

Priority services

We all need a helping hand from time to time and we'll always do our very best to help you. We want to make sure you can easily access all our services and read the information we send you. So please let us know how we can help you.

Our priority services services provide priority services support with the following:

- Helping you to read bills, leaflets and letters – we offer a number of free services for customers including large print, magnifier card, braille, email bills for screen reading software users, talking bill service, leaflets on CD and coloured background bills.
- Helping you stay in touch with us if you are deaf or hard of hearing – we offer a 24-hour Minicom/Textphone and Text Relay service.
Textphone – billing: **0800 316 6899**
Textphone – water and wastewater services: **0800 316 9898**
Text Relay: **18001 0800 980 8800**
Emergency SMS messaging service: **07747 646779**
- If you use a dialysis machine at home – we maintain a priority list of customers who use a dialysis machine at home. If you are on our list we will give you longer notice of any planned works to turn off your water supply. We will also provide additional support in the event of a burst or leak.
- If you can't move about easily or carry anything heavy – occasionally there may be an interruption to your water supply either through planned works or a burst. If you have mobility or sight problems you may need additional support in getting water from a standpipe or tanker. We maintain a priority list of customers who we know may need additional support in these circumstances.
- If a relative or friend deals with your bills – you may decide to let a friend, relative or carer deal with all your bills and letters. Just let us know the name of the person you'd like to be your authorised representative along with their relationship to you. We'll make sure this information is on your account so when your representative calls us we'll know that they already have your permission. If you have power of attorney please send us a copy of your written authority. We want to be as helpful as possible but we need to safeguard your interests and privacy too.
- Helping to keep safe and secure when opening your door – avoid the risk of bogus callers by joining our doorstep password scheme.
- If you don't speak English very well – if you need a telephone language interpreter, please call us on **0800 316 9800**. You will be asked for your name, phone and preferred language. We will then call you back with an interpreter as soon as possible.

All of the above are part of our priority services offered free to customers. Up to date information on our full range of services is provided on our [website](#), and in our [priority services services booklet](#).

If you want to contact our priority services team, to request any information, discuss your needs or register for any of our priority services, then call us on **0800 009 3652**, 8am to 8pm Monday to Friday. If you would rather write, please email us at ecs@thameswater.co.uk or write to:

Priority services services
Thames Water
PO Box 508
Swindon
SN38 2TX

Our customer guarantee scheme

If you write to us about the priority services services we provide, we will respond to you as quickly as possible, but aim to do so within five working days of receiving your contact. If we don't come back to you within five working days, you will automatically receive a payment of £30. In most cases this payment will be made as a credit to your water services account.

Help paying your bill

If you're struggling to pay your bill, there are lots of ways we're able to help you.

You can find out more online at thameswater.co.uk/priorityservices or by calling us on **0800 009 3652**.