# Introducing WaterCare

## Priority Services Register and Extra Care Support



love every drop
anglianwater

We know that from time to time, you might need a helping hand. Our **Priority Services Register** and **Extra Care Support** are here to offer just that, as part of our **WaterCare** service.

If you need practical support, our Priority Services Register is here for you. It's completely free, and once you've signed up, you can stay on it for as long as you like.

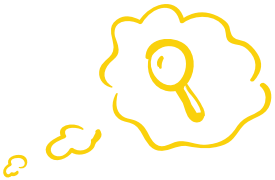
And we understand that bills aren't always the first thing on your mind. If you're having difficulty paying, Extra Care Support is here so you can talk to us about it.

Whoever you are, if you're finding life challenging right now - for whatever reason - we'll look at ways to help out.



Visit **anglianwater.co.uk/watercare** or call us on **0800 919 155**.

# We can help you in lots of different ways



## But we understand you might not know where to look first.

This leaflet explains the different types of support we can offer. If you think any of these could be helpful for you or a loved one, please get in touch.

# Firstly, how can we help?

### I need practical support

Please turn to page **4**

### I'm finding it hard to pay my bills

Please turn to page **6**

# Priority Services Register

## If you need a helping hand

If you need practical support, our **Priority Services Register** is here for you. It's completely free, and once you've signed up, you can stay on it for as long as you like.

We can help a really wide range of people, from those with sight, hearing or mobility difficulties, to parents with babies under 12 months old. And we offer a wide range of support, from reading your meter for you, if you find this difficult, to sending out bills in other formats.

## Who can we help?

We help lots of different people with different needs.
But to give you a few examples, we regularly help:

- People with **sight or hearing difficulties**
- People with **poor mobility**
- People with **serious or long-term illnesses**
- Parents with **babies under 12 months old**

Signing up is **quick and easy**. If you know someone else who might benefit from this support, please share this leaflet with them, or they can call us to sign up over the phone.

## How to sign up

- Online at **anglianwater.co.uk/priority**
- Call **03457 919 155**
- Or, if you prefer, fill in the form and post it back to us.
  Our address is on the form.

# How our Priority Services can help

### Letting you know about upcoming work

We can call or text you to let you know what's going on, if you'd prefer this to letters or information cards.

### Help with meter readings

If you find it difficult to read your meter, we can help to read it for you.

### Allow someone else to manage your account

We can help you set up a friend or relative as your 'nominee' so they can help to manage your account and receive bills for you.

### Help if your water goes off

We'll contact you if your supply is affected by an emergency or for planned repairs, and deliver bottled water if needed.

### Braille, large print, and audio

We can send out your bills in any of these formats, if it makes life easier for you.

### Sign Language Live Interpreter

British Sign Language users can contact us through the InterpretersLive! Service. Download the app or book an appointment at **anglianwater.co.uk/bsl**

## Not sure who's at the door?

Anyone who visits you and says they work for us will have an identity card, which they'll be happy to show you. (They'll never say they're from the 'water board').

We can also set up a password, which anyone visiting you will know. So you can be sure that they really work for us.

To double-check, call us on **0800 145 145** and we'll be able to describe the visitor and tell you a code number. The person at the door will know this number - just ask them.

And if you're still not sure, simply shut the door and call us. If they work for us, they'll understand and be happy to wait while you check.

# Extra Care Support

## Finding it difficult to pay?

If you're recovering from an illness, or going through other life changes affecting your finances, we want you to feel like you can talk to us about it.

Because if you're finding it hard to pay, we can help. Our specially-trained **Extra Care Support** team can help find a way forward, with a personalised plan made just for you.

We have a range of support schemes which can help you make sure your payments are affordable as you pay down your debt.

They're here on **0800 169 3630** to look at ways to help, or you can fill in an Extra Care Support form to let us know about your situation.

You can do this online at **anglianwater.co.uk/extra-care-form** or fill in a paper copy and post it back to us. Our address is on the form.

## Independent advice

You can also ask the following organisations for free and independent confidential advice:

| | |
|---|---|
| National Debt Line | **0808 808 4000** |
| StepChange Debt Charity | **0800 138 1111** |
| Civil Legal Advice | **0345 345 4345** |

# How Extra Care Support can help

## We'll look at your needs, and work with you to create a package of support, built with you and your situation in mind.

We'll see if we can offer you:

- One of our discounted tariffs
- An affordable payment plan
- A short payment break if you need to find support elsewhere
- **And other help**

### Discounted tariffs

We have a range of discounted tariffs for customers on meters who pay measured charges. This includes our LITE Tariff, for certain customers with lower household incomes.

Find out more at **anglianwater.co.uk/charges**

### Affordable payment plans

We understand that sometimes, people need a little extra time to pay their bills. And they might want to pay monthly, fortnightly or weekly.

We'll help to create a payment plan that suits you.

# Getting in touch



**Want to be added to the Priority Services Register?**

Call **0800 919 155**

**Difficulty paying your bills?**

Call **0800 169 3630**

**Questions about water and sewerage?**

Call **03457 145 145**

**Questions about your account?**

Call **03457 919 155**

If you're unsure which number to call, dial **03457 919 155** and we'll put you through to the right person.

If you use a textphone service, talk to us by calling **0800 917 5901**.