

WATER WITHOUT THE WORRY

Protecting you and your home from
bogus callers



IF IN DOUBT - KEEP THEM OUT

Have peace of mind and be password protected.

Bogus callers are people who pretend to be someone they are not so they can steal from people's homes. More than 50% of these callous criminals pretend to be from a water company or 'the water board'. We encourage you to call us on **0345 717 1100** to confirm the identity of anyone who says they work for us.

To help protect against bogus callers you can register a password by visiting our website at www.nwl.co.uk or call us on **0345 717 1100**.

Anyone from Northumbrian Water who needs access to your home will know your password.

If a bogus caller tries to or manages to get into your home, call the police immediately on **999**.

- Make sure your front and back doors are locked at all times.
- Are you expecting anyone? It is unlikely that anyone from Northumbrian Water will need to get into your home without arranging it with you first.
- Look for Northumbrian Water logos on vehicles.
- Always ask to see an identity card and examine it closely.
- Use your door chain or speak to the caller through a locked door while you check that they are who they say they are. Ask them to pass their identity card through your letterbox.

If the caller says they are from a water company, ring Northumbrian Water to confirm their identity on **0345 717 1100**. **A genuine caller will wait.**

Our Priority Services

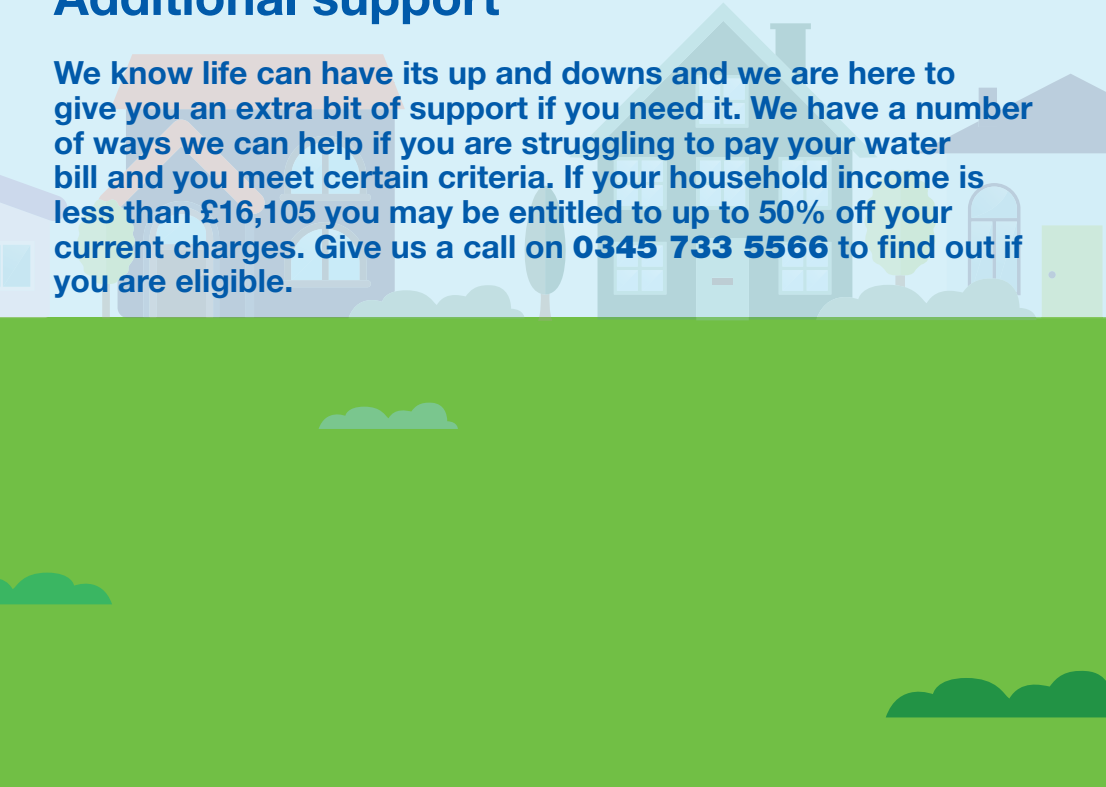
We all need a bit of extra help at some point in our lives. Please let us know if you or a family member:

- Would like us to read your bill to you.
- Would like bills and leaflets in Braille, large print, audio or Easyread.
- Want someone you trust to talk to us on your behalf.
- Are deaf or hard of hearing - dial **18001** before any of our listed numbers for Text Relay.
- Would like an interpreter because English is not your first language.
- Have a health problem or disability where an interruption to your water supply would cause concern.

Other service providers such as gas, electricity and telephone companies operate similar schemes for customers. Please call your supplier directly for more details.

Additional support

We know life can have its up and downs and we are here to give you an extra bit of support if you need it. We have a number of ways we can help if you are struggling to pay your water bill and you meet certain criteria. If your household income is less than £16,105 you may be entitled to up to 50% off your current charges. Give us a call on **0345 733 5566** to find out if you are eligible.





To register for any of our Priority Services,
including our bogus caller password scheme,
or to find out more about getting help if you
struggle to pay your bills, please visit
www.nwl.co.uk or call **0345 717 1100**.

NORTHUMBRIAN
WATER *living water*