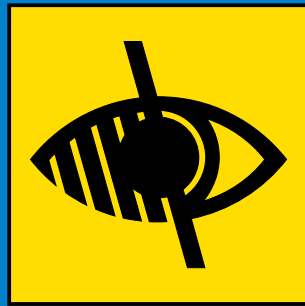




Dŵr Cymru
Welsh Water

Additional Services

For elderly and disabled customers, customers with medical conditions and customers with special needs.



Introduction

Dŵr Cymru Welsh Water is committed to providing an excellent standard of service for all our customers. We understand that some of our customers may require extra help with the services we provide because they are:

- **Disabled**
- **older**
- **ill or**
- **have learning difficulties.**

This booklet advises you of the range of free additional services we offer our customers, regardless of whether they are the bill payer or not. There is an application form attached to the centre of this booklet for you to register for the services you need.

This booklet is also available as an audio cassette and can be requested by ringing **0800 052 0145**.



Customers with learning difficulties

Some of our customers may require extra help in understanding the services that we have outlined in this booklet. We have created a leaflet and an application form specifically for these customers.

To request a copy of this leaflet please ring **0800 052 0138** and ask for the 'Additional Services leaflet and application form for customers with learning difficulties'.

Your bill

Reading and understanding your bill

If you have difficulty reading your bill you may wish to receive it in one of the following formats:

- In braille
- Large print
- On a computer
- As an audio cassette

Alternatively we can send your bill to a nominated relative, friend or carer who can help you understand your bill and help you make arrangements to pay the bill. However you must get their permission first.

We can also provide a range of publications on audio cassettes and in large print. Please see the list of publications that are available at the end of this booklet.

If you have difficulties with hearing and you use a minicom text phone you may wish to contact us on our minicom text phone. The number is **0800 052 4125**.

Reading your water meter

If you are a household customer and you are unable to read or check your meter because of a disability and you live alone or there is no one to help and you receive one of the following benefits, we may be able to help you:

- Disability Living Allowance (the middle/higher care component and/or mobility)
- Attendance Allowance.

We can arrange for your meter to be read quarterly or move your meter free of charge so it is easier to read – depending on your supply arrangements. Please complete the application form in the middle of this booklet.

If you are about to have a water meter installed and you meet the above criteria please check that the proposed meter position is accessible to you.

If you are not eligible for a free relocation, we can consider moving the meter at a cost to yourself. Please contact us on **0800 052 0145** if you would like more information about this.

Welsh Water Assist

Our Welsh Water Assist tariff is designed to help vulnerable customers who may be struggling to pay their water bill. To be eligible for this tariff you must be a household customer and:

- In receipt of one of the major social benefits or tax credits such as Income Support, Income-related employment and support allowance and Pension Credit.

