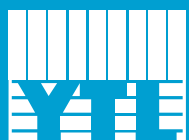


Priority Services

**Extra
support
when you
need it**



Wessex Water
YTL GROUP

FOR YOU. FOR LIFE.

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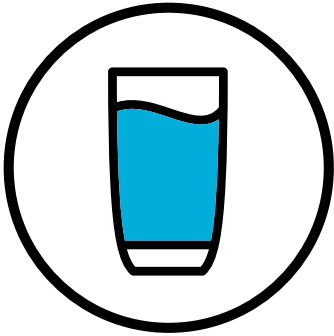
We want to give all our customers the best service at all times. We know that everyone's needs are different and we can help through Priority Services.

It may be that due to age, ill health, a medical condition or even if it's temporary, we may need to support you differently.

Priority Services is a free service and anyone living in the Wessex Water region can sign up for it.

This leaflet explains how we can provide extra support to you or someone you may know.

Priority Services *ways we can help*



Your water supply

If we need to turn your water supply off to carry out work we will let you know. Normally we will write but if you let us know you'd prefer us to contact you in another way we'll do this.

If it's unplanned and you're likely to be affected for a while we will either:

- ✓ deliver bottled water
- ✓ or let you know where the nearest mobile water tank is.

If you have medical needs for water, such as home dialysis, please let us know as soon as possible. We can then contact you as a priority.



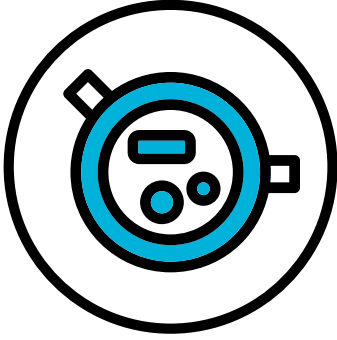
Your bill and other information

If you need extra support in the way we communicate with you we can:

- ✓ send your bills or information about our services to a carer, family member or friend
- ✓ send bills or leaflets in Braille, large print or other languages
- ✓ also call or visit your home to read your bill to you.

We also offer a range of ways you can contact us:

- use our live chat service on our website
- ask a nominee to contact us on your behalf
- speak to us using our dedicated language line
- use the Relay UK and SignLive British Sign Language Service
- we use Recite Me on our website to help you personalise it to your needs.



Reading your meter

We can help if you have trouble reading your meter. We usually take two meter readings a year to work out your bills.

- ✓ We can take an two extra readings for you if you need us to.

If you can't access your meter we may be able to move it at no cost to you. To request your two extra readings, please contact us on 0345 600 3 600.



Visiting your home

Knock and wait - if for any reason it may take a while to answer your door, don't worry, when we visit we'll wait for you.

Extra security - we want you to feel safe in your home, you can add extra security by providing us with a password.

We will always:

- provide an identity card with a name, photograph and our logo on it
- wait while you call us to check it is genuine on 0345 600 4 600.

Bogus callers and distraction burglars can be persuasive and use tricks to get into your home, but you don't have to let them in. Please call the police if you are at all concerned, by dialling 999.

For more information visit

[wessexwater.co.uk/bogus-callers](https://www.wessexwater.co.uk/bogus-callers)

Additional presence - if you would like a carer, friend or family member to be with you when we visit please let us know.

Sign up to Priority Services

It's easy to register for Priority Services:



Call 0345 600 3 600 (Monday to Friday, 8am to 6pm;
Saturday, 9am to 1pm)



Visit [wessexwater.co.uk/priority-services](https://www.wessexwater.co.uk/priority-services)



Email priority.services@wessexwater.co.uk



By post complete the form on page 6 and return it to
Priority Services, Wessex Water, 1 Clevedon Walk, Nailsea,
Bristol, BS48 1WA

If you are a Bristol Water and Wessex Water customer you only need to register once. If a different water company supplies your water, you will need to register with them as well.

We aim to keep the register updated, but would ask you or your nominated contact to tell us about any changes in your circumstances.

We will treat all information that you provide in the strictest confidence. Your information will be restricted to our employees or agents who need to know in order to deliver the extra services you need.

Our Promise



We always want to give high standards of service and we set these out in our Promise. If we fail to meet these standards you can claim automatic compensation.

If you register for Priority Services we'll:

- ✓ set you up within five working days of contacting us.

