



Ways we can support your needs

Inclusive Customer Service 2026



An Inclusive Approach

As an essential service provider, we engage regularly with domestic and business customers, members of the public and community representatives.

Each year we:



Help over **100,000** customers by phone and email



Meet over **50,000** customers face-to-face



Connect **5,000** new customers to our gas network



Our operational activities often take place in public or residential areas. We recognise that some customers may require additional support when interacting with us.

This may include customers affected by:



Mobility challenges



Communication barriers



Mental wellbeing



Financial hardship



Disability, including hidden

Our inclusive service approach ensures employees can identify these needs and adjust where possible how services are delivered to support equitable access.

Understanding Your Needs

Providing inclusive service starts with understanding our customers. We actively gather feedback from:

- **Surveys and research**
- **Direct customer feedback**
- **Community and Customer representative groups**



This insight helps us improve services and ensures a high-quality experience in every interaction. To make things easier for customers with specific needs, we use Special Considerations notifications. Customers only need to tell us once, and all teams delivering services are informed.

We provide multiple ways for customers to contact us:



Telephone



Email



Letter



or in person

Upon request, for customers with specific requirements we provide:

- Large print or braille letters
- Text-to-speech or speech-to-text services
- Translation services
- Communication support via the [Relay UK app](#)

Emergency communication support:

- BSL interpreting for gas emergencies via [Convo](#)
- Emergency reporting through [Relay UK](#) (prefix 18001 0800 002 001)

Visiting your home

We only carry out unannounced visits in emergencies or where safety is a concern.

For planned meter works, we will notify customers at least six weeks in advance and provide clear contact details so they can rearrange if needed.

All Phoenix employees carry ID. Customers can also confirm their identity by calling us directly or using QuickCheck (dial 101 - the police non-emergency number).

Inclusive Service & Staff Support

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.

Wider Support Available

As a responsible network operator, we work with natural gas suppliers and partner organisations to make sure customers can access extra support when they need it.

Energy Care Schemes

We're proud to promote Energy Care Schemes, free services offered by gas suppliers to customers who may need a little extra help.

Customers may be eligible if they:

- are of pensionable age
- live with a disability
- have a long term health condition
- face mobility challenges
- have specific communications needs

Registration is completely free, it's voluntary and confidential. Customers can visit phoenixenergy.com to find out more about the Energy Care Scheme and how to sign up.

Energy Efficiency

We help customers use energy efficiently and improve their home's energy performance. We raise awareness of practical and financial support schemes, including:

- The Affordable Warmth Scheme
- The Northern Ireland Sustainable Energy Programme

We also offer free Energy Efficiency talks for groups to share tips on using less energy while maintaining comfort. To book a talk, email: marketing@phoenixenergy.com

A Warm Handover

We know that we cannot provide all the help that a customer may need which is why we work with a number of expert external organisations that can offer specific, additional support for customers when they need it.

This includes support across:

- Finance
- Mental and physical health
- Unemployment
- Housing

We aim to provide a warm handover or referral to partner agencies where we have customer consent, such as Advice NI, ensuring they get all the support they need.

Additional Support



Advice NI
0800 915 4604
www.adviceni.net



NI Energy Advice
0800 111 4455
www.nihe.gov.uk/Energy/Energy-Query



Gas Safe
0800 408 5500
www.gassaferegister.co.uk



Northern Ireland House Executive
03448 920 900
www.nihe.gov.uk



NI Federation of Housing Associations
028 9023 0446
www.nifha.org



Quick Check
Check if a caller is genuine 101
www.psni.police.uk



Utility Regulator NI
028 9031 1575
www.uregni.gov.uk



Consumer Council NI
028 9025 1600
www.consumercouncil.org.uk



Dementia Action
028 9693 1555
www.dementiani.org




Disability Action
028 9029 7880
www.disabilityaction.org



Lighthouse
028 9075 5070
www.lighthousecharity.com

How to Get in Touch

Customers can contact Phoenix Energy via:

-  0345 4 555 555
-  info@phoenixenergyni.com
-  Customer Services, 197 Airport Road West,
Belfast, BT3 9ED
-  Facebook and Twitter, @phoenixni

If you have difficulty speaking, or are deaf or hearing impaired you can contact us using the free Relay UK app. This service lets you communicate by typing or through a relay assistant.

Reporting a gas smell or gas leak

If you use British Sign Language (BSL), the Convo service provides access to an online interpreter who can help you report an emergency.

You can also report an emergency using Relay UK by dialling: 18001 0800 002 001

If you are worried about the identify of a person claiming to be from Phoenix Energy at your door, call QuickCheck on 101 - the police non-emergency number

*Calls are charged at your standard network rate. Calls may be recorded or monitored for training purposes.