



Priority Services booklet.

We offer a range of free services for customers who need additional assistance.

We are here to help

We all need a helping hand from time to time and we will always do our very best to assist you. We want to make sure that you can easily access all our services and read the information we send you.

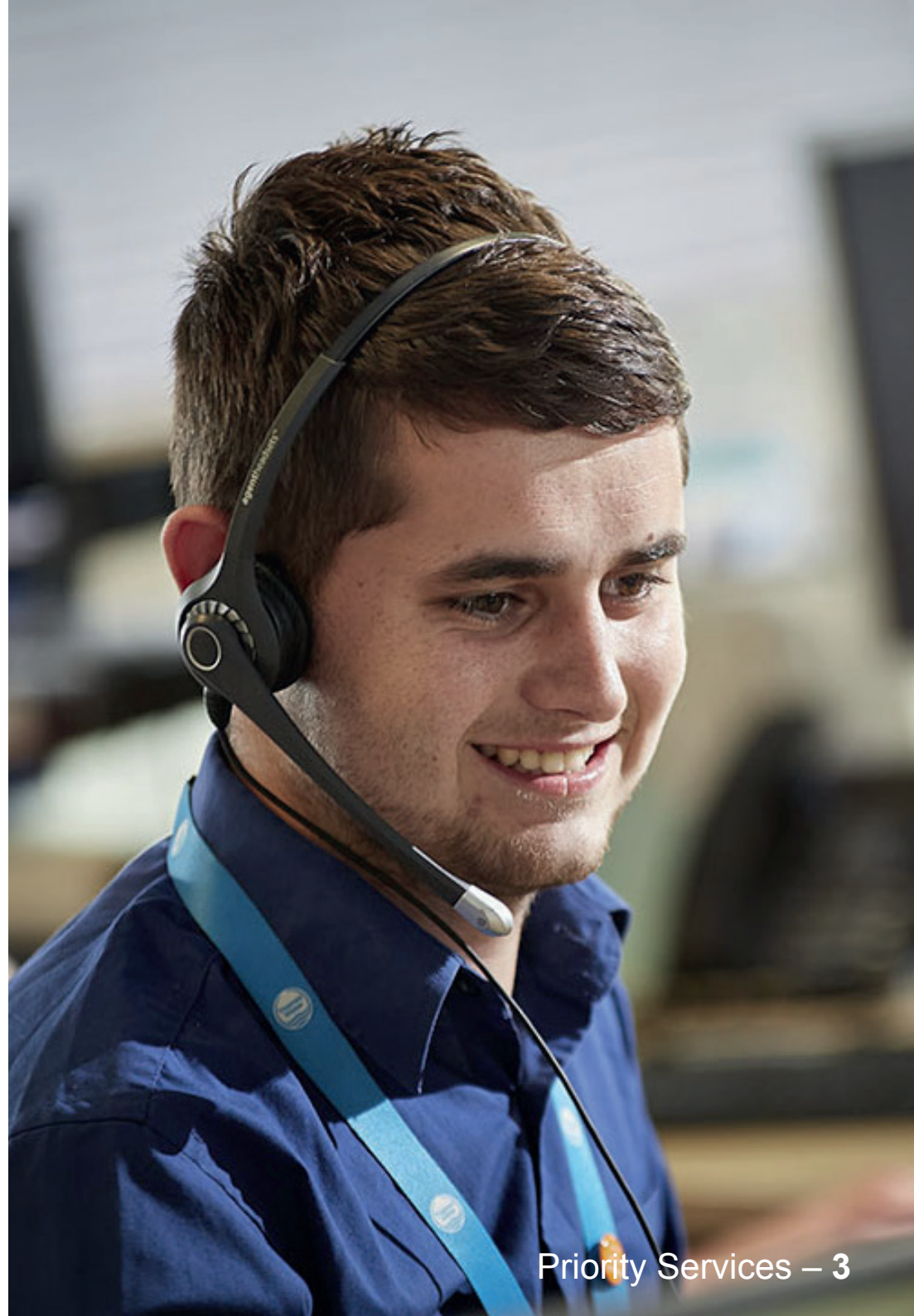
This leaflet explains what we can do for you, so please give us a call or complete the enclosed request form to tell us what you need and we will do everything we can to help you.

