

# 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.