

# PRIORITY SERVICES

*Extra support when you need it*



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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 mean due to age, ill health, a medical condition or a temporary change in circumstances we may need to adapt our services to suit your needs.**

**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

In the unlikely event that we need to turn your water supply off to carry out essential work we will make sure you are made aware of this - 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 an unplanned event and you're likely to be affected for a while we will either:

- ✓ deliver bottled water
- ✓ or let you know where the nearest mobile tank is
- ✓ we can provide aids to help you with the water bottles if you have mobility problems.

If you have particular medical needs for water such as home dialysis, please let us know as soon as possible so if your water is interrupted for any reason you will be contacted 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
- ✓ provide different formats such as braille bills, in large print or translations to another language
- ✓ we can also call or visit your home to read your bill to you.

We also know that customers have different preferences regarding how they like to communicate with us.

To help you can:

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



# PRIORITY SERVICES *ways we can help*

## 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. If you would like us to take extra readings please contact us. You can have up to two extra per year, please contact us on 0345 600 4 600.

## Visiting your home

**Knock and wait** - If you have a particular need which means 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 so as well as telling us what additional needs you may have, you can add extra security by providing us with a password we can use when we arrive.

We will always:

- provide an identity card with their name, photograph and our logo on it
- wait while you call us to check they are 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/  
boguscallers](http://wessexwater.co.uk/boguscallers)**

**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 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

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



**We've launched a new online tool which helps you understand how you use water, provides tailored advice and devices, and raises money for charities. Try it out for free at [wessexwater.co.uk/getwaterfit](https://www.wessexwater.co.uk/getwaterfit)**

## 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.



## 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.

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

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)

## Password

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)

## 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)

## How did you hear about Priority Services?

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, 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](https://www.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).

## Help to pay your bill

Money can be a worry for all of us and sometimes we struggle to pay our bills. Don't worry if you need help to pay, talk to us today and we might be able to:

- ✓ 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 state pension is your only income or you receive Pension Credit.

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

## 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](http://wessexwater.co.uk/leisure) or by calling 0345 600 4 600.

## 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

# 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 Service

We welcome calls via the Relay UK 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.*