



Priority Services Register



**Our customers will always be our priority.
We want to do all we can to help you.**

If you need a little extra help due to medical, learning, physical disabilities or financial difficulties, this booklet will tell you what you need to know.



"My supply has gone off and I can't get water"



"My eyesight isn't the best and I want my son to receive my bills"





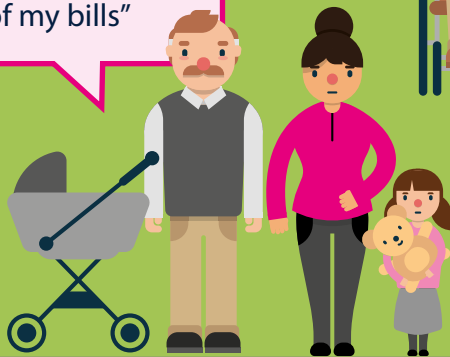
"I am not expecting this person"



"I have limited mobility"



"I am struggling to keep on top of my bills"



If you think this leaflet will help someone you know, please read and share with them.

What is the Priority Services Register?

If you have a medical, learning or physical disability, or if you are struggling financially, the Priority Services Register can help you.

What sort of help can I get?



Hands on help in an emergency

Sometimes we may need to turn your water off. If you have a medical condition, which needs a constant supply of water, we will do our best to get water to you. Perhaps you are on dialysis or you are housebound and can't go out to get bottled water. When you fill in the priority services form please tell us about your condition and we'll do our best to help you.



Braille bill, large print bill and information service

Bill reading service

If you have trouble reading or understanding your bill.

Account nominee

If you would like a friend or relative to deal with your account or bills for you.

Meter reading help

If you can't read your meter, we can help.

Other utilities

Your energy provider will also have a Priority Services Register - don't forget to sign up to theirs.

Keeping you safe

Our staff would normally turn up at your home with an appointment. Beware of people who may try to trick their way into your home to steal valuables and money. These are known as distraction burglaries or 'bogus callers'.

Bogus callers sometimes pretend to be from utility companies, such as electric, gas or water.



Password-protection scheme

To keep you safe we offer a password-protection scheme. You can choose a password and it will be used by all Cambridge Water's employees. Please fill out the form on the last page. If someone calls on you and doesn't tell you the password – don't let them in.

If in doubt, keep them out

"Am I expecting you?"

"Are you a genuine Cambridge Water employee?"

Not sure? Don't open the door



Help with paying

We know that finding the money to pay your bill can sometimes be difficult. If you're having trouble paying, we can help. Call us free on **0800 587 7701**.



Easy ways to pay

We offer lots of ways to pay:

- Direct Debit
- Online
- Over the phone
- PayPoint
- Internet or phone banking
- At a bank or Post Office
- Payment slips
- Direct from your benefits
- Standing order

Lower value plans

If you are struggling to pay your monthly payment, let us know. We can work with you to find out what you can afford and set up a lower value plan.

Assure tariff

This is a special tariff to help customers on a low income who are struggling to pay their water charges.

WaterSure

Helps families or people with medical conditions who use a lot of water and who receive certain benefits.

www.cambridge-water.co.uk



@CambsWater



/CambsWater

PSR application form

About you

Name

Address

.....

Post code

Tel no

Mobile no

Email

Priority Services Register

Fill in this section if you'd like to register for the Priority Services Register:

Tell us about you and your family. Please tick the boxes, if you or anyone living with you is affected by anything in this list:

- | | |
|--|---|
| <input type="checkbox"/> Blind or visually impaired | <input type="checkbox"/> Deaf or hard of hearing |
| <input type="checkbox"/> Speech impairment | <input type="checkbox"/> Struggling with money or debts |
| <input type="checkbox"/> Physical disability | <input type="checkbox"/> Learning difficulties |
| <input type="checkbox"/> Need a constant supply of water | <input type="checkbox"/> Needs home dialysis |

If you have another problem, which isn't in this list, please tell us a bit about it:

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.....
.....



PSR application form (continued)

Bill nominee

Fill in this section if you'd like someone to act on my behalf:

Their name

Their address

Their phone no

Relationship to you

Signature/print name/date

Tick if you'd like this person to receive your bills.

Password scheme

Fill in this section if you'd like to use our password scheme:

Choose a password and write it in this box. Your password needs to have eight letters or numbers and be something you'll easily remember.

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If one of our employees visits you, ask them to tell you the password before you let them in.

If they can't tell you your password, do not let them in. Phone **01223 706050** to tell us.

Consent statement:

I agree that the information about me, such as my name, address and medical information, can be shared with and used by Cambridge Water and the organisations they work with. I understand that this is so that they can help me with my priority services application and provide me with support if there is a problem with my water/sewerage supply. The information I have given on this form is complete and correct. I will let Cambridge Water know if my circumstances change, so that my information is always up to date.

Tick the box and sign to confirm you have read and understood this statement.

Signature

Date

Please return form to: **FREEPOST ASSURE, Green Lane, Walsall, WS2 7PD.**

