



### **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](http://yorkshirewater.com/priorityservices) or contact us to find out more.**