



You could be eligible for your  
**gas suppliers**  
**care scheme**

Did you know your gas supplier offers a range of free services and additional support to those who need it most?



## Am I eligible?

You can apply to your gas supplier's care scheme if you are:

pensionable age

registered disabled

chronically sick

terminally ill

needing a little extra support

## What kind of help is available?

Here are some of the services available:

- ✓ Password scheme so you can ensure visitors are genuine
- ✓ Bills in adapted formats such as large print, braille and audio
- ✓ Assistance with meter reading
- ✓ Energy efficiency advice to help you use your gas heating system most efficiently
- ✓ Support and advice available for customers

## How to register?

Registration is free and entirely voluntary

To register, please contact firmus energy



E: [customeroperations@firmusenergy.co.uk](mailto:customeroperations@firmusenergy.co.uk)

T: 0330 024 9000

## Need additional help?

There are a range of organisations that can help provide you with the support that best suits your individual needs. These include:

If you are concerned about the identity of someone calling at your door, call 101 for the Quick Check facility.

**QUICK CHECK**

Call the police on 101 for quick check



Helplinesni.com offers a single point of access to over 30 helplines including help and advice on issues such as debt, bereavement and housing.



**Helplines NI**  
listen. support. inform

Turn2us is a national charity providing practical help to people who are struggling financially.

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2US**

 **kinecx**  
energy