Priority Services
Extra support when you need it

wessexwater.co.uk

FOR YOU. FOR LIFE.
Extra support when you need it

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.

When you sign up for Priority Services you can:
- ensure you always have easy access to water
- choose how you receive your bill and information
- ask for help with reading your meter
- set up a password for when we visit.

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

Spread the word - tell your family and friends about our service if you think it will help them.

It is easy to sign up – see page 5.

I am elderly and disabled, I have always had excellent service from whoever has called or visited - polite and kind as well.

Mrs Green from Taunton

I felt so happy and secure because they had really thought about what I needed when my water supply was cut off.

Mr Jones from Dorchester
Reading your meter

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

✔ We can take an additional two 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 - please contact us for more information.

Our password scheme

We want to give you reassurance when we visit.

✔ Set up your own password in your chosen format and we’ll use it every time we have an appointment with you.

Bogus callers

All our employees carry an identity card with their name, photograph and our logo on. They'll show this whenever they visit. If you have any concerns about a caller ask them to wait outside while you call us on 0345 600 4 600 to check they are genuine or call the police.

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.

If you’re not sure don’t open the door.

For more information visit wessexwater.co.uk/boguscallers

Knock and wait service - don’t worry if you take a while to answer your door - we’re happy to wait for you.

Energy providers offer a similar service - don’t forget to register for Priority Services with them too.

In the future we will be able to share your information with energy providers so that you only have to register once for Priority Services. Please let us know in the registration form on page 7 whether you are happy for us to do this.

It’s easy to register for Priority Services:

- Call 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm)
- Visit wessexwater.co.uk/priorityservices
- Email priority.services@wessexwater.co.uk
- By post complete the form on page 7 and return it to Priority Services, Wessex Water, 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA

We’ll contact you to let you know we’ve signed you up within 10 days of receiving your application.

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 inform 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 require.
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 immediately if you apply by telephone
✓ set you up within 10 working days if you apply in writing or online.

When you have registered your requirements with Priority Services we’ll always:
✓ send you your bill in your chosen format
✓ communicate with you in an agreed way
✓ send leaflets you request in the format agreed with you.

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

Priority Services registration

Please detach and return the completed form to:
Priority Services, Wessex Water, 1 Cledenon Walk, Nailsea, Bristol, BS48 1WA

Title and name

If you’d prefer us to contact a carer, family member or friend (your contact), please provide their details:
Contact title and name

Address

Postcode

Phone number

Text phone number

Email address

Postcode

Their phone number

Sharing your information

Is it okay for us to share your personal details and reason for registering with your energy/utility suppliers or networks so they can register you for their Priority Services?  

Yes  

No

Sharing your contact’s information (if applicable)

Can you confirm that your contact is happy for us to use his/her details and share them with your energy/utility suppliers or networks so he/she can be contacted about Priority Services for you?  

Yes  

No

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.

Are you happy with us sending your water bill and other correspondence to your contact?  

Yes  

No

Are you happy for us to speak to your contact: about your account?  

Yes  

No

in the event of a water supply disruption affecting you?  

Yes  

No

Other organisations

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

Action on Hearing Loss  0808 808 0123

Age UK  0800 678 1174

Alzheimer’s Society  0300 222 1122

Disabled Living Foundation  0300 999 0004

Mind  020 8519 2122

Royal National Institute of Blind People (RNIB)  0303 123 9999

We want to ensure we give you the support you need. For each of the sections, please let us know how we can help.

I would like to receive my water bill and any leaflets I request in a different format.

Please let us know how you would like to receive them:

☑ in large print
☐ read by Next Generation Text
☐ CD  ☐ in braille
☐ by home visit
☐ read to me over the phone
☐ in another language

If so, which language

Other organisations

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☐ in another language

If so, which language
I would like to set up a confidential password for visits
Please write your password here

When we visit, would you like us to show this password to you in written form? Yes No
It can be hard to remember various passwords. If you would like a password prompt question, please write your question here, eg, mother’s maiden name or first pet.

