



Clear investment. Pure energy.

EXTRA CARE SERVICE

Our Extra Care Service ensures our more vulnerable customers will receive particular care and priority service when we are dealing with their electricity supply and account.

If you or a relative have any disability, special needs or are experiencing genuine hardship, we can make sure you receive our Extra Care Service.

All you have to do is complete the form overleaf with details of your circumstances, sign the request and return it to us in the pre-paid envelope provided.

We guarantee the security and confidentiality of your personal information which will only be used by us to tailor our service to meet your needs.

I would like to request 'Extra Care'

Name

Address

Contact telephone number

Customer number (found at the top right of your bill)

Please tick the boxes that best describe your circumstances:

- Blind / partially sighted
- Reading difficulties
- Deaf / impaired hearing
- Speech impediment
- Electric bed user
- Wheelchair user
- Mobility problems
- Home dialysis machine user
- Elderly
- Stairlift/disabled lift user

Other (please specify)

For more information, please call our
Customer Care Team on 505460
or visit www.jec.co.uk

Please tick the relevant boxes to receive any of the following other services:

- I would like help if my electricity supply is going to be interrupted by planned routine maintenance.
- I would like to receive large print bills.
- I would like to discuss a hardship situation with a trained Jersey Electricity Customer Care Adviser.
- I would like help from a trained Jersey Electricity Customer Care Adviser to complete this form.
- I would like to arrange for someone else to contact you about my account.

We guarantee that the information you provide will be:

- Collected in accordance with the Data Protection Law
- Used only for the purpose of providing you with the help you have requested
- Be treated in absolute confidence and will not be further used or disclosed without your consent.

I authorise Jersey Electricity to hold my information on the Extra Care Service Register.

Signature

Date



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