

# Keeping you **safe** and **secure**

In the past, people have pretended to be us to trick customers. To make sure you're always confident it's us knocking at your door, we recommend you:


- Set up a free security password so you can confirm it's a real Yorkshire Water employee or partner
- Always ask for proof of identity (All Yorkshire Water colleagues and partners carry photo ID cards).

**If in doubt, give us a call on 0800 138 78 78 straight away to check the employee number printed on their card.**



# It's easy to sign up for **Priority Services**

You can register yourself or on behalf of someone you know.

 **Register online**  
[yorkshirewater.com/priorityservices](https://yorkshirewater.com/priorityservices)

 **Call us on**  
0800 138 78 78

**If there are other ways you need us to help (that we've not listed), please let us know and we'll do our best to provide what you need.**

# If you need to get in touch

 **Visit our website**  
[yorkshirewater.com](https://yorkshirewater.com)

 **Tweet us**  
[@YWHelp](https://twitter.com/YWHelp)

 **Call us on**  
0345 1 24 24 24

Please get in touch to tell us about issues with your water supply, sewage flooding in your home or if you've spotted pollution.

You can call us about these problems 24 hours a day, 7 days a week.

Our billing line is open:  
8am-6pm Monday to Friday  
and 9am-5pm Saturday.

## Other ways to contact us:

**Non-English languages**  
0345 1 24 24 24

**British Sign Language**  
Contact us via InterpretersLive!  
You can find the link on our website under the contact us page:  
[yorkshirewater.com/get-in-touch](https://yorkshirewater.com/get-in-touch)

Yorkshire Water Services Limited, Western House, Halifax Road, Bradford, BD6 2SZ. Registered in England and Wales No.02366682

# Extra help for those who **need it most**

Our Priority Services Register makes life easier for you



[yorkshirewater.com](https://yorkshirewater.com)



YWS3060 03/2021

# Our Priority Services Register offers extra help

It's free and makes life easier in many ways

- We'll make understanding bills and water meters simpler
- Offer help with paying your bill
- Provide a temporary water supply if yours is interrupted
- Protect you from bogus callers.

This is available to everyone but may be of most use if you have, for example:

- Limited mobility, or can't leave your home
- A serious illness, a mental health condition or a dialysis patient
- Have sight, speech or hearing difficulties
- Have learning difficulties or dementia
- Are a new parent or with children under 5
- Difficulties paying your bill.

A million customers could benefit from being on our Priority Services Register – are you one of them?



## Home dialysis or medically dependant on water

We understand any affect to your water supply is critical. We'll contact you before any works start that may affect you and, if necessary, ensure you have access to the water supply.

## Serious illness

We know getting priority contact in a water supply interruption, bottled water delivery and a priority response for some incidents is critical to your health.

## Children under 5

If there's a problem with your water supply, we'll contact you to see if you need bottled water delivering as a priority. It's safe for making baby formula too.

## Over 65's

Mobility challenges, bad weather or being at home more may mean that getting bottled water delivered, having a nominee or getting bills in large print can make things easier.

## British Sign Language user or hearing impaired

The Priority Services Register lets us know if you'd prefer to use InterpretersLive! or 2 way texting.

## Blind or partially sighted

We can send you large print, Braille or audio copies of your bill. We're also more than happy to call you.

## Help with your water supply

Sometimes we may need to interrupt your water supply for essential works, but don't worry, we'll let you know before we go ahead.

**We can offer extra help to make things easier, like providing you with bottled water.**

## Help reading letters from us

We can send your letters and bills in the easiest format for you such as in large print, in Braille, on a CD or over the phone.

**We can also send your letters and bills to a nominated person.**

## Nominee

**You can add a nominee who we can contact on your behalf;** this could be your carer, or a family member or friend to help look after your account.

## Help if you have a water meter

If you want to understand your water usage better, let us help. We may be able to increase your readings to every quarter.

If you're struggling to take your own meter reading, don't worry, we may be able to do it for you.

**If you'd like to move your meter to a more convenient position, we'll let you know if it's possible and if we can contribute to the cost.**

## Help paying your bill

We don't want anyone to worry about paying for the water they need. If you're struggling to pay, there's immediate short-term and longer-term schemes you can apply for.

**Please visit [yorkshirewater.com/priorityservices](https://yorkshirewater.com/priorityservices) or contact us to find out more.**