

What if you need some extra help?

Your guide to our Priority Services Register.



YorkshireWater



Making life easier for you

Some of our customers require a little extra help, which we offer through our Priority Services Register.

We'll make bills and meters more accessible, provide temporary water if supplies are interrupted and protect you from bogus callers.

The extra help is available to everyone but may be of most use if you:

- Have limited mobility or are unable to leave your property
- Have a sight, speech, hearing or cognitive impairment such as dementia, learning difficulties or if English isn't your first language
- Have a serious illness
- Are a dialysis patient
- Have a mental health condition

They're all free – so please contact us to register for any you think might be useful.

In addition, this leaflet will explain about financial help available, how to access our sites and reservoirs and advice on who to contact if you have any internal plumbing issues.

On the back cover of this leaflet you'll find all the ways you can get in touch with us, along with a full list of other free customer guides about all the services we offer.

What extra help can I get?

We can help you by sending your bill, or other information:

- In large print.
- In Braille.
- In audio format (CD or over the phone).
- To a nominated friend or family member.

Keeping you safe and secure

Bogus callers may try to trick you by saying there's a problem with your water. To prevent this, we recommend that you set up a free security password enabling you to confirm a caller's identity. For your own safety, always ask for proof of identification. All Yorkshire Water colleagues and partners will carry identity cards displaying the holder's photograph. Any doubts, you can call us to check the employee number printed on their card.

Go to yorkshirewater.com/priorityservices for more info.

Your water meter

- Need additional meter readings? Want to understand your water usage? If you can't take a reading, we may be able to take one for you. Otherwise, we can increase your readings to every quarter.
- Want to move your meter? If you wish to relocate your meter, we'll let you know if it's possible. We may also contribute to the cost.

Your water supply

Sometimes we may need to interrupt your water supply and we'll contact you if we do. We can assist further:

- If you have problems reading, we can phone or visit to let you know in advance.
- If you have difficulty hearing we can send you a postcard or letter or inform you by text.
- If you have a serious illness or disability, we can help you to receive temporary water supplies.

If you're a home dialysis patient, please let us know.

How to register for Priority Services

Simply call us on **0800 1 38 78 78** or register online yorkshirewater.com/priorityservices

If you know anybody else who might benefit from this service, please let us know.

If there is another service that would be of assistance to you, that isn't included in this leaflet, please get in touch and we will do our best to help.

Do you use a lot of water due to a medical condition?

If you have a water meter and use large amounts of water, you may find it difficult to pay. In this case, you may qualify for WaterSure.

See our leaflet 'What if paying your bill is a problem' for more information on WaterSure and other financial assistance available.



I'm disabled, how do I access your offices and reservoirs?

We provide access and facilities for disabled customers at our main offices and at some reservoirs where walks are available. Why not have a look at yorkshirewater.com/leisure and find out which walk you could try this weekend?

Other assistance

What if I don't speak English?

We provide an Asian language helpline. Please call **0345 1 24 24 21**.

Our leaflets are also available in other languages, just ask.

What if I need help with my plumbing?

Water Safe is a free online directory for competent and qualified plumbers in England, Scotland, Wales and Northern Ireland.

Go to **watersafe.org.uk**

Do other companies offer additional help?

If you require additional help from us, you may also need help from your gas and electricity supplier. Energy companies offer schemes and support similar to ours, for example, password schemes or getting bills in large print/braille. Contact your Energy company for more information.



Free ways to contact us:



Chat with us live on our website



Free callback service via our website

No waiting around on hold, fill out a simple form and one of our advisors will call you back as soon as possible.



Visit our website yorkshirewater.com



Tweet us @YWHelp



Contact us on Facebook

Other ways to contact us:

Telephone

0345 1 24 24 24

Our contact centre is open for billing enquiries Monday to Friday 8am-8pm and Saturday 9am-5pm. For water and sewerage enquiries we're open Monday to Saturday 6.30am-10pm and Sunday 7.30am-10pm. We're open 24 hours a day for emergency calls.

24 Hour automated services
(meter readings and payments)

0345 1 247 247

Write to us

PO Box 52, Bradford, BD3 7YD

Codes of Practice available:

- Our Customer Charter
- What if you need some extra help?
- What do we charge and why?
- Tell us what you think
- What if paying your bill is a problem?
- How do we manage your water supply?
- What happens if you've got a leak?
- Whose pipe is it?
- Where does your water go?
- Would a water meter be right for you?

Our Customer Charter details our service commitments, including the payments you're entitled to if we don't meet our promises.

Visit yorkshirewater.com/policies for details