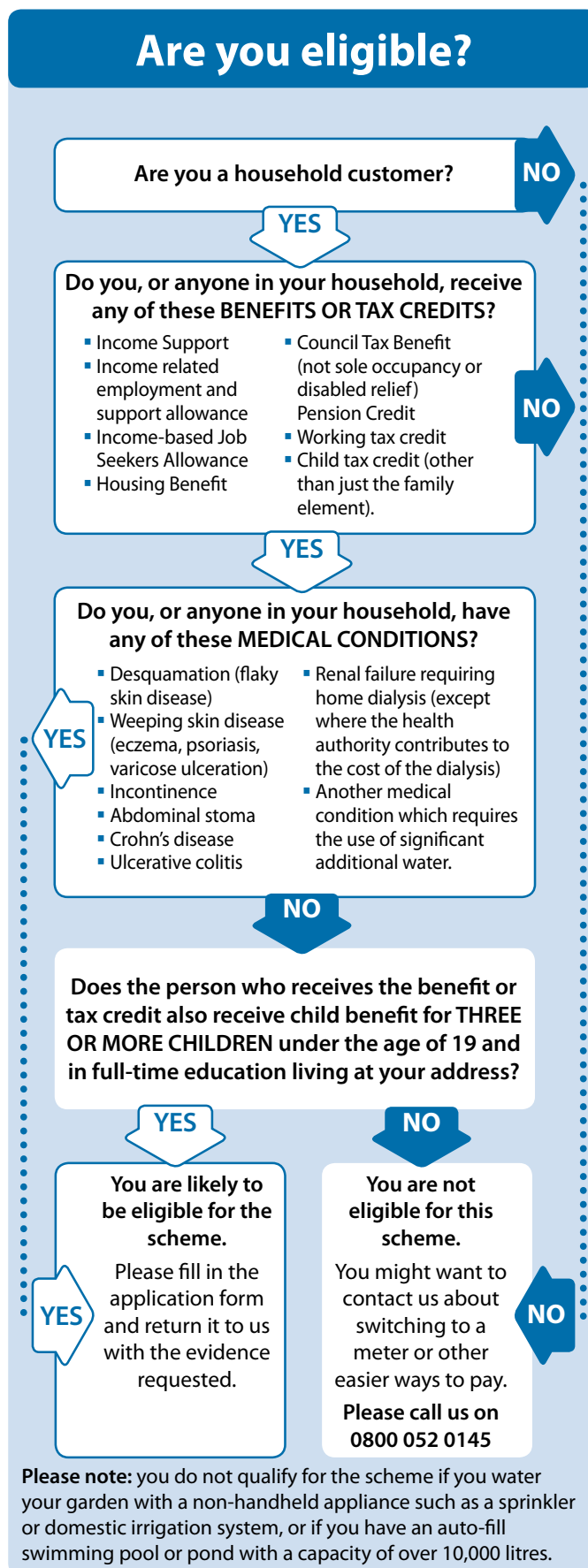
Plus you must have either:

- 3 or more children, under the age of 19 living in the household for whom child benefit is claimed, or

Have one of the following medical conditions:

- Desquamation (flaky skin disease)
- Weeping skin disease (eczema, psoriasis, varicose ulceration)
- Incontinence
- Abdominal stoma
- Crohn's disease
- Ulcerative colitis
- Renal failure requiring home dialysis (except where the health authority contributes to the cost of the dialysis)
- Another medical condition which requires the use of significant additional water.

Further information is available in our booklet called 'Welsh Water Assist'. You can ask for a copy of this by ringing **0800 052 0138**.



Your water supply

What happens if your water supply is turned off?

We may have to turn off your water supply whilst we carry out essential maintenance on our water mains. When we need to do this we will let you know by putting a card through your door.

Sometimes, in order to carry out emergency repairs, we may have to turn off your supply without warning. However, we will try and drive around the area and let you know using a loud-hailer.

If a large area is affected during an emergency we may use the local media to advise you about the supply interruption.

If you think that you may have difficulty hearing the loud-hailer, we can make arrangements to contact you directly by:

- Telephone
- Minicom
- In writing
- Visiting you

Please let us know your preference on the application form.

Customers with medical conditions

Some of our customers cannot do without water, even for a short time because of a medical condition. For example customers who are on home dialysis.

If you have registered for this service we will contact you to tell you about the emergency supply interruption and make other arrangements with you, for example, by providing bottled water. In order to receive this service you must complete the application form.

When we call to your property

We understand that some of our customers may take longer to answer the door or the telephone. If you are registered on our Additional Services Register, we will automatically wait longer for you to answer.

All of our employees carry identity cards, which include their photograph, name, an identification number and a telephone number to verify their details. We will always show you our identity cards when we visit your property.

Redirection of Callers

If you have difficulty in reading the identification card or don't have a telephone you could ask for the caller's identity card to be checked first, by someone you have nominated, a neighbour for example. To do this, fill in the details of the Redirection Caller's Section on the form. Please check with your neighbour or relative that it is ok to nominate them.

