

If you receive a qualifying benefit or tax credit and someone in your household suffers from a medical condition which results in increased water usage, you may also apply for this tariff. You'll need to complete an application and return it with proof of your benefit or tax credit. We'll also need medical proof or a medically qualified person to countersign your application.

For more information about WaterSure or to request an application form, please visit yorkshirewater.com/meter or call 0845 1 24 24 24.

Please note that you'll need to re-apply each year for WaterSure to prove that you're still eligible.

Do you offer any other services?

Recreational sites:
We provide access and facilities for disabled customers at our main offices and recreational sites. You'll find a list of our recreational sites, including directions and facilities, at our website, yorkshirewater.com/recreation

For non English speaking customers:

- We provide an Asian language helpline, please call 0845 1 24 24 21.
- We've speakers of other languages at our contact centre.

What can I do if I'm not happy?

We aim to provide a high standard of service and to treat you with courtesy and fairness at all times. We welcome any comments you may have, and we try to answer queries and resolve complaints quickly and in full. Please contact us as soon as possible if you're not satisfied with our service. We'll then investigate your complaint and try to resolve it to your satisfaction. Where your complaint is justified, we'll apologise and do everything we can to put things right as soon as possible. If we've failed to meet any of our standards, we'll pay compensation in accordance with our Customer Charter. If our actions or inaction cause you particular hardship or inconvenience, we'll consider

making a goodwill payment. We'll consider each case individually.

We send a copy of our Customer Charter to every customer each year. If you'd like another free copy, please contact us.

If you're not satisfied with the way we've handled your complaint or with the outcome, you may request a review of your complaint. This review will be independent of the original investigations and may overturn the original decision if appropriate.

If you're still unhappy with the outcome of your complaint, you may request an independent review, by telephoning or writing to:

**Consumer Council for Water
Northgate House
St. Augustine's Way
Darlington
DL1 1XA
Lo-call number:** 0845 7 08 93 68
(or call 01325 469 777)
E-mail: yorkshire@ccwater.org.uk
Text telephone: 0121 345 1044
(minicom)

The Consumer Council for Water (CCWater) is an independent national body set up to protect your interests and to champion customer issues. CCWater ensures that customers' collective voice is heard in the national water debate and has undertaken research to understand customers' views and use this to influence decision makers within the industry.

CCWater will investigate customer complaints relating to our business activities. The regional office and committee may then act on your behalf to try to resolve your complaint with us.

Under the Water Industry Act 1991, the industry regulator, Ofwat, or an independent arbitrator may settle certain disputes. Where this is appropriate, we'll explain the action you can take – or you may prefer to seek advice from CCWater or another independent advice agency.

How can I contact you?

Our contact centre is open 8am-8pm Monday to Friday, 9am-5pm Saturday
We're open 24 hours a day for emergency calls

Call us	
All enquiries	0845 1 24 24 24
Request other information or leaflets	0845 1 24 24 24
Bogus caller checks on Identity cards	0800 1 38 78 78
Leakage	0800 57 35 53

Additional services:	
Asian language	0845 1 24 24 21
Text telephone/minicom	0845 1 24 24 23
24 hour automated services	0845 1 24 72 47

Fax	01274 372800
------------	--------------

Visit our website	yorkshirewater.com
--------------------------	--

Or write to us	Yorkshire Water PO Box 52 Bradford BD3 7YD
-----------------------	--

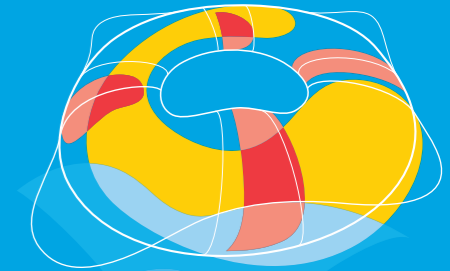
- Codes of practice:**
- Additional needs
 - Charges, bills and payments
 - Complaints & compliments procedure
 - Customer Charter
 - Debt recovery
 - Leakage from customers' supplies
 - Responsibility for pipework
 - Sewerage and waste water
 - Water meters
 - Water supply services

yorkshirewater.com
Yorkshire Water Services Limited
Western House Halifax Road Bradford BD6 2SZ
Registered in England and Wales No.2366682

code of practice

Providing some extra help

Additional needs



Services for customers with additional needs

This code of practice is approved by the industry regulator, Ofwat. Please refer to the back cover for a list of other codes of practice for domestic customers. These are all free and available on request.

