

Our support when you need it

Priority Services Register

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We know that some of our customers benefit from our extra help and support, especially those who have trouble:

- Reading their meter
- Reading and understanding their bill
- Using the telephone
- Paying their bills
- With a medical condition which requires constant access to water.

This leaflet will guide you through the different support we offer, and how you can register for these services.



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Meters

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

1. Reading your meter for you

If you or anyone in your household can't easily read your meter due to problems with your movement, eyesight, or a condition like dyslexia, we can read your meter up to four times a year. To arrange this, please call our Accounts Team on 01202 590059.

2. Relocating your meter

If the location of your meter makes it difficult for you to read it, we'll consider relocating it to make it easier.

For more advice about relocating your meter, please call our Services Team on 01202 590059.

3. Investigating unexplained water use

If your meter is recording high levels of water use, we'll make an appointment to visit you to look into why that is.

To arrange this, please call our Services Team on 01202 590059.

Bills

When it comes to your bill, there are different formats we can send it in. If you would like to set this up, please call our Accounts Team on 01202 590059.

Large print bills

Braille bills

Online bills

On MyAccount, you can read your bill in the sized font that is most easy for you. Find out more and register on:

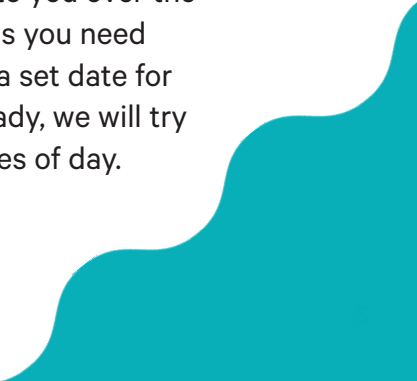
my-account.bournemouthwater.co.uk

Sending bills to your nominated person

If you'd prefer your bills to be sent to someone else, like a carer, relative or friend, we can set this up for you, with that person's permission. We'll still send you a copy of the bill too, and you'll remain responsible for your charges.

Telephone bills

When your bill is produced, we can read it to you over the phone and help you understand any actions you need to take. Unfortunately, we can't guarantee a set date for this call, however, on the day your bill is ready, we will try contacting you three times at different times of day.

A decorative teal graphic element consisting of several overlapping, rounded shapes that resemble a stylized wave or a series of hills, located in the bottom right corner of the page.

Other information in alternative formats

We can provide the following in large print, on audio CD, or in Daisy CD formats:

- Charges Scheme Summary
- Our Complaints Process
- Our Customer Promise
- Getting a Water Meter – A Quick Guide
- Top tips for saving water in the home and in the garden

SignLive

British Sign Language (BSL) users, can now use SignLive to contact us. SignLive is a free service that will connect you to a qualified online BSL interpreter.

Please visit: bournemouthwater.co.uk/accessibility

When there's a supply interruption

Sometimes we need to interrupt your supply to do planned works. For customers on our priority service register, we can:

- Write to you to advise you of the interruption
- Telephone or visit you to discuss the help you need to manage during the interruption
- Arrange an alternative water supply if your health, or that of someone in your household would be put at risk by the interruption (planned or otherwise).

Financial support

We're aware that some circumstances make it difficult to pay bills. That's why we have support available to help people in these situations.

For more information about this, please visit:
bournemouthwater.co.uk/financial-support.

You can also read our Code of Practice 'Support with your bills and dealing with debt' available on our website or call **01202 590059**.

If you're someone who would benefit from this support, please get in touch as soon as possible.



Home visits

Sometimes we need to visit your home, whether to carry out work, read your meter, or chat to you about some of the support we offer. When we do, there are up to two things you should do before letting us into your home:

1. Check the callers ID card

All our employees carry ID cards which will show their name, photo and our company logo.

2. If you've set one up, make sure they give you the password

For planned visits, we can also set up passwords. These can either be verbal or written, and can be updated at any time.

Bogus callers

Although it happens rarely, unfortunately some people pretend to work for us so they can get into your home. If you're in any doubt, ask them to wait outside and call our Services Team on 01202 590059. If they work for us, they won't mind waiting, and when you call us, we'll confirm whether they're meant to be there.

We work closely with local police to stamp out doorstep crime. If you experience a bogus caller, note down as much detail about the person as you can remember and tell the police. Remember to use 101 if you aren't in immediate danger, but if the caller won't leave, are still nearby, or you're feeling hassled by them, call 999.

How to register

Call us

01202 590059

Contact us via Relay UK through the app or by dialling 18001 before the helpline number.

Minicom

0800 169 9965

for textphone.

Online

Visit:
[bournemouthwater.co.uk/practical-help](https://www.bournemouthwater.co.uk/practical-help)

and complete the online form

We'll accept applications from:

- Account holders
- Nominated persons e.g. carer, relative or friend
- Water re-sellers e.g. sheltered accommodation providers.

Important

We process your personal data in compliance with UK data protection laws using the lawful bases of legitimate interests and substantial public interest so that we can use and share your personal data. This allows third parties, such as relatives, carers, landlords, other utilities, support providers and organisations to add you to our Priority Services Register, so that you can get the support you need. It also allows us to share your data with other utilities and agencies, so they can also offer you support too, and so you only need to register once and not with every utility or support provider.

Other ways to get in touch

Call us

01202 590059
to talk about your
account.

Minicom
0800 169 9965
for textphone

SignLive
Register at:
signlive.co.uk/login

Relay

Contact us via Relay UK through the
app or by dialling 18001 before the
helpline number.

Online

WhatsApp
Facebook
Twitter
Webchat

Send a letter

Bournemouth Water
PO Box 4762
Worthing
BN11 9NT

Website

For more information,
please visit:

[bournemouthwater.
co.uk/priority-services](https://bournemouthwater.co.uk/priority-services)



Our other Codes of Practice:

- Charges, bills and meters
- Looking after your water supply
- Our Customer Promise
- Support with your bills and dealing with debt
- What happens when you make a complaint
- What to do if you spot a leak (Household Customers)