

Our Priority Services





Useful numbers

Billing questions

0800 052 0145

Water questions and emergencies

0800 052 0130

Sewerage questions and emergencies

0800 085 3968

Other useful numbers

Wales Council for the Blind
02920 473954
www.wcb-ccd.org.uk

Wales Council For Deaf People
01443 485687
www.wcdeaf.org.uk

Age Concern (Cymru)
0800 169 2081
www.ageuk.org.uk

Disability Wales
02920 887325
www.disabilitywales.org

Office of the Public Guardian
0300 456 0300
www.gov.uk/government/organisations/office-of-the-public-guardian

Step Change
0800 138 1111
www.stepchange.org

Victim Support
0808 1689 111
www.victimsupport.org.uk

Alzheimer's Society
0300 222 1122
www.alzheimers.org.uk

Care and Repair
0300 111 3333
www.careandrepair.org.uk

Citizens Advice
03444 772020
www.citizensadvice.org.uk/wales

Welsh Government
Warm Homes Nest Scheme
0808 808 2244
www.nestwales.org.uk



Priority Services

We want to make sure that we always give the best service possible to all of our customers. If you have particular requirements due to your age, health, medical condition or extra communication requirements please register with us so that we can help adapt our services to your needs. We understand that not everyone's situation or needs are the same and our 'Priority Services' may help you.

This booklet explains what is available, how we can help, and how to apply. If you think this will help you, or someone you know, please read and share this leaflet with them.

What sort of help is available?

There are a number of different ways we can help you. We can help you with your bill, or we can offer some practical help. These are explained on the following pages.



Help with your bill

We know that times are tough. So, we've got a number of ways that we can offer extra help to customers who are really struggling to pay their water bill. Get in touch to see if you may be able to get some extra help to lower your water bill. We're here to help.

We may be able to help reduce your bills with one of the following options:

HelpU

Our HelpU scheme could save you up to £250 off your water and sewerage bill and is available to those customers whose total household income is £15,000 a year or less.

Water Direct

Our Water Direct scheme takes away the hassle of paying your bills. It allows those customers who receive certain benefits and are currently in arrears to pay directly through their benefits. It's the lowest available payment plan that we can offer. If you sign up we will reduce your bill by £25.00.

WaterSure Wales

Our WaterSure Wales scheme is available to our customers who already have a water meter or opt in to have a water meter fitted. WaterSure Wales helps low income households who receive a qualifying benefit or tax credit and either a large family, or a family member with a certain medical condition that requires the extra use of water. Your annual charge will be capped for the year.

Customer Assistance Fund

If you have arrears with us that you're unable to pay, the Customer Assistance Fund could help.

If you pay your current charges for 6 months we will pay off half of your arrears! If you then pay for a further 6 months we will pay off the remaining balance of your arrears!

Switching to a meter

If your fixed annual charge is high, or you are a low user of water or live on your own, you could save money by having a meter installed. Installation is free and many of our customers have already made the switch and found it works in their favour. If you apply for a meter you have the option to switch back to your fixed annual charge at any time up to 2 years from the date the meter was installed.

Please don't ignore any problems paying your bills. Let us know straight away. We may be able to arrange an alternative payment plan which is more affordable, making things easier for you. You can apply online or:

Call **0800 052 0145** (Mon-Fri: 8am-8pm, Sat: 8.30am-1.30pm)

 Please visit our website dwrcymru.com

You can also seek independent advice from organisations such as **Step Change 0800 138 1111** or your local **Citizens Advice Bureau**.

Practical Help

To make contacting us as easy as possible, we offer FREE services for older customers and those with sight or hearing difficulties, a disability or serious injury, mobility issues or a serious medical condition.



I need water because of a medical condition

- If you need water because of a medical condition, such as home dialysis, please let us know as soon as possible so that if your water supply is interrupted for any reason, we will make sure that we contact you as a priority.
- Your hospital may have already informed us but please let us know anyway.



I have a physical disability

- We can provide you with bottled water if your water supply is interrupted.
- If the water is likely to be off for a long period of time and we need to use water bowsers these will be located as convenient as possible to you.
- We can offer assistance if you are unable to collect water from these bowsers.



