

# Careline

Customer Statement



**Atlantic Electric and Gas**  
energy made better

## Careline Statement

Careline is our team of specially trained 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 interruption, 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

Listed are the main manufacturers in case you need to contact them for help or advice about their products. They or their agents will also be able to supply details of spare parts and adapters.

### Domestic Appliances

#### **Belling Appliances Ltd**

Talbot Road, Mexborough S64 8AJ

**Phone 0870 444 9939**

#### **Hoover Ltd**

Pentrebach, Merthyr Tydfil CF48 4TU

**Phone 01685 721 222**

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

Braille panels for washing machines only.

#### **GDA Ltd (Indesit)**

Moorley Way, Peterborough PE2 9JB

**Phone 0870 906 6066**

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

Manufacturers for Hotpoint, Creda and Cannon.

#### **Servis**

PO Box 14, Darlestone Road, Wednesbury WS10 7TJ

**Phone 0870 516 8299**

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

#### **Glen Dimplex Heating**

Glen Dimplex Home Appliances, Stoney Lane, Prescott, Merseyside L35 2XW

**Phone 0845 600 5111**

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

#### **LEC (part of the Glen Dimplex group)**

Glen Dimplex Home Appliances, Stoney Lane, Prescott, Merseyside L35 2XW

**Phone 0871 22 22 635**

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

#### **Electrolux**

Addington Way, Luton, Bedfordshire LU4 9QQ

**Phone 08705 727 727**

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

Advice about adapters for AEG, Tricity Bendix and Zanussi appliances.

### 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**

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

**Fax 01530 419 150**

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.

### Specially designed kitchens and furniture

#### **Moores Furniture Group**

Customer Services, Thorp Arch Trading Estates, Wetherby LS23 7DD

**Phone 01937 842 394**

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

#### **Nicholls and Clarke Group**

Kitchen Department, 3-10 Shoreditch High Street, London E1 6PE

**Phone 020 7247 5432**

#### **Renray David Baker Ltd.**

Road Five, Winsford Industrial Estate, Winsford, Cheshire CW7 3RB

**Phone 01606 593 456**

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

**Fax 01606 861 354**

## Advice Centres

### Age Concern (England)

Astral House, 1268 London Road, London SW16 4ER

Phone **0800 00 99 66**

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

### Age Concern (Scotland)

Causewayside House, 160 Causewayside, Edinburgh EH9 1PR

Phone **0800 00 99 66**

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

### Age Concern (Wales)

4th Floor, 1 Cathedral Road, Cardiff CF11 9SD

Phone **0800 00 99 66**

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

### Arthritis Care

18 Stephenson Way, London NW1 2HD

Phone 0808 800 4050

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.

### Help the Aged (England)

207-221 Pentonville Road, London N1 9UZ

Phone **020 7278 1114**

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

### Help the Aged (Scotland)

11 Granton Square, Edinburgh EH5 1HX

Phone **0131 551 6331**

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

### Help the Aged (Wales)

Room 123, CSV House, Williams Way, Cardiff CS10 5DY

Phone **029 2034 6550**

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

### 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.

### Scottish Hydro Electric

Phone **0845 777 6633**

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

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**

e-mail **[doncaster@partsight.org.uk](mailto:doncaster@partsight.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**

Freeport NEA 12054, Newcastle Upon Tyne NE2  
1BR

**Phone 0800 952 0600**

**e-mail [enquiry@eaga.com](mailto:enquiry@eaga.com)**

**Text 0800 072 0156**

For enquiries about Warm Front (England), HEES (Wales) or Warm Deal (Scotland)

**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.