When you have registered with Priority Services we'll always:

- ✓ communicate with you in the way you've requested

If you ask us to read your meter we'll do it within five working days of your request. You can find further information about our Promise here

[wessexwater.co.uk/promises](https://www.wessexwater.co.uk/promises)

FREE for you

Visit **[wessexwater.co.uk/get-water-fit](https://www.wessexwater.co.uk/get-water-fit)** to see how you can save more water and order FREE water saving devices.

Extra support when you need it

We want to give all our customers the best service at all times. We know that some of our customers may need extra consideration or support at times due to age, ill health, a disability or additional needs and we can help you through Priority Services.



About you

First name

Surname

Address

Postcode

Mobile number

Alternative number

Email address

Customer reference (as shown on your bill)

Understanding your situation

So we can make sure we can always give the best support, please tick all that apply to you.

Age

- Pensionable age
- Family with children under five

Communication

- Blind
- Partially sighted
- Hearing impairment
- Speech impairment
- Developmental condition (eg, autism, Asperger's, or dyslexia)
- Unable to communicate in English

Please specify your first language

Medical

- Chronic or Serious Illness
- Medically dependant showering bathing
- Mental Health
- Water dependant (Constant water supply required due to a medical condition)
- Cognitive impairment inc. Dementia

Mobility

- Physical Impairment
- Unable to answer the door
- Restricted hand movement

Safety

- Poor sense of taste or smell
- Additional Presence preferred

Medical Equipment

- Nebuliser and Sleep Apnoea Monitor
- Heart/ Lung Ventilator
- Dialysis, feeding pump and automated medication
- Oxygen Concentrator
- Oxygen Use
- Stair lift, hoist and electric bed
- Careline/ Telecare system
- Medicine Refrigeration

Temporary

- Young adult householder (under 18)
Date of birth (month and year)
- Post hospital recovery*
- Life changes* (recently bereaved, divorced or loss of job and as a result unable to cope with everyday situations)

* We will keep you on the register for 12 months, after this time if we can support you in any other way please let us know.



Ask someone to act on your behalf

If you'd prefer us to deal with a friend, relative or carer for any billing, supply interruptions and/or sewerage issues please provide their details. All communication and bills from us will go to your contact not you.

Contact name

Address

Postcode

Their mobile number

Their email address

Your contact's agreement for us to use and share their information (if applicable)

Are you happy for Wessex Water to contact you as described?

Yes No

Are you happy for us to share your details with the registrant's energy/utility suppliers or networks so you can be contacted about Priority Services for them?

Yes No

Signature

Both you and your contact can withdraw your consent at any time by contacting us by email at **priority.services@wessexwater.co.uk** or by telephoning us on 0345 600 3 600.

How we communicate with you

We can communicate with you in another format if you need us to. Please only complete this section if you need anything other than our standard written communication, if not you can move onto completing the next section.

Regarding your bill (please tick one)

- Large print Braille Bill read over the phone Bill read by Relay UK
 Bill by home visit

All other written communication (please tick one)

- Large print Braille Phone call Relay UK Home visit

Password

If you would like our representative to use a password if they visit your home, please provide one.

Please write password here

How we will use your personal information

As we supply essential services, we need to keep records of customers who may require additional help and we will use your personal and health information to assist us to plan support and provide services based on the needs you have indicated.

This may be in how you receive your bills or for help during an event that affects the provision of your water supply and/or sewerage services. We also want to make sure you get similar priority from those organisations which share need information with us, so we keep each other updated and make sure your interests are put first when you most need it. However, if you do not wish for your information to be

shared for this purpose, please tick here

We do this as it is in the public interest for us to be able to help people who need it most.

We will check with you from time to time whether you still want us to keep this information to use for these reasons but you can opt-out at any time by contacting us at **priority.services@wessexwater.co.uk** or call us on 0345 600 3 600. If you have chosen a nominee who has agreed to act on your behalf such information will be shared with them. Full details about your rights and how we use your personal information for Priority Services purposes is available on our privacy notice at **wessexwater.co.uk/privacy-policy**

How did you hear about Priority Services?

Other ways we can help



Save money with a meter

Most customers now have a water meter and only pay for what they use. Those who have switched to a meter found they had been paying £100 more than they needed to. What's more, around 25% of energy used at home is to heat water - so by saving water you will also save energy, help the environment and lower your household bills.



You won't pay more

We offer a money back guarantee to all customers who switch to a meter. We're confident you will save money. If you don't after two years with a meter you can return to unmetered charges. You won't end up paying more.



