



Careline

Customer Statement

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Careline is our 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 need 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. Textline number **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

Pressure, vacuum and foot switches.

Home Automation Limited

Bumpers Way, Chippenham SN14 6LF

Phone 01249 443 422

Web 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

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

Email contact@ageuk.org.uk

Scotland

Causewayside House, 160 Causewayside,

Edinburgh EH9 1PR

Phone 0800 00 99 66

Web www.ageuk.org.uk

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

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

Email enquiries@agecymru.org.uk

Arthritis Care

18 Stephenson Way, London, NW1 2HD

Phone 020 7830 6500

Web www.arthritiscare.org.uk

The Benefits Agency

Look in your phone book or visit

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

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 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

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

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

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.

SSE

(Southern Electric, Scottish Hydro, Swalec, SSE and Atlantic)

Phone 0345 076 7638

**Web www.southern-electric.co.uk,
www.hydro.co.uk, www.swalec.co.uk,
www.sse.co.uk, www.atlantic.co.uk**
Free energy efficiency advice

Local Energy Advice Centre

Phone 0800 512 012

Web 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

Contact them for information about powered mobility aids.

Partially Sighted Society

Queens Road, Doncaster, DN1 2NX

Phone 01302 323 132

Email doncaster@part sight.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

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

Insulation Grants

EAGA Partnership Ltd

Freepost NEA 12054,
Newcastle Upon Tyne NE2 1BR

Phone 0800 952 0600

Email 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

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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