I am blind or visually impaired

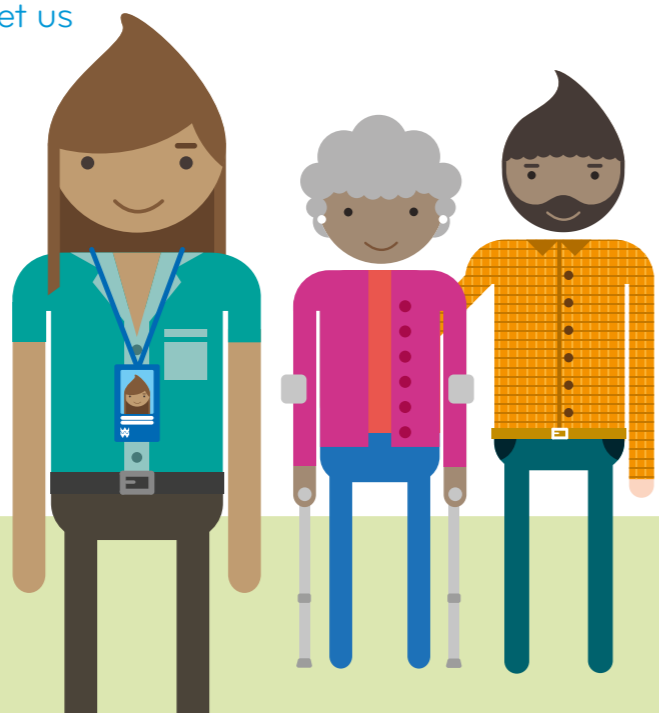
- We can help with bills and leaflets in:
- Large print
 - Braille
 - Audio tape/CD/MP3
- We can also:
- Read your bill to you over the phone
 - Send your bill to a friend or a relative

If you are housebound we can send a representative of the company to your home to discuss the bill and payments with you.



I am deaf or hard of hearing or have a speech impairment

- If you use a text phone you can access our Text Relay Service (via the Next Generation Text Service) on **18001 0800 052 0145**. This is a free service that allows you to speak or type and it's converted into text.
- If you have access to the web, you can talk to us through **Live Chat, Facebook or Twitter**
- Register for **My Bill** where you can view your bills, current balance and the payments you've made. www.dwrcymru.com/mybill



Practical Help (continued)



Nominee

If you want us to contact a relative, friend or carer about your water and sewerage supply and/or your bill we need your permission. This will safeguard your interests and privacy. They will be our first point of contact and they will be able to contact us and sort out payments on your behalf. If you would prefer a relative/friend to represent your needs on a permanent basis you may want to consider a Power of Attorney. To find out more you can contact the Office of Public Guardian for further information. <https://www.gov.uk/government/organisations/office-of-the-public-guardian>



I have dyslexia

We can help you by providing large print bills and correspondence on coloured background to stabilise the text.



I have a learning disability

If you contact us on the telephone we won't rush you and we will take our time when explaining things to you.

If you have difficulties communicating or if you find it hard to understand your bill or other information you can nominate a relative, friend or carer to talk to us or receive correspondence on your behalf.



Help using our website

We want to make sure that our website is easy for you to use. We use RECITE which helps customers to personalise our website to suit their needs. This includes reading the screen, adapting the colour and font and providing a choice of languages. Look out for this symbol **Aa** on our website. Please click on the **Aa** on our website and **Recite Me** picture.

To apply for any of the things on these pages, you can

- do this on line www.dwrcymru.com/priorityservices
- fill in the application form in the middle of this booklet and post it to us at
**Dŵr Cymru Welsh Water (PSR),
FREEPOST, SWC S253, Cardiff, CF3 5GY**

If you need any help completing the form just call us on

0800 052 0145

We can also arrange a home visit to talk about any of these services with you.



Keeping Safe

Password Scheme. We want you to feel safe in your home and you can choose a password for us to use when we need to visit, or contact you. We will always confirm your password first. This will help protect you from bogus callers who claim to be working for us. Try to choose a password that is easy for you to remember but make sure no one else knows it.

What is a bogus caller?

Bogus callers pretend to be working for a company to gain access to your property, or ask for your details over the phone.

When bogus callers knock on your door, they will:

- Not have an appointment.
- Sometimes they will not have any type of uniform, or may not arrive in any official van.
- Not be willing for you to study their identity card (if they have any).
- Usually work in pairs.
- Try and make you feel under pressure.

What we will do:

- Make an appointment where possible. If we can't, we will always carry an identity card.
- Be only too happy for you to look at our identity card.
- Wear a company uniform, and may have a company van.
- Understand you may not want to let us in and will not put you under any pressure.

If you become suspicious, do not let them in. If they become loud, show any signs of aggression, or you are at all concerned call the police by dialling 999.