You can find out more and apply online at [wessexwater.co.uk/meter](https://www.wessexwater.co.uk/meter) or by calling us.



Help to pay your bill

Don't worry if you're struggling to pay, talk to us today. We offer:

- ✓ Payment breaks
- ✓ Flexible payment plan
- ✓ Discount for low-income pensioners
- ✓ Bill cap scheme - WaterSure
- ✓ Reduced bill - Assist
- ✓ Debt support scheme - Restart
- ✓ Water Direct - using benefits payments

Visit [wessexwater.co.uk/help-to-pay](https://www.wessexwater.co.uk/help-to-pay) or call us on 0345 600 3 600.

The following organisations will offer free independent advice.

Citizens Advice 0800 144 8848
www.citizensadvice.org.uk

Money Wellness 0161 518 8282
www.moneywellness.com

StepChange 0800 138 1111
www.stepchange.org



Empty/unoccupied properties

Unmetered customers If your property is furnished and you need to stay in hospital, live in residential care or stay with relatives for a long period of time (and are not using any water), we can stop your charges temporarily.

Metered customers If your property is furnished and you need to stay in hospital, live in residential care or stay with relatives for a long period of time (and are not using any water), you may receive a bill for standing charges only. If this is the case we may be able to withdraw this bill if you contact us.

If you are away but the water is being used we can redirect your bills to a nominated contact such as a carer, family member or friend.



Recreation and fishing

Our reservoirs and lakes are set in beautiful surroundings and many are accessible to all.

You can find out more about our recreation sites and accessibility on our website [wessexwater.co.uk/community](https://www.wessexwater.co.uk/community) or by calling 0345 600 4 600.

Tucking Mill reservoir - free fishing for anglers with disabilities.

Sutton Bingham and Clatworthy Reservoirs - specially designed wheelchair accessible boats.

Bleadon Levels reserve - wheelchair accessible bird hides.

Other organisations

A number of other organisations can offer further help and information if you have additional needs.

Scope DES (Disability Energy and Water support)	0808 801 0828
Age UK	0800 678 1174
Alzheimer's Society	0300 222 1122
Disabled Living Foundation	0300 999 0004
Mind	020 8519 2122
RNIB (Royal National Institute of Blind People)	0303 123 9999

Protect your home with a free fire safety visit

We've partnered with your local fire and rescue service to let our Priority Services customers know about their free Safe & Well / Home Fire Safety visits. The visits are carried out by trained fire service staff and focus on wellbeing as well as fire safety to improve quality of life, reduce fire risk and injuries, and ensure homes have fire safety equipment fitted to help people live safely and independently at home.

They may also fit free smoke detectors if your home doesn't have any and point you (with your consent) to other agencies if you would like additional support. You may request a visit via your local fire service's website, or by calling:



0117 926 2061



0800 05 02 999



we automatically share your data with DWFRS who will make contact with you to offer you a free Safe & Well visit, if you are eligible.

Contact us

Questions about your bill or Priority Services?

Call 0345 600 3 600 (Monday to Friday, 8am to 6pm; Saturday, 9am to 1pm)

Email priority.services@wessexwater.co.uk
(please quote your customer number and telephone number)

Write Wessex Water, 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA

Questions about your water supply* and/or sewerage service?

Call 0345 600 4 600
(Monday to Friday, 8am to 6pm, emergencies only at other times)

Email operational.enquiries@wessexwater.co.uk
(non urgent enquiries only)

Write to Wessex Water, Operations Centre, Claverton Down, Bath BA2 7WW

Live chat or report a problem

Live chat: Through our website [wessexwater.co.uk](https://www.wessexwater.co.uk)

*If your water is supplied by Bristol Water or Bournemouth Water you will need to contact them for questions about your water supply

Bristol Water 0345 702 3797

Bournemouth Water 01202 590 059

We welcome calls via the Relay UK and SignLive British Sign Language Service.

This leaflet forms part of our core customer information, covering key aspects of our work including leakage, enquiries and complaints. More information can be found at [wessexwater.co.uk/policy](https://www.wessexwater.co.uk/policy) or contact us for a leaflet.

Calls to 0345 numbers from UK landlines cost no more than calls to standard UK landline numbers. If you're calling from a mobile please check with your service provider as sometimes calls can cost more. We may record telephone calls into our contact centres for quality, security and training purposes.



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