

WATER WITHOUT THE WORRY

A guide to our 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.

If any of the situations outlined in this leaflet apply to you then please register for Priority Services at www.nwl.co.uk/priority.



"There is a caller at my door saying they are from Northumbrian Water."

"We can offer a password scheme to protect against anyone trying to get into your house pretending to be from the 'water board'. A genuine employee will know this password."

"My partner has an illness that means I use so much more water than usual."

"You may qualify for a capped water bill every year that promises to bill you a set amount."



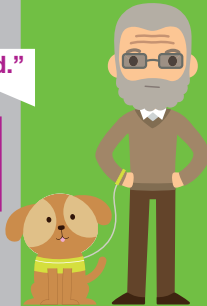
"English is not my first language."

"We offer a free translation service - let us know which language and we can arrange an interpreter to join the call."



"I am visually impaired."

"We can provide bills and literature in Braille, large print, audio or Easyread."



"I have an elderly parent who may need support."

"We can arrange for your bill to be sent to a relative or friend that you trust and who has agreed to help."



"I have limited mobility."

"If we are working outside your home we'll make sure you have all the access to your home that you need."

"My supply has gone off but I am unable to go out to get bottled water."

"In the event of a water supply interruption we will do our best to arrange for bottled water to be delivered to your door."



"I'm hard of hearing."

"You can contact us using TextRelay. Just put 18001 in front of any of our listed numbers and a TextRelay operator will join the call."





Register for our **FREE** Priority Services by
visiting www.nwl.co.uk/priority,
or call **0345 733 5566** and we'll be
happy to help.

NORTHUMBRIAN
WATER *living water*