

# PRIORITY SERVICES

*Extra support when you need it*



[wessexwater.co.uk](http://wessexwater.co.uk)

**Wessex Water**  
YTL GROUP



**FOR YOU. FOR LIFE.**

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## 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 4.

*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

## PRIORITY SERVICES *ways we can help*

### Your water supply

Occasionally we may need to turn off your water supply to carry out essential work like fixing or replacing pipes. We would usually let you know in advance either by letter but we appreciate this may not work for you. We may also need to communicate with you in case of an unplanned interruption, such as a burst.

To help you we could contact you by:

- ✓ telephone
- ✓ visiting you at home
- ✓ contacting carer, family member or friend.

In the event of an unplanned interruption, if the water is going to be off for a while and you would have difficulty collecting an alternative supply of water, we can help by:

- ✓ giving you bottled water
- ✓ locating mobile water tanks near you if they are needed
- ✓ collecting water from mobile water tanks for you and delivering it to your home.

### Particular needs for water

Let us know if you use dialysis equipment or have a medical need for water and we will try to plan our work around your needs. In the event of a burst main we'll deliver free bottled water to you and will always keep you updated about when the water supply will be back on.

### Your bill and other information

We'll send you your bill and other information in the way that's easiest for you. We can:

- ✓ send your correspondence to a carer, family member or friend on your behalf
- ✓ send your bill and leaflets in a different format, including braille, large print, on CD/ audio file, or translated into a language other than English
- ✓ read your bill over the phone to you

You can communicate with us in a range of ways - find out more on page 9.



## 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.

Make sure your password is unique to you to stay safe from identity fraud.

## 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 on 0345 600 4 600.



*Knock and wait service - don't worry if you take a while to answer your door - we're happy to wait for 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. Ask them to wait outside and don't let them in while you call us.**

For more information visit [wessexwater.co.uk/boguscallers](https://www.wessexwater.co.uk/boguscallers)

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](https://www.wessexwater.co.uk/priorityservices)



**Email** [priority.services@wessexwater.co.uk](mailto: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

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.

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 6 whether you are happy for us to do this.

# 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](http://wessexwater.co.uk/promises)



## 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

# 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.



## Section 1

### 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.

- Nebuliser and apnoea monitor
- Heart, lung and ventilator
- Oxygen Concentrator
- Oxygen Use
- Stair lift, hoist, electric bed
- Careline/ Tele-care
- Medical Refrigeration
- Water Dependent
- Dialysis, feeding pump and automated medication
- Chronic illness/Serious illness
- Blind
- Partially sighted

- Hearing Impairment or deafness
- Pensionable age
- Physical impairment
- Speech difficulties
- Restricted hand movement
- Unable to communicate in English  
Please specify your first language
- Developmental condition
- Mental health
- Dementia(s)/ cognitive impairment
- Unable to answer the door
- Medically dependent bathing/showering
- Poor sense of smell/taste
- Additional presence preferred
- Families with children aged five or under

### Temporary

- Young adult householder (under 18)  
Date of birth (month and year)

- Post Hospital recovery\*
- Life changes\*

\* 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.



## Section 2

If you'd prefer us to deal with a nominated contact to act on your behalf for any billing, supply interruptions and/or sewerage issues please provide their details.

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](mailto:priority.services@wessexwater.co.uk) or by telephoning us on 0345 600 3 600\*.

## Section 3

Where we would normally contact customers in a written format how would you like to be contacted?

- Large Print  Braille  Phone call  
 Relay UK  Home visit

Register for eBilling where you can view your bills, current balance and the payments you have made. Go to: [myaccount.wessexwater.co.uk](http://myaccount.wessexwater.co.uk)

## Section 4

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

Please write password here

Prompt (please add in a prompt question/answer here - eg, mother's maiden name)

## Section 5

**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 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](mailto: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](http://wessexwater.co.uk/privacy-policy)

## Section 6

How did you hear about our Priority Services Register?

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 us.

## 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](http://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](http://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

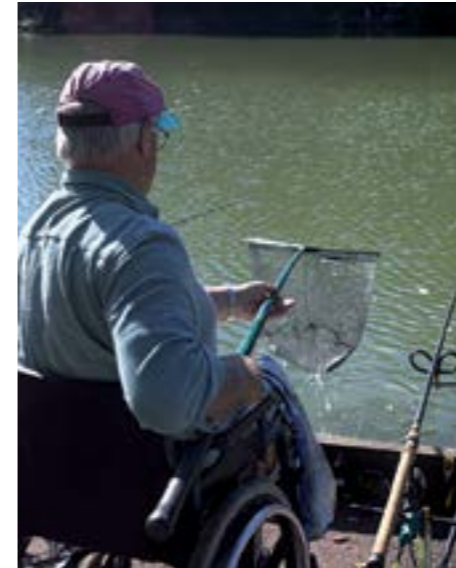
**Unmetered customers** If your property is furnished and you need to stay in hospital, live in residential care or stay with relatives for a long period of time (and are not using any water), we can stop your charges temporarily.

**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.

**Bleaddon Levels reserve** - wheelchair accessible bird hides.



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

# CONTACT US

## Questions about your bill or Priority Services?

Call 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm)

Email [priority.services@wessexwater.co.uk](mailto:priority.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](mailto: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

## Relay UK text service

We welcome calls via the Relay UK 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 Relay UK text operator will join the call and act as our interpreter.

*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.*