What you should do:

- Be cautious and suspicious of callers even if they have an appointment.
- Put the door chain on. If you don't have one, think about getting one – you can contact **Care and Repair**, a charity working to ensure that all older people have homes that are safe, secure and appropriate to their needs. (Please see useful numbers on page 3)
- Ask for identification from anyone who calls.
- Check the caller's identity card carefully, don't just glance at it. Don't hesitate to ask to see their identity card again if you did not get a good look at it the first time.
- If you are unsure at all, call us on our bogus caller line **0800 281 141** or call the number at the bottom of page 10. Everyone working for us carries identity cards and will wait on the doorstep while their identity is confirmed.





I need help reading my water meter

If you are on a water meter wherever possible we will read your meter twice a year and bill on actual readings. If you find it difficult to read the meter yourself because of a disability, and have no one else to help you, we may be able to read it more often for you.

In some circumstances we may be able to move your meter to a different location to make it easier for you to read.

- This can usually be done free of charge but in some cases there could be an additional cost.
- If you want to find out more about this then please get in touch.



We understand that there may be a lot for you to think about but we are here to help. If you have any questions about our Priority Services please contact us on **0800 052 0145** or you can talk to someone on **Live Chat** if you prefer.

If you are filling in this form on behalf of a relative or a friend because you are concerned about their mental capacity, you may want to consider arranging for Power of Attorney. You can contact the Office of Public Guardian at <https://www.gov.uk/government/organisations/office-of-the-public-guardian>

If you fill in this form and return it to us, we will record your details on our Priority Services Register. We will contact you from time to time to check that your details are still up to date. Please let us know if any of your personal details or circumstances change. If you decide you don't want to be on our Priority Services Register any more, please call us back or email us and we'll remove your details. For more information on how we use your data, please see our **How We Use Your Data** booklet - either ask us to send you a copy or visit our website at: welshwater.com/en/company-information/Data-Protection

Application Form I want to register for Priority Services

My name is:

My address is:

Postcode:

Telephone number (day):

Telephone number (evening):

Mobile number:

Email address:

Signature:

Date:

Customer account number:

This is the number that appears on your water bill.

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- Please tick this box if you would like us to share your details with organisations in your area such as other utilities, emergency services, local authorities and health services who may be able to help you during an emergency.

Please tell us how we can help you

Service needed (Please tick)

<input type="checkbox"/> Blind or visually impaired	<input type="checkbox"/> Physical disability
<input type="checkbox"/> Speech impairment	<input type="checkbox"/> Learning difficulties
<input type="checkbox"/> Deaf or hard of hearing	<input type="checkbox"/> A constant supply of water due to medical conditions is needed
<input type="checkbox"/> Older customer	
<input type="checkbox"/> Dialysing at home – CCPD, CAPD or DHHD/NHHDHAEMO (please specify)	<input type="checkbox"/> Other (can you explain what this is)





Who is the service needed for?

<input type="checkbox"/> For the Account Holder (Please tick)
<input type="checkbox"/> For Someone else in the Property (Please tick and tell us their name)
<input type="checkbox"/> Are they under 18 and are you the Parent/Guardian?

- I would like help with reading my meter
- I would like to have my meter relocated

What happens next? We will contact you to talk about this further.

I would like to receive my bill:

- On CD/MP3/audio cassette
- In large print (please tick which size) 16 20 24
- Large print bill with a coloured background (Please tick next to your choice of colour)    
- Register for **My Bill** where you can view your bills, current balance and the payments you've made. You can either go to www.dwrcymru.com/mybill or you can contact us
- Read your bill to you over the phone
- I am housebound and would like someone to visit me to discuss ways of paying my bill

If you would like someone to act on your behalf use this section to tell us

Name of nominated person:

Their relationship to you:

Their Address:

.....

.....

..... Postcode:

.....

Their Telephone number (day):

Their Telephone number (evening):

Their Mobile number:

Nominee Signature:

If you want the person named above to receive your bill please tick this box

If you want someone else to receive your bill please tell us their details below:

Name of nominated person:

Their relationship to you:

Their Address:

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..... Postcode:

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Their Telephone number (day):

Their Telephone number (evening):

Their Mobile number:

Nominee Signature:

If you would like to join the password scheme please enter your password below.

Choose a password up to 10 characters max and something that you will easily remember.

If you would like to find out more information about Power of Attorney go to <https://www.gov.uk/government/organisations/office-of-the-public-guardian> or telephone **0300 456 0300**.

And finally - have you?

- 1 Told us your address and telephone number
- 2 Given us your email address if you have one
- 3 Included our Reference number on your bill
- 4 Made sure your nominee (if required) has signed the form to act on your behalf and/or to receive your bill
- 5 Told us if you are having home dialysis
- 6 Signed and dated the form

Once you've filled in the form, please post it **(no stamp needed)** to:

Dŵr Cymru Welsh Water (PSR)
FREEPOST
SWC 5253
Cardiff
CF3 5GY