I would like help if the water supply goes off
If we plan to turn off your water we would usually send you a card or letter. If it helps, we could phone you or visit you instead. Please let us know what is best for you (please tick one box):
- a phone call
- a visit
- not applicable
If there is an emergency and you think you may not hear the message we give out with a loudhailer, would you like us to:
- phone you
- visit you
- put a card through your letterbox
- contact a neighbour to let you know
- not applicable
If the water is going to be off for a while would you find it difficult to collect alternative supplies of water?
- Yes
- No

I would like help reading my water meter
Please call us to ask for an extra reading to be taken. We usually take two readings to base your bills on, but you can ask us to take a further two readings each year.

Understanding your situation
So that we can make sure we always give the best support, it would help to know if any of the following apply to you or someone in your home:
- deaf or difficulty hearing
- speech difficulties
- blind or partially sighted
- dementia
- developmental conditions
- mobility difficulties
- poor mental health
- other (please specify)

kidney dialysis treatment at home
If yes, please indicate here if it is renal or CAPD dialysis

any other medical condition which needs a constant water supply (please indicate the medical condition)

Your agreement for us to use your information
Are you happy for Wessex Water to use your personal and health information to provide you with additional services if there is an incident which affects your water supply?
- Yes
- No

Thank you for completing this form, all information will be treated in the strictest confidence and will ensure that we are able to provide you with an improved service around your needs. If you have any questions about anything in this form, please contact 0345 600 3 600.

Other ways we can help

Save money with a meter
More and more of our customers are switching to a meter and only paying for water they use.
If you live on your own, have a small family, live in a house with a high rateable value, or you are a low water user, having a water meter could help you lower your bill.

You won’t pay more
With our Money Back Guarantee you can try going on a meter for free. If you don’t save money after two years, we’ll let you go back to paying on an unmetered basis and credit you with any over-payment.

You can find out more and apply online at wessexwater.co.uk/meter or by calling us. You can request a leaflet and application form by calling 0345 600 6 600 (24 hour automated service).

Problems paying your bill
Money can be a worry for all of us and sometimes we struggle to pay our bills. Don’t worry if you’re struggling to pay, talk to us today so we can help. We might be able to help you:
- spread the cost of your bill.
- pay us directly from your benefits.
- reduce your bill with one of our low-rate tariffs.
- repay your debt and get back on track.
- reduce your bill if you receive Pension Credit or the state pension is your only income.

Visit wessexwater.co.uk/tap or call 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm).

Organisations such as Citizens Advice, National Debtline and StepChange offer free independent and confidential debt advice.
OTHER WAYS WE CAN HELP

Communicating with us

We know our customers have different preferences for how they communicate with us and for some communicating can be more difficult. To help, we can communicate with you through:

- a nominated point of contact such as a carer, family member or friend
- live chat
- Next Generation Text
- a visit to your home
- interpreters, signers or our dedicated language line.

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.

- **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.

You can find out more about our recreation sites and accessibility on our website wessexwater.co.uk/leisure or by calling 0845 600 4 600.

Data protection

For information about how we use your personal data, please see our privacy policy available at www.wessexwater.co.uk/privacy-policy or by writing to:

Wessex Water, Operations Centre, Claverton Down, Bath BA2 7WW.
Questions about your bill or Priority Services?
Call 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm)
Email customer.services@wessexwater.co.uk
(please quote your customer number and telephone number)
Write to 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

*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

Next Generation Text service
We welcome calls via the Next Generation Text service.
To make a call from a textphone, dial 18001 and then the number you require.
To make a call from a telephone, dial 18002 and then the number you require.
A Next Generation Text operator will join the call and act as our interpreter.

Calls to 0345 numbers usually cost the same as standard UK landline numbers. Please check with your telephone service provider.

We may record telephone calls into our contact centres for quality, security and training.

Wessex Water is not responsible for the content of external websites.