



# Vulnerable Customer Registration Form

We aim to offer all our customers the best possible service. We understand that some of our customers may require additional support. By completing and returning this form we will support you and your family in the most suitable way.





## SPECIAL SERVICES REGISTER

Customers with mobility difficulties and/or visual or hearing impairment, learning difficulties and/or over 66 may find it helpful to be contacted in the following way:

- Talking Communications – we can provide verbal communication for customers who have a visual impairment
- Large Print Communication – we can provide communication in large print for customers with a visual impairment
- Online Communications – we can provide online communication for customers with a hearing impairment
- Redirecting Communication – you can nominate another person for communications if you are having difficulty in communicating with us directly.

If you require any of the above, we can register you on our Special Services Register. Once registered Flogas will not disconnect you during the Winter months (1st November to 31st March) unless requested by you for reasons of fault, safety and/or maintenance.

## PRIORITY SUPPORT REGISTER

If you or a member of the household requires continuous supply of electricity for life protecting devices and/or assistive technologies to support independent living, and/or medical equipment you can be added to the Priority Support Register.

Flogas will not disconnect customers critically dependant on continuous supply at any time unless requested by you for reasons of fault, safety and/or maintenance.

Please return this form to: Flogas Natural Gas Ltd. , Building 2, 3rd & 4th Floor, The Green, Dublin Airport Central, Dublin Airport, Swords, Co. Dublin, K67 E2H3. For more information on Flogas Code of Practice for Vulnerable Customers see [www.flogas.ie](http://www.flogas.ie). If you have any queries please contact our Customer Care Team on 041 987 4874.

*Flogas collect and process data in accordance with the relevant data protection regulations. Please see our privacy policy for more information at <https://www.flogas.ie/flogas-our-company/flogas-website-privacy-policy.html>.*

# Vulnerable Customer Registration Form - Account Details

Account Holder Name

Account Holder Address

Date of Birth

/

/

Minicom  
Number:

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Contact No:

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Mobile No:

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Email:

.....

Electric Account  
Number:

5	0	0							
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Gas Account  
Number:

1									
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MPRN:

1	0								
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GPRN:

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## Special Service Register – Please tick all boxes that relate to your household

Visual Impairment

☐

Language Difficulty

☐

Over 66 years (Living alone or living with a minor)

☐

Speech Impairment

☐

Learning Difficulty

☐

Dexterity Impairment

☐

Hearing Impairment

☐

Mobility Impairment

☐

Mental Health

☐

Other

.....

## Priority Support Register – Please tick all boxes that relate to your household

Oxygen Concentrator

☐

Electric Hoist

☐

Electronic Pressure  
Relieving Mattress

☐

Personal Suction Pump

☐

Total Parental Nutrition Machine

☐

Household Lift

☐

Home Dialysis

☐

Ventilator

☐

Other

Peg Tube Feeding Pump

☐

Nebuliser

☐

.....

## Service Required – Please tick all boxes necessary

Talking Communications

☐

Online Communications

☐

Large Print Communications

☐

Redirecting Communications

☐

## Redirected Communications contact details

If you wish to nominate another person as a contact on your account  
please provide details below

Contact  
Number

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Name:

.....

Email:

.....

Address:

.....

In filling this form you agree to share this information with the Network Operator. This allows the Operator to provide you with additional services to suit your customer category.

Customer Signature

Date

Please note you may be asked for proof of status

Flogas Natural Gas Ltd.,  
Building 2, 3rd & 4th Floor,  
The Green,  
Dublin Airport Central,  
Dublin Airport,  
Swords,  
Co. Dublin,  
K67 E2H3  
Phone number: 041 987 4874

