

# Careline Customer Statement

M&S Energy

## CARELINE STATEMENT

Careline is our special team of advisers who give advice and information on the services we offer for customers who are elderly, disabled or chronically sick.

Customers can call directly on **0800 622 838** to ask to be placed on our Careline register or they can ask someone else to call on their behalf.

### Once registered on Careline customers will receive free of charge:

- Access to our password protection scheme – so you know our representatives and meter readers are genuine.
- We will also inform the appropriate gas transporter or electricity distributor of your password and your details. This will allow you to use the same password if your gas transporter or electricity distribution company needs to visit your premises.
- Priority in the event of supply disruption, when you register with us that you have vital medical equipment needs.
- Your electricity distributor will also be made aware so you receive advance notice of supply interruptions.
- The option to send bills/statements to a person nominated by you.
- A knock and wait facility for meter readers to allow you more time to answer the door.
- Large print, Braille, audio and talking bills.
- A freephone text phone service for those customers who are hard of hearing, and who have access to this facility. The Textline number is **0800 622 839**.
- Help if you find your electricity or gas meter difficult to read.
- A gas safety check (subject to eligibility) – a visual check of your gas appliances to make sure they are in good working order. For more information on gas safety, please see our Gas Safety Statement.
- Re-location of your prepayment meter to a more accessible position, if you are unable to access it due to infirmity or disability.
- Advice on special controls and adaptors if you have difficulty using plugs and sockets.
- Advice on keeping warm.
- Once registered, customers are sent a welcome letter and a free thermometer card.

## USEFUL ADDRESSES AND CONTACT DETAILS

We have listed below just a few of the different companies who may be able to help if you are finding it difficult to use your plugs and switches around the home.

We have also included a list of agencies and advice centres that may be able to help you with more specialist advice regarding your own particular needs, and even grants to improve the efficiency of your home.

### Plugs and switches

#### Herga Electric

Northern Way, Bury St Edmunds IP32 6NN

**Phone 01284 701 422**

**Web [www.herga.com](http://www.herga.com)**

Pressure, vacuum and foot switches.

#### Home Automation Limited

Bumpers Way, Chippenham SN14 6LF

**Phone 01249 443 422**

**Web [www.diyautomation.co.uk](http://www.diyautomation.co.uk)**

Touch-sensitive controls and remote control dimmers.

#### Nottingham Rehab Supplies

Findel House, Excelsior Road, Ashby Park, Ashby, Leicestershire LE65 1NG

**Phone 0845 120 4522**

**Fax 01530 419 150**

**Web [www.nrs-uk.co.uk](http://www.nrs-uk.co.uk)**

Plugs with handles, rocker switches, switch sticks, extend-a-plug.

#### Chester-care Ltd.

Homecraft Roylan, Nunn Brook Road, Huthwaite, Sutton-in-Ashfield, Nottinghamshire NG17 2HU

**Phone 08702 423 234**

Control Handles.

### Advice Centres

#### Age UK

##### England

York House, 207-221 Pentonville Road, London N1 9UZ

**Phone 0800 107 8977**

Astral House, 1268 London Road, London SW16 4ER

Phone 0800 00 99 66

**Web [www.ageuk.org.uk](http://www.ageuk.org.uk)**

**Email [contact@ageuk.org.uk](mailto:contact@ageuk.org.uk)**

##### Scotland

Causewayside House, 160 Causewayside, Edinburgh EH9 1PR

**Phone 0800 00 99 66**

**Web [www.ageuk.org.uk](http://www.ageuk.org.uk)**

**Email [enquiries@ageconcernandhelptheagedscotland.org.uk](mailto:enquiries@ageconcernandhelptheagedscotland.org.uk)**

##### Wales

T• John Pathy, 13/14 Neptune Court, Vanguard Way, Cardiff CF24 5PJ

**Phone 029 2043 1555**

**Web [www.ageuk.org.uk](http://www.ageuk.org.uk)**

**Email [enquiries@agecymru.org.uk](mailto:enquiries@agecymru.org.uk)**

#### Arthritis Care

18 Stephenson Way, London, NW1 2HD

**Phone 020 7830 6500**

**Web [www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)**

#### The Benefits Agency

Look in your phone book or visit

**[www.beonline.org.uk](http://www.beonline.org.uk)** for your nearest office.

#### The Benefits Enquiry Line

**Phone 0800 88 22 00**

**e-mail [bel-customer-services@dwp.gsi.gov.uk](mailto:bel-customer-services@dwp.gsi.gov.uk)**

**Text 0800 24 33 55**

BEL is a benefits helpline for disabled people, their carers and representatives and offers confidential advice and information on Social Security benefits. The service is also provided in Braille and large print.

