

## Priority services



# Code of Practice on Priority Services

Our Priority services register is a free service to customers who have particular requirements. In this leaflet we explain how you can register for our priority services and the help and support we can offer. If you need extra help, we're here to support you.

A list of other codes can be found on the back of this leaflet. You can download them from our website [www.bournemouthwater.co.uk](http://www.bournemouthwater.co.uk) or you can call us on 01202 590059 for a free copy.

If you, or someone in your household, has a medical condition that requires constant access to a supply of water, or you would find it difficult to reach an alternative supply during an interruption to the mains supply, or you have a particular need when contacting us, you can join our Priority Services register.

Free services similar to our Priority services register are available in the gas, electricity and telephone sectors. Contact your other service providers and ask about their Priority services register.

You may also want to contact either Wessex Water (0345 600 3 600) or Southern Water (0330 303 1262), depending on where you live, to apply for additional services in relation to your waste water services.

## Security

All our employees carry identification cards which display their name, photograph and our company logo. They'll usually be wearing a uniform. Always check a caller's identity card before letting them into your home, and if you've agreed a password, make sure that they give it to you. See pages 4 and 5 for more information.

# What we offer our Priority Services customers

## Priority support during supply interruptions

We can provide you with priority information and help if your water is turned off.

## Medical conditions

If you or someone in your home has a medical condition that makes access to water essential, we'll warn you about any plans to turn off the water supply to carry out maintenance. On the rare occasion when water is cut off unexpectedly, we'll help you get an emergency supply and let you know when your water is likely to come back on.

You might also be eligible for the WaterSure tariff if you use a lot of water due to a medical condition – see page 9 for more information.

## Help if you have a water meter

If you have difficulty reading your meter, we can help in the following ways:

- **Reading your meter**

You can ask us to take extra meter readings for you if you can't easily read it yourself, for example, due to limited physical movement, problems with your eyesight, or a condition such as dyslexia. Please call Customer Service on 01202 590059.

- **Relocating your meter**

We'll provide advice if you need to have your meter relocated. If you ask us to move your meter to help you read it more easily, we'll consider waiving the cost of doing so. Please call Customer Service

- **High meter reading**

If we become aware that your meter reading appears to be abnormally high, we'll let you know in writing. If you think that your pipework may be leaking, call our Customer Service team or download our [Code of Practice on leakage for household customers](#) from our website for further information.

## Services for customers with specific communication needs

### Bills

If you'd benefit from receiving your bill in an alternative format, we can help in the following ways:

- **Large print bills**

If you or a member of your household would prefer your bills in larger print, we can send them in this size of print.

- **Braille bills**

If you or a member of your household is a Braille user, we can arrange to produce your bills in Braille.

- **Telephone bill reading**

We can read your bill to you over the telephone and help you understand your account, so that you know exactly what to expect before you receive it. Or we can arrange to visit your home to help you read your bill or understand your account.

- **Audio CD**

Alternatively, you may prefer to receive your bill on an audio CD.

## We can provide other information in alternative formats

We provide the following range of important information in large print, on audio CD and Braille:

- The service standards we must reach and the compensation we pay if we fail to reach those standards
- Ways to pay your bill
- What happens if there's a leak on your water supply
- Our code of practice for recovering domestic water debt
- How we handle customer complaints – code of practice
- Your option to meter

These leaflets are also on our website [www.bournemouthwater.co.uk](http://www.bournemouthwater.co.uk)

## Alternative ways to contact us if you're deaf, hard-of-hearing or have speech difficulties

You can contact us by using NGT Text Relay.

## Non-English speakers

If your first language is not English and you find it difficult when you contact us, we'll be happy to provide a translation service. It takes less than a minute to connect you, whatever language you speak.

## Is someone managing your affairs?

You can ask a friend or relative to receive bills for you and talk to us on your behalf, provided they agree.

Please make sure you give us the contact details of the person who's looking after your affairs, or the person you'd like to manage your account – however, you'll remain responsible for the charges.

# How to join the Priority Services Register

You can register for free by:

- Calling our Customer Service on 01202 590059  
8am-6pm Monday to Friday, 9am-2pm Saturday  
(You can contact us via NGT Text Relay)
- Completing our Priority services registration form at the back of this leaflet

We'll treat all the information you provide in the strictest confidence and your details will only be used by members of our staff and contractors who need them to provide you with the support you require.

We aim to keep the register updated by contacting you (or your nominated representative) from time to time to discuss your needs. If there's a change in your circumstances that you think we should know about, you, or someone who you've agreed can talk to us on your behalf, such as a carer, relative or friend can contact us and we'll update the register.

## Other support

### Passwords

If you wish, our staff can use a password when they visit or contact you, so you can be sure they're genuine. You can request a password on the form at the back of this leaflet or by calling us on 01202 590059.

### When we visit your home

All our employees carry identification cards which display their name, photograph and our company logo. They'll usually be wearing a uniform. Always check a caller's identity card before letting them into your home, and if you've agreed a password, make sure that they give it to you.

Sadly there are people who pretend to work for us in order to get access to your home. We're dedicated to raising awareness of these people and the crimes they commit to help keep you safe within your home.

If your caller says they work for us but you're not sure, tell them to wait outside and call our Customer Service team on 01202 590059. Don't use any other number which the caller may give you. Our staff won't mind waiting while you call us.

It's important that you only open the door to people that you know or to someone who's made an appointment to see you by telephone or letter.

If there's a stranger at your door:

- Keep your door shut and locked and use a spy-hole or window to check who's outside
- Don't open the door if you don't recognise or aren't expecting a visitor.

IF IN DOUBT, KEEP THEM OUT!