You can call us on our Priority Services line **0800 009 3652**, Monday to Friday from 9am to 5pm.

Minicom/textphone **0800 316 6899**

Email: ecs@thameswater.co.uk

or write to us at: Thames Water, PO Box 508, Swindon, SN38 2TX.



I can't move about easily or carry anything heavy

We aim to provide you with a reliable water supply 24 hours every day, but occasionally your supply may be interrupted if we have to repair a leak or there is a burst.

If this happens, we may need to ask you to get water from a standpipe or water tanker if your water supply is going to be off for a significant period of time, for example six hours or more.

If this may be a problem for you, perhaps because you use a wheelchair, have mobility concerns or you cannot carry anything heavy, please let us know.

We will add your details to our Priority Services Register and do everything we can to help you. For example, we can provide you with bottled water or help you get water from a standpipe or tanker.

Very rarely, the water supply to perhaps hundreds or thousands of homes will be interrupted. When this happens, we will still do our best to help and you can rest assured that we will make sure you, as well as our other customers, have your water supply restored as quickly as possible.

I use a dialysis machine at home

It is important that you tell us if you use a dialysis machine at home. This will make sure we can give you as much notice as possible if we're planning work that may interrupt your water supply.

Also, if there's a burst or leak that affects your supply we will make every effort to contact you to let you know what's going on.

If a member of your household uses a dialysis machine at home please call us on **0800 009 3652** so we can add your details to our home dialysis priority list.



I need help to read my bills and letters

If you, or someone who deals with your bills has sight problems or reading difficulties please let us know.

We can send your bills, leaflets and letters in large print or braille. If you like, we can telephone you to explain your bill and send leaflets on CD or via email.

We can email your bill information, if you use screen reading software, so that you can listen to your bill information before you receive it in the post.

If you have dyslexia, we can help you by providing large print bills and correspondence on a coloured background to help stabilise the text.

I want to keep in touch but I'm deaf

Please let us know if you are deaf or hard of hearing and how you like to keep in touch.

If you use sign language and we need to visit you, we can arrange for a sign language interpreter to accompany our representative to your home.

You can contact us by minicom/texphone and text relay using the numbers on the back of this booklet.

If you have a water or wastewater emergency you can SMS text us on **07747 646 779**. Include in the text your name, address and query. We will not answer calls on this number but will pick up texts and respond by text only.

I have a relative or friend who deals with my bills

If you would like a relative, friend or carer to be able to contact us about your bill we need your permission. We want to be as helpful as possible but we also need to safeguard your interests and privacy.

Simply let us know the name of the person you want to deal with your bills and their relationship to you and we will make a note of their name on your account. This means that when they telephone us, we will know that you've already given your permission.

If you are not the account holder and have power of attorney please send us a copy of your written authority. We will then know that we are dealing with the right person for the account.



Keep safe and secure when answering your door

When your door bell rings, do you know who's calling? On most occasions an appointment will have been made with you in advance.

At all times keep safe, use your door chain and carefully check the caller's uniform and identity card. Ask yourself:

- Does the photograph match the person?
- Is the card out of date?
- Can you clearly see the company logo?

A genuine caller from Thames Water, including one of our contractors, is always happy to confirm their name and which company they are from. They are also happy to wait outside while you call us to confirm who they are.

If you are unsure about a caller at your door, ask them to wait outside, keep the door locked and call us on our 24 hour Bogus Caller Line on **0800 316 9800**.

Keep extra safe and join our password scheme today

Choose a password, of no more than eight characters, that only you and our authorised representative will know.

Call us on **0800 009 3652** or return the enclosed Request form and we will set up your password.

