



Vulnerable customers

Empower takes very seriously its obligation to assist customers in vulnerable circumstances.

A customer is vulnerable if, for reasons of age, health or disability, the disconnection of electricity presents a clear threat to their or a member of their household's health or wellbeing.

If you think you or your family fits this description or you are finding it difficult to pay your energy bills, please contact us immediately on **0800 34 00 00**. We'll discuss options such as setting up a payment arrangement, applying to Work and Income or another social agency for budgeting or other advice or assistance.

Also, if you believe that at some time in the future you may have difficulties with your payments or with communicating with us, you can appoint one or more preferred contacts who agree to assist if a disconnection or payment issue is pending. A preferred contact could be a family member or friend, or a social agency support person.