Our aim is to provide the best possible service and to meet the differing needs of all our customers. We know some of you appreciate an extra helping hand.

Here we tell you about the additional services we offer and the help that we provide if you've additional needs.

If you're an older customer, have sight or hearing difficulties, a disability or serious injury, you're likely to benefit from our 'Helping Hands' services. They're all free of charge, so please try any you think may be useful to you.

What kind of services does Helping Hands offer?

Your account:

We can help you by:

- sending details of your bills in large print.
- sending Braille bills.
- providing talking bills (over the phone or on a tape cassette or another similar audio format).
- sending your bills to a nominated friend or family member.

General information:

We can help you by:

- providing a copy in large print.
- providing a copy in Braille.
- providing a copy on tape cassette or other similar audio format.

Your personal safety and security:

We want our customers to feel safe when dealing with us and can help you by:

- arranging a password of your choice for our staff to use when we visit you.
- showing you an official identity card displaying the holder's photograph.

Please check this card and call us on 0800 1 38 78 78, to be sure that the visitor is genuine. Don't allow anyone into your home if they can't produce an official identity card. If in doubt, say no! If you've difficulty seeing, we also carry large print/Braille identity cards.

Your water meter:

We can help you by:

- taking additional meter readings; we'll read your meter every quarter and on request where appropriate.
- investigating any high levels of water usage recorded on your meter; we'll make an appointment to visit you.
- providing advice if you wish to relocate your meter; we appreciate that there are some circumstances where re-siting the meter is beneficial, and we contribute up to 100% of the cost of re-siting, considering each case on its merits.

Your water supply

If we interrupt your water supply, we can help you by:

- telephoning or visiting to let you know, where we know you've

difficulty seeing and cannot read large print.

- sending you a postcard if you've difficulty hearing.
- informing you by text telephone/minicom - our number is 0845 1 24 24 23; please remember to tell us yours.
- helping you to obtain temporary water supplies if you've a serious illness or disability.

If you're a home dialysis patient, your health authority should have notified us, but please do check that you're registered with us.

We can also provide advice about making taps and appliances in your home easier to use, and we can give you information about the water quality in your local area.

Sewerage and waste water

If you're a customer with additional needs and you experience a problem relating to the sewers or drains serving your property, for example a flood from the sewer or a blockage, please contact us straightaway for help and advice. We'll consider any reasonable request for help.

How do I register for free Helping Hands services?

Just call us on freephone 0800 1 38 78 78 or register on our website at yorkshirewater.com.

If you've difficulty hearing, contact us through our text telephone/minicom on 0845 1 24 24 23.

If you move house, please let us know your change of address details and check that you're registered for Helping Hands at your new address.

What if I've a meter and I use a lot of water?

We understand that some customers with a water meter find it difficult to pay their bills, because they need to use large amounts of water.

Houses built since 1990 have water meters, and many other customers have had water meters fitted, because they pay less, if they don't use much water. If you move into a property with a water meter, we'll bill you according to how much water you use. You don't have the option of rateable value charges.

We may however be able to provide some assistance. If you receive certain benefits or tax credits and use large quantities of water, you may be eligible for a special tariff called WaterSure.

We determine who is eligible for this tariff using criteria set by the Government. If you meet these requirements, then the charge that you'll pay is a fixed amount per year, equivalent to the average household bill.

You must be in receipt of one of these qualifying benefits or tax credits: council tax benefit, housing benefit, income support, income-based jobseeker's allowance, state pension credit, child tax credit (unless you only receive the family element) or working tax credit.

If you receive a qualifying benefit or tax credit and have a large family, you may apply for this tariff. At least three children under the age of 19 must live at the property and be in full-time education. You'll need to complete an application and return it with proof of your benefit or tax credit and a copy of your latest Child Benefit award.