

getting in touch

You can contact Thames Water 24 hours a day, 365 days a year. We record all calls to our contact centre to ensure that we always give you a quality service.

0845 9200 888 - For queries relating to the payment of your bill, change of address, meter readings and other account queries.

0845 9200 800 - For emergencies, literature and all other non billing enquiries.

Textphone service if you are deaf or hard of hearing

For bill enquires: **0845 7200 899**

For emergencies or non-billing enquiries: **0845 7200 898**

If you want to speak directly with an extra care services co-ordinator, please call 01793 424424 and we will phone you back.

Fax number: **01793 424046**

If you prefer you can write to us at:

Thames Water, PO Box 286, Swindon SN38 2RA

Visit the Thames Water website on

www.thameswater.co.uk

This leaflet can be supplied in braille or audio-tape upon request.



Services for customers

requiring additional assistance



We are here to help

We always aim to offer our customers the most helpful and convenient service possible. For customers who require additional assistance, we offer a range of extra care services, at no extra charge.

This leaflet tells you what these services are and shows you how to request them. Please provide as much information as you feel you are able to give. This will enable us to be as helpful as possible.

How we can help if your water supply is interrupted

We provide you with a constant supply of water, but sometimes there are unavoidable interruptions, such as when a pipe bursts or we have to turn the water off to fix a leak. If you require additional assistance, you can request help if your water

supply is interrupted for more than six hours and we will contact you to see if you need help. For example, we can provide you with bottled water, help you get your water from a standpipe or water tanker that we provide.

Very rarely, the water supply to perhaps hundreds or thousands of homes will be interrupted. When this happens we will do our best to help, but we cannot promise to come and see you. We will make sure you and our other customers know what is happening.

Large print services

If you have difficulty reading our bills, letters or literature, we can send them to you in large print. When you request large print services, all future bills and correspondence will automatically be sent to you in this larger format.

Braille services

When you let us know that you use Braille grades 1 or 2, we can automatically send your bills to you in Braille, as well as receive and send Braille letters and literature.

Talking bill service

If you are blind and unable to use Braille, have a severe sight impairment or you have difficulty in reading, you can request our “talking bill” service. This means we will telephone before we send your bill and help you arrange payment. At the same time we will answer any other questions you may have. Any leaflets you require will be sent on audio-tape or CD, if requested.

A service for Screen Reading

Software users

If you are blind or have severe sight impairment and use Screen Reading Software on your

computer, for example JAWS, you can request to have your bills emailed to you. This means that you will be able to listen to your bill information before you receive the bill in the post.

Permission for someone else to deal with your bill

If you want a relative, friend or carer to be able to contact us about your bill, we need your permission. This will safeguard your interests and privacy. Alternatively, we can arrange for your bill to be sent to a relative or friend that you trust and who has agreed to help. They can sort out payment on your behalf.

Coloured background bills

If you are dyslexic, we can arrange for large print bills to be printed on coloured background. For example, yellow or green.

Textphone, Fax, Typetalk and Sign language

If you are deaf or hard of hearing we have a number of additional services which may be helpful to you, such as a 24 hour textphone service.

Alternatively, you can contact us via typetalk or fax. Relevant numbers can be found on the back page of this leaflet. If you use sign language and we need to visit you, we can arrange for a sign language interpreter to accompany us.

Doorstep password scheme

Please beware of visitors to your home who pretend to represent companies such as Thames Water. These “bogus callers” may try to enter your property to steal or damage your possessions and valuables. We are constantly working with the police and other agencies to prevent this from happening.

The basic rule is to never let anyone into your home if you have the slightest doubt about them. All our staff carry identification cards - you should check that the photograph matches the person, the card is not out of date, and clearly carries our Company logo. If unsure, don't open your door and telephone us on 0845 9200 800 (textphone users 0845 7200 898).

To help you identify our employees we operate a doorstep “password” service. For extra peace of mind, please arrange a password with us. Our staff will always use this password whenever they visit. If someone claims to be from Thames Water, but does not know your password, then you should not let them in. Instead, please get in touch with us and we will check to see if the caller is a genuine representative of Thames Water.