our aim is to provide the same level of service regardless of your circumstances and, where appropriate, offer alterations to make your services as simple as possible.

If appropriate, our colleagues may ask our specialist support team to speak to you so we can accurately capture your requirements and make sure our systems are updated to reflect the extra support you need.

How we record your information

We'll only record our customer's vulnerabilities or disabilities with their consent, and when it's relevant to the services that we provide. Further details about the information that we store can be found in our [Privacy Policy](#).

If our customers inform us of a vulnerability or disability, we'll ask them if they're happy for us to make a note of this on their account. If customers consent to us recording this data, we'll use this information where appropriate to help us meet their needs.

Appointing someone to act on your behalf:

Delegated Authority

If a customer needs assistance in managing their bills, they can request a Delegated Authority on their account.

The Delegated Authority can:

- Receive the customer's bill
- Be notified when a bill hasn't been paid
- Pay the customer's bill on their behalf

Power of Attorney

If a customer has a Power of Attorney who wants to act on their behalf, we'll need a certified copy of the [LPA certificate](#) to be sent to the following address:

Shell Energy Retail Ltd
Shell Energy House
Westwood Business Park
Westwood Way
Coventry

CV4 8HS

Deputyship

If a customer has a Deputy who is acting on their behalf, we'll need a certified copy of the Deputyship court order to be sent to the following address:

Shell Energy Retail Ltd
Shell Energy House
Westwood Business Park
Westwood Way
Coventry
CV4 8HS

Dealing with bereavement:

We understand how difficult it can be when a friend or family member has passed away. Our Customer Services team is here to make the process of closing a broadband or phone account as easy as possible for you.

Who do I contact?

Simply call our Customer Services team on 0330 094 5801. Our dedicated Customer Services team operates Monday - Friday between 8.00am – 8:00pm, Saturdays 9am to 4pm and are able to help you.

What you'll need.

To find the right account, we'll just need the account holder's name and the account number, which you can find on your most recent bill, or the address of the property.

What happens next?

We'll close the broadband or phone account. If you'd like to continue the service in another name, a new account will need to be set up. Our team will walk you through the next steps.

Priority Fault Repair:

We understand how important a home telephone and broadband service is, especially when our customers rely on it for health or mobility reasons

The Priority Fault Repair Scheme exists across the industry in order to give certain customers priority over standard faults. We deal with these customers as soon as we can, every day of the year, including Christmas Day. Charges for Priority Fault Repair don't exceed standard charges for Fault Repair. Customers may be eligible for Priority Fault Repair if their circumstances demonstrate that their service is critical in line with the guidance set out by Openreach which is principally, that their life is in peril whilst they are without their service, lives alone, has no mobile and has a care alarm.

More specifically, the end customer has a Careline, Lifeline or Pendant or the end customer has no access to a mobile phone and fit under one or more of the following criteria:

- Wheelchair, severe mobility or disability.

- Severe medical condition which is life threatening and relies on a working phone or broadband service.
- Has a severe mental health problem or cognitive disability.
- Has a severely sick child.
- Is registered under the Chronically Sick and Disabled Persons Act 1970.

Providing Information in different formats:

If you need any information such as bills, in braille, large print or a different format, please get in touch with us and we'll do our best to accommodate your request.

Emergency video relay service (999 BSL):

Emergency video relay enables deaf British Sign Language (BSL) users to contact the emergency services (Police, Ambulance, Fire or Coastguard). It is an addition to the existing means of contacting the emergency services (voice 999, text relay 999 and SMS 999).

This service can be accessed by the 999 BSL website at www.999bsl.co.uk or by downloading the app called '999 BSL'.

This service is available free of charge to all customers. It is available 24 hours a day, 7 days a week, 365 days a year.

Free 195 Directory Enquiries

If you can't read or hold the phone book due to an impairment, illness or disability, you can apply for free 195 directory enquiries. As a registered 195 customer, all you do is dial 195 and speak to an operator who'll find the number you require. You can also be connected to the number found at the same rate as if you'd dialled it yourself.

To sign up for this service, you'll need to complete an application form, which will need countersigning by a medical professional. For an application form, call the registration team on **0800 587 0195**. Opening hours are from 9am to 4.30pm, Monday to Friday. Please note: this service is not provided by Shell Energy Retail.

Text Relay:

If you're deaf, hard of hearing or speech-impaired, the Text Relay Service can help you get the most from your phone. It forms part of the UK network and allows you to connect to telephones or textphones using your own textphone.

Your calls will go through a relay assistant, who will translate it from text-to-voice and vice versa. All relayed calls are confidential and none of your personal information will be shared except in very specific circumstances. You will need a text phone to use this feature.

If you have a textphone, to use the service you will need to dial 18001 followed by the number you'd like to call (including the area code or international calling code). If someone is calling you, they will need to dial 18002 followed by your telephone number.

Monitoring our Policy

We regularly review our agents' performance and work closely with third parties to ensure we're meeting the needs of our vulnerable and disabled customers. We'll regularly review this policy and our procedures to guarantee our customers continue receiving the extra help they may need.