



Annual Report on Compliance with Code of Practice (CoP)

for Consumers in
Vulnerable Circumstances
Reporting on 2025





Phoenix Energy received the
BSI ISO 22458:2022
Consumer Vulnerability
standard in September 2024

This is an international standard on the design and delivery of inclusive services for vulnerable consumers. The standard covers organisational culture and strategy, inclusive design and how to identify and respond to consumer vulnerability.

Training

We aim to give every customer a high standard of service. We respect people's differences and work to be inclusive across our business.

To make sure our service is inclusive and consistent, we provide training for all staff who deal with customers. During 2025, this training was delivered to all customer-facing employees, engineers, and contractors.

The training is updated every year. It helps staff recognise when a customer may need extra support and shows them how to adjust the way we work so everyone can access our services fairly.

Examples of Training in 2025 Includes

- ✓ Talking Mental Health and Suicide Awareness
- ✓ Mental Health First Aid
- ✓ Practical Approaches to Colleague Wellbeing
- ✓ Phoenix's "Signs, Consider, Adjust" approach to meeting customer needs
- ✓ Deaf Awareness Training
- ✓ Dementia Champion training

Partnerships & Additional Support

We work with trusted organisations to help customers who may need extra support.

If needed, we can refer customers to groups that offer advice on debt or welfare concerns, health, or communication needs.

If needed, we can make warm referrals to Advice NI for those customers who need it most. We will explain any referral clearly and only do so with the customer's agreement.

Special Identification When Visiting Your Home

We do not carry out work without notice unless there is an emergency or a safety concern.

For planned meter work, customers are notified at least six weeks in advance. The notification includes clear contact details so customers can arrange a different date or time if needed.

When visiting a customer's home, our employees always carry identification. Customers can confirm an employee's identity by contacting Phoenix directly or by using QuickCheck and dialling 101, the police non-emergency number.

Additional Services

Phoenix Energy offers extra support for customers who need it, including those affected by age, disability, or long-term illness.

These services meet recognised accessibility and inclusion standards to make our services easy, fair, and accessible for everyone.

We inform customers about extra help through our website, letters, emails, and our trained staff.

All customer-facing staff are trained to make reasonable adjustments to our existing services, and our dedicated Vulnerability Champions can support complex cases or additional needs.

Additional services include staff identity checks (Quick Check 101), signposting to Helplines NI, and warm handovers through our Advice partnership for debt and welfare support. We also promote Gas Supplier Care Schemes tailored to individual needs through our Advice NI partnership.

Customers can request information in large print, alternative formats, Relay services, or translations if English is not their first language.

Details about our additional services are available on our website. Where needed, we offer face-to-face home visits if our Belfast-based contact centre is not suitable for customers' specific needs.

Additional Support With Your Energy Usage

For vulnerable customers who are struggling to pay their energy bills, Phoenix Energy works with partner organisations, including Gas Suppliers and Advice NI.

Staff are trained to identify customers who may need help and can offer warm handovers to connect them directly with the right services, including benefit checks and financial guidance via Advice NI. In addition, Phoenix Energy promotes energy efficiency through partnerships with Power to Switch and National Energy Action, offering advice to help customers use energy more efficiently and lower their energy bills. Information and guidance are available on our website and through Phoenix Energy's social media channels.

Consumer Research

Phoenix Energy wants to understand and support customers who need extra help. We listen to what customers tell us and look at possible risks to make sure our services fit their needs.

We carry out research and talk with customers in vulnerable situations to check how our processes work and find ways to improve. This includes surveys, independent studies, and feedback from customers and their representatives. We will share our research and its findings every two years.

The information we collect helps us improve staff training, communication, policies, and our services. For example, we created Special Considerations notifications so customers only need to tell us once about any adjustments they need, and all our teams are informed.

We will keep working with customers, doing research, and using what we learn to improve our services. By putting people first and offering flexible solutions, we aim to give every customer a great experience.



How to Get in Touch

Customers can contact Phoenix Energy via:



03454 555 555*



info@phoenixenergy.com



Customer Services, 197 Airport Road West,
Belfast, BT3 9ED



Facebook and Instagram

*Calls are charged at your
standard network rate.