

PRIORITY CARE CUSTOMER



Our vision is to '**deliver life's essential services for our Island**'. This is a responsibility that we take very seriously. That's why we are working for you 24 hours a day, 52 weeks a year to ensure that our services meet and exceed your expectations.

We care about issues within our community and our environment, that's why we are working hard to provide you with safe, reliable, efficient and economical supply of electricity and clean water.

We realise that some customers have specific needs when it comes to electricity and water. If we are aware of these, we may be able to assist with any practical needs you may have, particularly during any major incidents that may occur.

We can arrange to register you as a Priority Care Customer. So if you rely on power and/or water for essential medical equipment such as home dialysis or oxygen concentrators or if you have equipment such as a stair lift or a bath hoist, it is important that you tell us.

Our Priority Care service has been developed and is supported by Age Concern Isle of Man, Hospice Isle of Man and the Department of Health and Social Care.

If you have practical needs where we could help - for example if you are having difficulties completing application forms, please contact our Customer Services team on 687675 during our office hours:

- 8.30am - 5.00pm Monday to Thursday
- 8.30am - 4.30pm Friday

or you can e-mail direct at: pcc@manxutilities.im

Examples of the services that will be available to our Priority Care Customers

- Priority advance warning of planned power and water supply interruptions
- Help and advice on ways for paying and/or understanding your electricity/water bills
- Help and advice on understanding your meter
- Help and advice on electrical safety
- Specific information on bottled water delivery locations during water supply interruptions

You will receive an annual request to confirm that you wish to retain this service. To update your Priority Care details please contact the Customer Services team.



Department of Health and Social Care

Rhenny Slaynt as Kiarail y Theay



Your Personal Information

Who are we and what will we do with this information...

We are a statutory board of Isle of Man Government. By providing us with these details you are consenting for its specific use within Manx Utilities as part of our **Priority Care Customer (PCC)** service. If you provide sensitive information about yourself or other people (e.g health details) you agree that we can use this information in the ways set out in this document.

By agreeing to provide such detail you understand that all information you provide will be stored on Manx Utilities' systems and accessed by the appropriate Manx Utilities staff as part of their daily duties, in accordance with the Isle of Man Data Protection legislation.

How we use your personal data...

By application for PCC we will further use your information to:

- Keep our records up to date and relevant
- Comply with any legal obligation we may have
- Undertake customer profiling, in an emergency situation
- Create statistical information and analysis (where no decision is made about you)
- Contact you about services we believe that you may be interested in

We will not use your personal information unless we are permitted to do so by Law...

Where we share your information:

- With our contractors of selected third parties, in order to provide our services to you
- With external public sector bodies (including other IOM Government Departments, local authorities, police, fire, ambulance, civil defence) in the event of an emergency situation (including sensitive personal data of any medical conditions you may have as you have signed up to our Priority Care service)
- When we are under a legal duty to do so because of a court order or statutory obligation

Data accuracy and retention...

Please let us know if we need to make changes to your personal data to ensure it is accurate and up to date. In addition to any customer/account holder records we will only retain this extra personal and sensitive information for as long as you remain a Priority Care Customer. We will require annual confirmation that you wish to retain this service; if response indicates removal, or in failure to respond to the appropriate reminders will result in removal and deletion.

Your rights, privacy notice and further information available...

You have a number of rights in relation to the personal information which is held about you, these include; the right to request a copy of the personal information we hold about you, the right to rectify or delete information where inaccurate, and the right to ask us to prevent processing of your personal data for marketing purposes.

This above notice sets out how we will use the information you supply to us in this instance. Further detail on your rights, our full Privacy Notice, plus any amendments to reflect changes in legislation, our experience of operating services, or for other reasons. you are advised to check our website www.manxutilities.im or contact our Data Protection Officer by calling 687806, or e-mail direct at: dpo@manxutilities.im.

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Application Form

Your Details

Surname: _____ Forename(s): _____

Customer Number: _____

Address: _____

Postcode: _____

Contact Number(s): _____

Alternative Contact's Details

Surname: _____ Forename(s): _____

Address: _____

Postcode: _____

Contact Number(s): _____

Signature: _____ Date: ____/____/____

Special Requirements

Please give details of any special needs or requirements that you have:

Do you have any medical equipment that requires an electricity supply? **YES NO**

If possible please specify.....

Do you have mobility issues that may prevent you from collecting bottled water? **YES NO**

If possible please specify.....

Do you have any special requirements due to poor hearing & /or poor eye sight? **YES NO**

If possible please specify.....

Do you need any other assistance with any matters in connection to your water or electricity supply? **YES NO**

If possible please specify.....

Is there anything else we can give you help and advice on with relating to our services

