

## Refuelling just got easier for disabled drivers with new smartphone app

**fuelService, a revolutionary phone App, has been launched to enable disabled drivers to re-fuel their vehicles more easily. fuelService is being trialled at Shell service stations in the North West of England with a national rollout later in the year based on success.**

The idea was the brainchild of Niall El-Assaad who after becoming paralysed in a cycling accident was fed up with struggling to get help to put fuel in his car. The App helps the driver find a local petrol station and check that there will be an attendant able to help before they go.

Niall El-Assaad said, “Not only was I embarrassed by having to drawing attention to myself by honking my horn and waving my Blue Badge about, but also when a station is single manned the attendant was unable to leave their position to help. It meant I was waiting for ages wondering if they had seen me and if I would get help. When no one came I would need to drive to another petrol station and try again – just hoping I didn’t run out of petrol.”

fuelService has addressed all these issues. The App works by providing an easy way for a disabled driver to find a petrol station and then contact the petrol station to check that there will be an attendant able to help before they go. If they can help great, but if not there is no wasted journey and they can try another. Once at the petrol station the driver can use the App to tell the petrol station they have arrived and the details of their car making them easy to spot. The driver is told via the App how long the attendant will be before they come out to help, so they are not sat waiting in hope.

Sue Annis, Senior District Manager, Shell UK said, “I am pleased we are supporting this great App. fuelService will complement the other ways we are helping all drivers on our forecourts, such as Fill Up & Go, Shell’s mobile payment at pump service and our Attended Service offer. We see through our customer feedback programme, how frustrated some disabled drivers are on occasions when our Service Champions aren’t able help them. I hope the introduction of fuelService will help. “

It is hoped following the pilot in the North West the service will be rolled out nationwide and other fuels retailers will sign up. To help get this App off the ground please download the App from <http://fuelservice.org/getapp> or by searching for “fuelservice” on your devices app store.

FuelService is a not for profit organisation and all proceeds go to spinal research.

**For further details and interview requests please visit <http://fuelservice.org/press>**