If you have any doubt that the caller is not a representative of Welsh Water please phone us on 0800 281 141



When we call to your property continued

Password scheme

We also operate a password scheme. All you have to do is let us know your chosen password by completing the attached form.

If for any reason we have to call at your property we will use your chosen password, which will be held on our system so you can be reassured that the caller is genuine and is from Welsh Water.

We have produced a leaflet called **'In doubt? Keep them out!'** which offers useful information and advice on what you should do, if a stranger calls at your door.

This leaflet is also available on audio cassette and in large print. If you require a copy of this leaflet, then please call us on **0800 052 0138**.

Audio cassette requests should be made by calling **0800 052 0145**.

Remember - before you open your door

- Make sure your back door is locked
- Fasten your security chain
- Check the caller's identity card. If they are unable to show you their identification card don't let them in
- Ask the caller for your password – if you have one registered with us. If they are unable to give this and they try to persuade you that they know what it is, and ask for hints **Keep them out!**
- If you are still **'In doubt? Keep them out!'** and telephone us on **0800 281 141**, which is available 24hrs a day 7 days a week to check if they are genuine.

'In doubt? Keep them out!'

Other publications available in alternative formats

We offer some of our leaflets on audio cassette and in large print. These are:

■ **Our Commitment to you**

This explains our guaranteed standards of service and tells you what to do if we fail to keep them. It also contains other useful information such as telephone numbers.

■ **How we handle your complaints**

This describes what we will do if you complain about our service.

■ **Code of Practice for the Collection of Unpaid Charges for Household Customers**

This explains how we can help if you have difficulty paying your bill and what will happen if you don't pay.

■ **Welsh Water Assist**

A tariff designed to help vulnerable customers who may be struggling to pay their water bill.

■ **In doubt? Keep them out!**

This gives practical information on what you should do when a stranger calls at your door.

■ **Additional Services**

This explains a range of services for elderly and disabled customers, customers with medical conditions and customers with special needs.

■ **A guide to having a water meter**

This will give you practical information regarding having a water meter.

■ **A guide to your water bill (Measured)**

This will help answer the most frequently asked questions you may have about your measured water bill (i.e. if you have a water meter).

■ **A guide to your water bill (Unmeasured)**

This will help answer the most frequently asked questions you may have about your unmeasured water bill.

Advice on equipment which uses water

There is lots of equipment you can use which will assist you whilst you are in the bathroom or kitchen. You may be able to get these free from your local Social Services Department or you may have to buy them from a shop. The following organisations can advise you of what is available.

Wales Council for the Blind

Shand House
3rd Floor
20 Newport Road
Cardiff
CF24 ODB

Telephone: **029 2047 3954**

Wales Council for the Deaf

Glenview House
Courthouse Street
Pontypridd
CF37 1JY

Telephone: **01443 485687**

Age Concern (Cymru)

13-14 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

Telephone: **029 2043 1555**

Assist UK

Redbank House
4 St Chad's Street
Cheetham
Manchester
M8 8QA

Telephone: **0161 8341044**

Other useful addresses

RNIB Cymru

Trident Court
East Moors Road
Cardiff
CF24 5TD

Telephone: **029 20450 440**

Help the aged in Wales

12 Cathedral Road
Cardiff
CF11 9LJ

Telephone: **029 20346 550**

RNID Cymru

Tudor House
16 Cathedral Road
Cardiff
CF11 9LJ

Telephone: **029 20333 034**

Disability Living Foundation

380 - 384 Harrow Road
London
W9 2HU

Telephone: **0845 130 9177**

Additional Information

This section advises you of services from other companies that could help you.

Energy utility companies may also offer password schemes and other services similar to ours. To find out more about these services please contact Consumer Direct, the government funded telephone and online service offering information and advice on consumer issues.

Alternatively you may wish to contact your energy supplier directly and ask them for details of their "Priority Service Register".

