

CCWater Information Note – Priority Services for Water Customers

All water companies in England and Wales have schemes which allow customers to register for free additional support so that whatever their circumstances they have appropriate access to water and sewerage services.

Anyone can register for any of the free services but the guide below indicates which assistance may be of most use in different circumstances.

Limited mobility or unable to leave your home

Knock and Wait - you can ask for the company to give you longer to answer the door.

Password Scheme - you can register a password so that you can be sure that the person at the door is a genuine employee of the water company.

Emergency water supply - you can register for the water company to deliver an emergency supply of water in the event of supplies being unexpectedly interrupted if you would find it difficult to get to a collection point. You don't have to wait for your supply to be interrupted to register for this service, be prepared and register now.

Help reading your water meter - if you cannot read your meter in its present location you can ask for it to be moved or read for you more often by the company.

Home visits - you can ask for a water company representative to visit you at home to discuss your bill, help if you are struggling to pay or any priority services you need.

If you are struggling to use your water appliances such as taps in the kitchen or bathroom, you should contact your local social services to be put in contact with an occupational therapist who can advise on any aids/equipment which may make it easier for you.

Mental health

Many water companies' employees have had training from the mental health charity Mind to help them understand the support people facing mental health problems need. In particular, the companies recognise that sometimes people facing a mental health problem can struggle to pay their bills and may fall into debt and need support from the company. If this happens to you, the company can help. Contact the company to explain your situation and they will be able to tell you what help they can provide.

Nominated contact - e.g. friend, relative or carer. If you have someone who helps you manage your bills, you can register for them to receive copies of your bills. If you would also like someone to be contacted on your behalf if the company need to contact you regarding a water matter then let the company know.

Password Scheme - you can register a password so that you can be sure that the person at the door is a genuine employee of the water company.

Emergency water supply - you can register for the water company to deliver an emergency supply of water in the event of supplies being unexpectedly interrupted if you would find it difficult to get to a collection point. You don't have to wait for your supply to be interrupted to register for this service, be prepared and register now.

Home visits - you can ask for a water company representative to visit you at home to discuss your bill, help if you are struggling to pay or any priority services you need.

Serious illness

Water companies recognise that sometimes people facing a serious illness can struggle to pay their bills and may fall into debt and need support from the company. If this happens to you the company can help. Contact the company to explain your situation and they will be able to tell you what help they can provide.

Nominated contact - e.g. friend, relative or carer. If you have someone who helps you manage your bills and/or if you would like someone to be contacted on your behalf if the company need to contact you regarding a water matter then let the company know.

Emergency water supply - you can register for the water company to deliver an emergency supply of water in the event of supplies being unexpectedly interrupted if you would find it difficult to get to a collection point. You don't have to wait for your supply to be interrupted to register for this service, be prepared and register now.

Accessible communications - sight, speech, hearing impairment. Dyslexia or Dyspraxia. Learning difficulties. English not your first language. You can register your preference for how the company communicates with you.

Help understanding your water bill - you can ask the company to call you to discuss the bill with you before your bill is sent.

Nominated contact - e.g. friend, relative or carer. If you have someone who helps you manage your bills and/or if you would like someone to be contacted on your behalf if the company need to contact you regarding a water matter then let the company know.

Home visits - you can ask for a water company representative to visit you at home to discuss your bill, help if you are struggling to pay or any priority services you may need.

Personalised call assistance e.g. Speaking slower/giving longer thinking/response time- you can register your needs with the company.

Large print documents - you can register your needs with the company.

Braille documents- you can register your needs with the company.

Documents on CD or Audio - you can register your needs with the company.

Specific background colour documents - you can register your needs with the company.

Text phone/Text Relay/Minicom- you can register your needs with the company.

Sign language home visits - you can ask for a water company representative to visit you at home to discuss your bill, help if you are struggling to pay or any priority services you need.

Alternative language bills/documents - you can register your needs with the company.

Interpreter services - you can register your needs with the company.

Cognitive impairment - such as a stroke or brain injury, a mental health problem, dementia, substance misuse or confusion because of an illness or the treatment of it.

[A lasting power of Attorney](#), **Deputy or Benefits Appointee** - Advise the company if you are one of these representatives of the customer so that they can update the customers account.

Nominated contact - e.g. friend, relative or carer. If you have someone who helps you manage your bills, you can register for them to receive copies of your bills. If you would also like someone to be contacted on your behalf if the company need to contact you regarding a water matter then let the company know.

Password Scheme - you can register a password so that you can be sure that the person at the door is a genuine employee of the water company.

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Home visits - you can ask for a water company representative to visit you at home to discuss your bill, help if you are struggling to pay or any priority services you may need

Emergency water supply - you can register for the water company to deliver an emergency supply of water in the event of supplies being unexpectedly interrupted if you would find it difficult to get to a collection point. You don't have to wait for your supply to be interrupted to register for this service, be prepared and register now.

