

WATER WITHOUT THE WORRY

Register for Priority Services.

We all need a bit of extra support at some point in our lives so we offer a range of free Priority Services to help make things a bit easier, whatever your circumstances.



Priority Services Registration Form

Please fill out the form over the next two pages which will allow us to take the worry out of any challenges faced in case of unplanned interruption to your water supply. We will need your explicit consent to use this information - so if you want us to help in every way we can please make sure you tick the box.

I would like to register for Priority Services.

I consent to Northumbrian Water and its representatives using this information for the purpose of providing services appropriate to my needs.

Customer name:

Address:

Telephone number:

Account ID:
(shown at the top of your bill)

Please tell us here if there is anything you think we need to know so that we can give you the best possible service. Remember you do not have to give us this information and anything you tell us will be kept strictly confidential.

Please deliver bottled water if there is an unplanned interruption to my water supply.

I would like to register the following password:

I would like you to send me my bills and literature in the following format: Braille, CD, large print.

Please telephone me to read my bill.

I would like a magnifying strip.

I would like to nominate someone for you to send my bills to.
(I understand that I am still responsible for paying the bill).

My named contact is:

Address:

Telephone number:

Please send me the following leaflets:

Our promise to you

Dealing with leaks

Managing debt

Getting water to your home

Getting answers

Your water meter

I consent to Northumbrian Water and its representatives using this information for the purpose of providing services appropriate to my needs.

Signature:

Date:

Where did you hear about our Priority Services?

Other service providers such as gas, electricity and telephone companies may offer a similar scheme so you may wish to contact them for further information or we can pass on your details to save time. If you are happy for us to do this, please tick this box and tell us which energy providers you use by entering the details in the space below.

If your water or sewerage services are supplied by a different company, you will also need to advise them of your requirements.

Hartlepool Water: **01429 85 8050**

United Utilities: **0345 672 2888**

Yorkshire Water: **0345 124 2424**

Please complete the details on the form and send it to:

Northumbrian Water

PO Box 200

Durham

DH1 5WG

You can also register on our website at www.nwl.co.uk/priority or you can call us with your details on **0345 717 1100**.

We will keep your details secure on a confidential register which will help us to provide the services you need, when you need them.

NORTHUMBRIAN
WATER *living water*