When we visit, our representative will either quote your password automatically, or you can ask them to provide it. If they don't know your password, do not let them into your home.

You can write your password in the boxes below and keep it in a safe place for your own reference:



Help paying your bill

If you are in financial hardship and are finding it difficult to pay your water bill please let us know straight away by calling us on **0800 980 8800**.

For households receiving Jobseekers Allowance, Employment and Support Allowance, Income Support or Pension Credit, we may be able to arrange for money to be deducted from your benefit and paid directly to us.

Also, if you have debts with us and are on a low income, our Customer Assistance Fund may be able to help. Please contact the fund directly for an application form using the information below.

Phone **0800 111 4680**

Email **contact@twcaf.org.uk**

Thames Water Customer Assistance Fund,
FREEPOST RSAJ – BXEA – LKLT, Sutton
Coldfield, B72 1TJ.

WaterSure is available to households with a metered supply who receive a means-tested benefit. In addition a member of the household must be in receipt of child benefit for three or more children under the age of 19 who live at the same address or a member of the household must have a verifiable medical condition that requires the use of extra water. Eligible customer's bills will be capped.

WaterSure Plus is available to households with a low income or receiving a means-tested benefit. Your total bill must account for 3 per cent or more of the total net household income. Eligible customers will have their bill reduced by 50 per cent.

You can find more information on our website at **thameswater.co.uk/help-paying** or call our special helpline on **0800 009 3652**, lines are open Monday to Friday 9am-5pm.

Other people who can help you

Here's a list of organisations who can offer further advice and information.

Disabled Living Foundation

Ground Floor Landmark House
Hammersmith Bridge Road, London W9 9EJ
Helpline: **0300 999 0004**
Textphone: **0207 7432 8009**
Email: **helpline@dlf.org.uk**
Website: **www.dlf.org.uk**

Action on Hearing Loss (RNID)

19 – 23 Featherstone Street, London EC1Y 8SL
Helpline: **0808 808 0123**
Textphone: **0808 808 9000**
SMS: **07800 000 360**
Email: **information.line@hearingloss.org.uk**
Website: **www.actionhearingloss.org.uk**

Age UK

Tavis House
1-6 Tavistock Square, London WC1H 9NA
Advice line: **0800 169 6565**
Text Relay: **18001 0800 169 6565**
Email: **contact@ageuk.org.uk**
Website: **www.ageuk.org.uk**

Royal National Institute of Blind People (RNIB)

105 Judd Street, London WC1H 9NE
Helpline: **0303 123 9999**
Text Relay: **18001 0303 123 9999**
Email: **helpline@rnib.org.uk**
Website: **www.rnib.org.uk**

Your local Citizens Advice bureau can help you resolve legal, money and other problems you may have by providing free, independent advice.

Getting in touch with us

Billing

Monday to Friday 8am to 8pm and Saturday 8am to 6pm

Phone	0800 980 8800
Text Relay	18001 0800 9808800
Minicom/Textphone	0800 316 6899
Email/Web	thameswater.co.uk/contactus
Fax	01793 424 046

Priority Services

Monday to Friday 9am to 5pm

Phone	0800 009 3652
Email	ecs@thameswater.co.uk

English not your first language? Don't worry, all our agents have a 24-hour telephone interpreter service available to them. Just let us know your name, telephone number and what language you use and we will phone you back with a translator.

Water and wastewater services

Open 24 hours

Phone	0800 316 9800
Text Relay	18001 0800 316 9800
Minicom/Textphone	0800 316 9898
Email/Web	thameswater.co.uk/contactus

Check what work we are doing in your area at:

thameswater.co.uk/thameswaterlive

Check a doorstep caller

Open 24 hours

Phone	0800 316 9800
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If you are deaf or hard of hearing and use a mobile for texting you can contact us in a water or wastewater emergency **07747 646 779**. We will not answer calls on this number, but will pick up texts and respond by text only. Please include (in the text) your name, address and query.