



Spend less time worrying about your bills

If you're living with a terminal illness, or caring for someone who is, and you're concerned about energy costs, we're here to help. Get informed with support and information from Marie Curie.

Wherever home may be, everyone deserves to feel safe, warm and comfortable – without worrying about their energy bills. The cost of powering medical equipment and keeping warm at home could mean your fuel bills are thousands of pounds higher than those of an average household.

PARTNERED WITH



What services do we offer?

Energy Support Officers

You can access support in over 200 languages through our free and confidential Marie Curie Support Line. Our dedicated Energy Support Officers can give you information on supplier-specific support, grants, energy efficiency updates, and more.

Call **0800 090 2309** or email **support@mariecurie.org.uk**

Online resources

Our website covers everything you need to know about the financial help you could be entitled to, from grants and government winter payments to fuel vouchers.

Visit: **mariecurie.org.uk/energy**

The benefits calculator

Our handy online benefits calculator can help you find out what benefits you could be entitled to and how to claim them. It's free to use, anonymous, and doesn't collect any personal information.

Find it here: **benefits-calculator.mariecurie.org.uk**



The Priority Services Register (PSR)

The PSR is a free support service offered by electricity, gas and water suppliers in England, Scotland and Wales. Although the PSR does not help you pay your energy bills, it does offer practical support to help give you peace of mind, including:

- advance notice of planned power or water cuts
- priority support in an emergency
- letting you choose a family member or someone who supports you to communicate on your behalf
- moving your meter or regular meter reading services – for example, if you cannot get to your meter
- accessible information – for example, bills in large print or a different language.

The PSR is not based on how much money you have or earn. You can sign up for lots of reasons, including if you:

- have a disability or a long-term medical condition – including a terminal illness
- use medical equipment that has a power supply or need to keep medication in the fridge
- would struggle to answer the door or get help in an emergency
- are of State Pension age
- have extra communication needs – for example if you struggle with speaking or reading English.

Find out more about the benefits of being on the PSR at **the-psr.co.uk**

The Customer Care Register in Northern Ireland

The Customer Care Register is the Northern Ireland equivalent of the PSR. Being on it means your details are a priority for your energy supplier. For example, those on the register will be contacted ahead of time about planned energy outages (if energy will be switched off for some time).

You can sign up for the Customer Care Register if you:

- are of State Pension age
- have a disability
- are chronically sick, including living with a terminal illness.

There is also a Medical Customer Care Register for people who need electricity for their healthcare, like running medical equipment.

Ask your energy supplier about other support they can provide. Find your supplier on your energy bills, at [thepsr.co.uk](https://www.thepsr.co.uk) (England, Scotland and Wales) or at [uregni.gov.uk/supplier-contact-information](https://www.uregni.gov.uk/supplier-contact-information) (Northern Ireland).

Want to know more?

Call our Support Line
0800 090 2309*

Find opening times
mariecurie.org.uk/support

Online resources and benefits calculator
mariecurie.org.uk/energy

Find out more



This will take you to
mariecurie.org.uk/energy

*Calls are free from landlines and mobiles.

Your calls may be recorded for training and monitoring purposes.