Dialysis patients

Early notifications of planned water interruptions - water companies provide extra help if you need dialysis at home. They will contact you as soon as possible if they need to turn off your water supply in an emergency, such as burst water main, and try to time any planned shut-offs, so they don't happen on the day of your dialysis. If they absolutely must shut the water off on your dialysis day, they will contact you as far in advance as they can, in your preferred way, to let you know and will try to set up extra help and support.

Emergency water supply - you can register for the water company to deliver an emergency supply of water in the event of supplies being unexpectedly interrupted if you need a supply for medical reasons such as dialysis at home.

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To **find out more** or to **register** for the assistance please contact the water company using the details below:

Company Name	Name of scheme	Contact number	Website
Affinity Water	Safeguard	0345 357 2406	https://www.affinitywater.co.uk/our-special-care-services.aspx
Anglian Water	WaterCare Priority Services	03457 919 155	http://www.anglianwater.co.uk/household/special-assistance/watercare/
Bournemouth Water	Customer Extra Care	01202 590059	http://www.bournemouthwater.co.uk/customer-care-extra/which-services-do-you-need.aspx
Bristol Water	Priority Services Customer Care Plus	0345 600 3600	http://www.bristolwater.co.uk/your-home/our-commitment/customer-care-plus/
Cambridge Water	Priority Services	01223 706050	http://www.cambridge-water.co.uk/customers/priorityservicesregister
Dŵr Cymru	Here to Help	0800 052 0145	http://www.dwrcymru.com/en/My-Account/Here-to-Help.aspx
Essex & Suffolk Water	Priority Services	0345 782 0999	https://www.eswater.co.uk/your-home/your-services/Priority-Services.aspx
Hafren Dyfrdwy	Priority Services	0330 678 0679	https://www.hdcymru.co.uk/my-account/personalised-service/
Hartlepool Water	Careline	01429 858 030	https://www.hartlepoolwater.co.uk/household/special-assistance.aspx
Northumbrian Water	Priority Services	0345 717 1100	https://www.nwl.co.uk/your-home/your-services/Priority-Services.aspx
Portsmouth Water	Service Plus	023 9249 9666	https://www.portsmouthwater.co.uk/customer-services/service-plus/
Severn Trent Water	Personalised service	08457 500 500	https://www.stwater.co.uk/my-account/personalised-service/
South East Water	Service Plus	0333 000 0001	https://www.southeastwater.co.uk/get-help/help-for-priority-customers
South Staffs Water	Priority Services	0845 60 70 456	https://www.south-staffs-water.co.uk/household/extra-help/priority-services-register
South West Water	Priority Services	0344 346 1010	https://www.southwestwater.co.uk/water-advice-and-services/priority-services/
Southern Water	Individual Needs	0800 027 0800	https://www.southernwater.co.uk/individual-needs
Sutton & East Surrey	Helping Hand	01737 772000	http://www.waterplc.com/pages/home/your-bill-and-account/helping-hand-scheme/
Thames Water	Priority Services	0800 009 3652	https://www.thameswater.co.uk/help-and-advice/customer-commitment/priority-services
United Utilities	Priority Services	0345 072 6093	https://www.unitedutilities.com/help-and-support/priority-services/
Wessex Water	Priority Services	0345 600 3600	https://www.wessexwater.co.uk/customerplus/
Yorkshire Water	Helping Hands	0345 1 24 24 24	https://www.yorkshirewater.com/helpinghands

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Other industries such as energy, telecoms and transport also offer additional assistance. Further information can be found here:

<http://www.ukrn.org.uk/wp-content/uploads/2016/07/UKRN-accessibility-leaflet.pdf>

Other helpful organisations:

Company	Website	Contact Number
Action on Hearing Loss	https://www.actiononhearingloss.org.uk/	0808 808 0123 Text phone: 0808 808 9000
Age Cymru	https://www.ageuk.org.uk/cymru/	08000 223 444
Age UK	https://www.ageuk.org.uk/	0800 055 6112
Alzheimer's Society	https://www.alzheimers.org.uk/	0300 222 1122
British Dyslexia Association	http://www.bdadyslexia.org.uk/dyslexic	0333 405 4567
Carers UK	http://www.carersuk.org/	0808 808 7777
Citizens Advice	https://www.citizensadvice.org.uk/	03444 111 444
Dementia Care	http://www.dementiacare.org.uk/	0191 217 1323
Disabled Living Foundation	http://www.dlf.org.uk/	0300 999 0004
Independent living	https://www.independentliving.co.uk/	-
Kidney Care UK	https://www.kidneycareuk.org/	01420 541424
Macmillan	https://www.macmillan.org.uk/	0808 808 0000
Mencap	https://www.mencap.org.uk/	0808 808 1111
Mind	https://www.mind.org.uk/	0300 123 3393
NHS – Mental Capacity Act info	https://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/mental-capacity.aspx	-
RNIB	http://www.rnib.org.uk/	0303 123 9999
Scope	https://www.scope.org.uk/	0808 800 3333