Consumer Direct
(not for water queries)

Telephone 08454 040506

Minicom users 08451 281384
(For those who are deaf or hearing impaired)

Online at
www.consumerdirect.gov.uk

The Telephone Preference Service (TPS)

is where people can register if they do not wish to receive unsolicited sales and marketing telephone calls. However this will not prevent companies ringing you for research. Once registered it can take up to 28 days for your details to be updated.

To find out more about the telephone preference service please contact.

Telephone Preference Service (TPS)

DMA House
70 Margaret Street
London
W1W 8SS

TPS Registration line 0845 070 0707

Telephone 020 7291 3320

Fax 020 7323 4226

Email tps@dma.org.uk

Web www.tpsonline.org.uk

The Mailing Preference Service (MPS)

Consumer File is a list of names and addresses of consumers registered with them who wish to limit the amount of direct mail they receive.

The MPS can remove your name from up to 95% of Direct Mail lists. It will not stop mail that has been sent from overseas, un-addressed material or mail addressed to The Occupier.

You can expect to continue to receive mailings from companies with whom you have done business in the past. You may also receive mailings from small, local companies. If you wish these mailings to be stopped, you must notify these companies directly. It will take up to 4 months for the Service to have full effect although you should notice a reduction of the mail during this period.

To find out more about the mailing preference service please contact:

Mailing Preference Service (MPS)

DMA House
70 Margaret Street
London W1W 8SS

MPS Registration line 0845 703 4599

Telephone 020 7291 3310

Fax 020 7323 4226

Email mps@dma.org.uk

Web www.mpsonline.org.uk

How to contact us

Useful contact telephone numbers

The following numbers are available 24 hours a day, 7 days a week.

Water services 0800 052 0130

Sewerage services 0800 085 3968

Bogus callers 0800 281 141

Minicom 0800 052 4125

If you have internet access you may wish to contact us on our internet site by logging onto www.dwrcymru.com and click on Contact us.

The following services are available between Monday and Friday 8am to 8pm and on Saturday 8.30 and 1.30pm.

Bill / account enquiries 0800 052 0145

Water meter enquiries 0800 052 0140

Welsh language line 0800 052 6058

Publications 0800 052 0138

Audio cassettes 0800 052 0145

Useful addresses

Billing enquiries:

Dŵr Cymru Welsh Water
Customer Services
PO Box 690
Cardiff
CF3 5WL

Sewerage enquiries:

Sewerage Customer Services Manager
Dŵr Cymru Welsh Water
Wern Fawr Lane
PO Box 3118
Cardiff
CF30 0BY

Water enquiries:

Address your enquiries to Dŵr Cymru Welsh Water Customer Services at your local office below

Caernarfon

Dinas Office
Llanwnda
Caernarfon
LL54 5UB

Hereford

Broomy Hill Works
Breinton Road
Hereford
HR4 0JS

Church Village

Church Village Depot
Duffryn Bach Terrace
Church Village
CF38 1BN

Pontypool

Llandegfedd water treatment works
Trem-y-Ffynnon
Sluvad Rd
New Inn
Pontypool
NP4 0TA

Clydach

Clydach Depot
Players Industrial Estate
Clydach
Swansea
SA6 5BQ

Pencader

Llanfihangel ar Arth
Pencader
SA39 9HT

How to register

To register for any of the services described in this booklet:

- Please fill in the application form attached to this booklet and return it to the following freepost address **(you do not need a stamp)**
Dŵr Cymru Welsh Water
Freepost SWC 5253
Cardiff
CF3 5GY
- If you are unable to complete the application form yourself and do not have anybody to assist you please ring 0800 052 0145 between 8am and 8pm Monday to Friday and on Saturday between 8.30am and 1.30pm where an advisor will help you
- Or contact us by minicom textphone facility on 0800 052 4125.

Private Information

Access to information that you give us to register for this scheme will be restricted to our employees or agents who need this information to deliver the extra services you have applied for.

If your circumstances change, please contact us so we can amend your registered services to reflect your change in circumstances.

If you move to another water or sewerage company you will need to register with them for their additional services.