#### Citizens Advice Bureau

Look in your local phone book or visit

**[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)** for details

of your nearest Citizens Advice Bureau.

#### Dial UK (Disablement Information and Advice Line)

St Catherine's, Tickhill Road, Doncaster DN4 8QN

**Phone 01302 310 123**

**Web [www.dialuk.info](http://www.dialuk.info)**

Help and advice on equipment for people with disabilities.

#### The Disabled Living Centres Council

Redbank House, 4 St Chad's Street, Manchester, M8 8QA

**Phone 0870 760 1580**

**Web [www.disabledliving.co.uk](http://www.disabledliving.co.uk)**

Centres around the country have a range of equipment on offer. They also offer general advice. Contact the council for the address of your nearest Centre.

#### Hearing Concern

95 Gray's Inn Road, London WC1X 8TX

**Phone 0845 074 4600**

**Web [www.hearingconcern.org.uk](http://www.hearingconcern.org.uk)**

**Minicomline 020 8742 9151**

Advice on aids to help the hard of hearing.

#### Keep Able

11-17 Kingston Road, Staines TW18 4QX

**Phone 01784 44 00 44**

Wide range of equipment on display in the store or available through mail order.

#### M&S Energy

**Phone 0800 294 9370**

**Web [mandsenergy.com](http://mandsenergy.com)**

Free energy efficiency advice

#### Local Energy Advice Centre

**Phone 0800 512 012**

**Web [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)**

The Energy Savings Trust has set up energy efficiency advice centres around the country. Phone this number or visit the website for the address of your nearest centre.

**The Mobility Trust**

50 High Street, Hungerford, RG17 0NE

**Phone 01488 686 335**

**Web [www.mobilitytrust.org.uk](http://www.mobilitytrust.org.uk)**

Contact them for information about powered mobility aids.

**Partially Sighted Society**

Queens Road, Doncaster, DN1 2NX

**Phone 01302 323 132**

**Email [doncaster@partisight.org.uk](mailto:doncaster@partisight.org.uk)**

**Royal Association in Aid of Deaf People**

Walsingham Road, Colchester, Essex, CO2 7BP

**Phone 01206 509 509**

**Text 01206 577 090**

They provide services including sign language, interpreting, social work and advocacy. They also provide premises for social clubs for deaf people and signed church services.

**Royal National Institute for Deaf People**

19-23 Featherstone Street, London EC1Y 8SL

**Phone 0808 808 0123**

**Web [www.rnid.org.uk](http://www.rnid.org.uk)**

**Text 0808 808 9000**

Phone for details of your local office.

They offer information and communication support, lip speakers, sign language, interpreters, special phones and other equipment.

**Royal National Institute for the Blind**

Customer Services

PO Box 173, Peterborough, IM2 3ER

**Phone 0845 702 3153**

**Web [www.rnib.org.uk](http://www.rnib.org.uk)**

**Insulation Grants****EAGA Partnership Ltd**

Freepost NEA 12054,

Newcastle Upon Tyne NE2 1BR

**Phone 0800 952 0600**

**Email [enquiry@eaga.com](mailto:enquiry@eaga.com)**

**Text 0800 072 0156**

For enquiries about Warm Front (England) or HEES (Wales)

**Energy Assistance package (Scotland)**

Energy Saving Advice Centres

**Phone 0800 512 012**

**Web [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)**

For enquiries about the energy Assistance package (Scotland only)

**Energy Action Scotland**

Suite 4A, Ingram House, 227 Ingram Street, Glasgow G1 1DA

**Phone 0141 226 3064**

Energy Action Scotland is a charity that helps people with low incomes to heat and insulate their homes.

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