**If you think a bogus caller may have called at your door, you should report it to the police giving them as much detail about the person as you can remember. Call 999 if you're suspicious or they won't leave or are still in the vicinity;** otherwise call 101 (the non-emergency number) if you're not in immediate danger but want to report an incident.

## Help with your bill if you have a meter and use a lot of water

If you have problems paying your bill please call our Customer Service team as soon as possible on 01202 590059. We can offer help if you have a water meter or pay the multi-occupancy assessed charge and face particular difficulties paying your bill because you have to use a lot of water for essential purposes or have a low income

If you receive qualifying benefits or tax credits and either have someone in your household who suffers from a medical condition which means that you use a lot of water, or have three or more children under the age of 19 for whom you receive child benefit normally living with you in the property, you may be eligible for a special tariff called [WaterSure](#). Please call our Customer Service team for more information or an application form.

If you don't currently have a meter but feel you may benefit from having one, please see our leaflet [Your Option to Meter](#), or call our Customer Service team.

## Other Financial support

If you have a very low income and receive certain benefits, you may be eligible for our WaterCare tariff. We may offer you a discount of between 15% to 50% on your charges, depending on the level of your household income. Please call our Customer Service team for more information or an application form.

Please let us know straight away if you have any payment problems. We can help in many different ways. You can find further information on the support we offer to customers having difficulty paying their water bills in our Code of practice for recovering domestic water debt available on our website or by calling our Customer service team.

The turn2us charity helps people access money available to them through welfare benefits, grants and other help. You may be able to find sources of financial support through the website [www.turn2us.org.uk](http://www.turn2us.org.uk).

## Water fittings and consumption advice

If you'd like information and advice on equipment and special water fittings which would make it easier for you to use bathroom and water-using appliances in your home, contact your local social services department and ask for the occupational therapist. They may be able to provide some equipment for you free of charge, with other items available to purchase.

We can advise you on ways to reduce the amount of water you use and can provide you with water-saving devices. Call our Customer Service team or visit the website, [www.savewatersavemoney.co.uk/bournemouth/free-water-saving-products](http://www.savewatersavemoney.co.uk/bournemouth/free-water-saving-products) for more information.

Remember to use WaterSafe approved plumbers. More information can be found on the website [www.watersafe.org.uk](http://www.watersafe.org.uk).

# Other organisations that can help -

## Local social services

### Bournemouth Borough Council

Care Direct, Customer Services Centre,  
St Stephens Road, Bournemouth, BH2 6EB

Tel 01202 454979

Minicom 01202 454974

[caredirect@bournemouth.gov.uk](mailto:caredirect@bournemouth.gov.uk)

[www.bournemouth.gov.uk](http://www.bournemouth.gov.uk)

### Poole Borough Council

Civic Centre, Poole, BH15 2RU

Tel 01202 633902

Minicom 01202 261154

[sshelpdesk@poole.gov.uk](mailto:sshelpdesk@poole.gov.uk)

[www.poole.gov.uk](http://www.poole.gov.uk)

### Dorset County Council

County Hall, Colliton Park,  
Dorchester, DT1 1XJ

Tel 01305 221000

Minicom 01305 267933

[dorsetdirect@dorsetcc.gov.uk](mailto:dorsetdirect@dorsetcc.gov.uk)

[www.dorsetforyou.gov.uk](http://www.dorsetforyou.gov.uk)

### Wiltshire Council

County Hall, Bythesea Road,  
Trowbridge, Wiltshire, BA14 8JN

Tel 0300 456 0111

Minicom 01380 732126

[customeradvisors@wiltshire.gov.uk](mailto:customeradvisors@wiltshire.gov.uk)

[www.wiltshire.gov.uk](http://www.wiltshire.gov.uk)

### Hampshire County Council

The Castle, Winchester, Hampshire, SO23 8UJ

Tel 0300 555 1375

Minicom 0300 555 1390

[info@hants.gov.uk](mailto:info@hants.gov.uk)

[www.hants.gov.uk](http://www.hants.gov.uk)

# Other organisations that can help -

## Local social services

### Citizens Advice Bournemouth Christchurch & Poole

The West Wing, The Town Hall  
Bourne Avenue, Bournemouth BH2 6DX  
Telephone: 01202 290 967  
Website: [www.citizensadvicebcp.org.uk](http://www.citizensadvicebcp.org.uk)

### Disabled Living Foundation

Unit 1, 34 Chatfield Road, Wandsworth,  
London, SW11 3SE  
Helpline 0300 999 0004  
info@dlf.org.uk  
[www.dlf.org.uk](http://www.dlf.org.uk)

### RNIB

105 Judd Street  
London WC1H 9NE  
Telephone: 0303 123 9999  
Website: [rnib.org.uk](http://rnib.org.uk)

### Action on Hearing Loss

1-3 Highbury Station Road, London N1 1SE  
Telephone: 0808 808 0123  
Textphone: 0808 808 9000  
Website: [actiononhearingloss.org.uk](http://actiononhearingloss.org.uk)

### Age UK

Tavis House, 1-6 Tavistock Square  
London WC1H 9NA  
Telephone: 0800 055 6112  
Website: [www.ageuk.org.uk](http://www.ageuk.org.uk)

### Mind

15-19 Broadway, Stratford  
London E15 4BQ  
Telephone: 020 8519 2122  
Website: [www.mind.org.uk](http://www.mind.org.uk)

Bournemouth Water  
George Jessel House, Francis Avenue,  
Bournemouth, BH11 8NX  
Customer Service 01202 590059  
Fax 01202 597022  
customerservice@bournemouthwater.co.uk  
Automated card payment service 0800 389 5110  
Freephone Leakline 0800 587 8979  
[www.bournemouthwater.co.uk](http://www.bournemouthwater.co.uk)