

MAR
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For immediate distribution

Utilita – Support for our vulnerable customers in a crisis

In light of coronavirus, Utilita has been quick to put a range of measures in place to reassure and promote a worry-free self-isolation period for all customers, with a special focus on the vulnerable.

Utilita has proportionately more vulnerable customers than any other UK supplier.

It is paramount to keep them well-informed and reassure them that they will continue to have access to the energy they need and support will be available when required.

Below is advice that all governmental and other stakeholder support groups can distribute for reassurance.

Getting in touch

Vulnerable customers without internet or smartphone access should call the dedicated Extra Care Team for support on 03452 072 000.

Urgent measures

Already we have put the following urgent measures in place:

- Our dedicated Extra Care Team has called each of our customers aged 80 years or older to advise them of all the ways to top-up and stay on supply
- We have published a wide-reaching campaign across our social channels to promote digital top-ups to avoid unnecessary trips to a Paypoint service
- We have sent out a digital and print customer communication about all the ways to top-up and how to get support and stay on supply

- We have drafted in additional support for our Extra Care Team for vulnerable customers without a mobile phone and/or internet access
- With people panic buying over the last week, we're aware that weekly budgets are affected. The Utilita Extra Care Team can issue energy account credits at zero interest*.

**The recovery rate can be lowered to suit individual circumstances – strictly on a case by case basis*

Utilita Customer Support – Life with Power

- Utilita is the UK's leading Smart PAYG Energy company with market-leading smart meters in 90% of its customers' homes – this is more than any other energy company in the UK
- Smart meters provide a live communication between Utilita and the customer, meaning we can control credit on the meter, and we can also set alerts should a vulnerable customer go off supply
- If a vulnerable customer on the 'do not stop supply' list self-disconnects, we are notified and have a dedicated team who calls them to find out why they have self-disconnected, and they adhere to find a solution to get them back on supply
- Our dedicated Extra Care Team supported 130,000 vulnerable customers in the last year alone, never ending a phone call until the customer is back on supply, safe and reassured

- For those experiencing financial difficulty, Utilita's exclusive 'Power Up' feature enables customers to add up to £20 (electric) and £10 (gas) to their meters. The app feature will automatically calculate – by looking at their usage history – how much they need to Power Up to tide them over and keep them on supply until they have the funds to top-up themselves. In addition, customers pay it back on their terms, at zero interest, usually at 25% of subsequent top-ups
- Utilita offers Emergency Credit and Friendly Credit benefits, in addition to the Power Up feature
- Utilita launched its Energy High 5 campaign in late 2019 – a 5 year campaign to help every home in the UK use up to £163 less energy every year by doing 5 simple things

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How to top-up with Utilita

There are a range of ways to top-up, meaning a trip to the local Paypoint is no longer necessary. Utilita customers can top-up in the following ways:

- Call 0345 207 2000 8am-8pm M-F / 8-5pm on Saturday (local call rate)
- Go online <http://www.utilita.co.uk> and follow the simple steps
- Download the My Utilita app to top-up (App store / Android)
- Ask a family or friend to download the My Utilita app to top-up on your behalf
- Visit a retail outlet with a Paypoint service. However this can be avoided!

Working with charities

We signpost vulnerable customers to dedicated and trusted charities, where required. Utilita works closely with a range of charities, including:

- StepChange Debt Charity
- Christians Against Poverty (In the Dark)
- Citizen's Advice
- Shelter
- Samaritans
- Marie Curie
- Cancer Research



SAVE £163 A YEAR!

We can make these five simple and free-of-charge changes to the way we use energy at home:



£80

Turn your heating down by just one degree



£14

Turning lights off in unoccupied rooms



£9

Using a 30C wash instead of 40C / 60C



£30

Avoid using standby mode



£30

Unplug inactive electrical items

Supported and verified by the Energy Saving Trust

