

# EXTRA CARE

A guide to our priority services

# EXTRA CARE

## HOW TO CONTACT US

By telephone: **0345 733 5566\*** for billing and account enquiries. Monday to Friday from 8.00am until 7.00pm and Saturday from 8.00am until 1.00pm.

**0345 717 1100\*** for general enquiries about water and sewerage services. Monday to Friday, from 8.00am until 7.00pm.

This number is also available 24 hours for emergencies.

**0800 526 337** - call us to report a leak or flood.

**0845 155 0236** - for leisure enquiries (9.00am until 5.00pm, Monday to Friday).

\*Calls may be monitored and recorded in order to improve service quality and employee training.

If English is not your first language we offer a free telephone translation service. Let us know which language you require and we will arrange for an interpreter to join the call to assist.

Deaf and hard of hearing customers can contact us using Text Relay using the App, just prefix any of our listed numbers with **18001** and a Text Relay operator will join the call.

Alternatively you can let us know the name of someone you trust who has agreed to talk to us on your behalf.

In writing: **Northumbrian Water, PO Box 292, Durham, DH1 9TX**

Webchat or email us at: **[www.nwl.co.uk](http://www.nwl.co.uk)**

Follow us on Twitter  **@nwater\_care**



# HELP IS AT HAND

Here at Northumbrian Water, we are pleased to offer a wide range of services designed for those customers who may, on occasion, need extra care. These services are free of charge.

Other service providers such as gas, electricity and telephone companies may operate a similar scheme for customers and your local fire service can help you with home safety checks.

This leaflet will help you decide if you could benefit from any of the services we provide and if so, explains how you can take advantage of them. We have also included a simple application form to allow you to register with us for your chosen services. You can register online at **[www.nwl.co.uk](http://www.nwl.co.uk)** where further information about our Extra Care service is available or you can call us on **0345 717 1100**.



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 858 050**

United Utilities: **0345 672 2888**

Yorkshire Water: **0345 124 2424**

We would like all of our customers to understand and be satisfied with the services we offer. We have a number of leaflets which give more information about these services and what you can do if you have a problem. These leaflets are listed at the back of this leaflet and they are also available in Braille, large print or CD.



## **MAINTAINING YOUR SUPPLY**

We will take extra care not to interrupt or restrict the supplies to customers who we know have specific health, family and other special requirements. However sometimes we may have to turn off or restrict water supplies so that we can carry out essential repairs or because of an emergency.

If we have to turn off or restrict water supplies, wherever possible, we will make sure that you receive information about any interruptions, where the emergency supplies can be found and when we hope to be able to restore supplies to normal. This will normally be by loud hailer or a card through the door unless we are aware that this is not a suitable method of contacting you.

In the event of an emergency interruption to the water supply, our priority is to restore the supply to all customers as soon as possible. If you are on home dialysis or if you need water due to a medical condition, to take medication, or to prepare babies' bottles, we can supply you with bottled water free of charge.

You can help us to provide the best possible service by letting us know in advance if an interruption to the water supply would cause you particular problems. Remember that how much you tell us is up to you, and anything you do tell us will be kept strictly confidential.

## HOW EASILY COULD YOU GET OUT OF YOUR HOME IN THE EVENT OF A FLOODING INCIDENT?

Only a small number of properties within our area are affected by flooding each year, but have you considered how easily you and your family could get out of your home safely?

For example, if you have mobility problems or are visually impaired, it is likely that you would find it very difficult to exit in complete safety as a result of water or sewage flooding in to your home. If your details are registered with us and you inform us that you are being flooded, we will be able to prioritise your call more effectively and if required, ensure that you receive on site assistance to help you safely vacate your home if no one is nearby to help you. Remember, the emergency services can assist when flooding happens, no matter what the cause.

Our sewage flooding information leaflet, **Our sewerage services**, gives further advice for you to follow if your home is at risk. To receive a copy, please call **0345 717 1100**.

If you experience a flooding incident, please call us on our freephone Floodline number **0800 328 7648**.

## **SAFEGUARD AGAINST BOGUS CALLERS**

Please be aware that **BOGUS CALLERS** (that is people who claim to be employed by Northumbrian Water or ‘the water board’ but who are only interested in stealing from your home) are known to operate in our supply area. If you are in doubt about any caller claiming to be from Northumbrian Water, do not let them in.

**A**re you expecting anyone? Attach the safety chain before opening your door.

**L**ook for the blue and green Northumbrian Water logo on vehicles and clothing.

**E**very representative carries an identity card with the Northumbrian Water logo. Call us on **0345 717 1100** to confirm the caller’s identity if you are still unsure. Remember, our representative will be happy to wait outside while you check their identification.

**R**egister a password with us for added peace of mind. Do not disclose it to anyone else. Each time we visit you, we will use the password. If you don’t hear the right word, don’t admit the caller – it’s as simple as that. To register a password, use the form in this leaflet, or call us on **0345 717 1100**. You can also register a password online at **[www.nwl.co.uk](http://www.nwl.co.uk)**.

**T**ake care. If in doubt, keep them out and telephone our Customer Centre on **0345 717 1100** or the police on **101**.

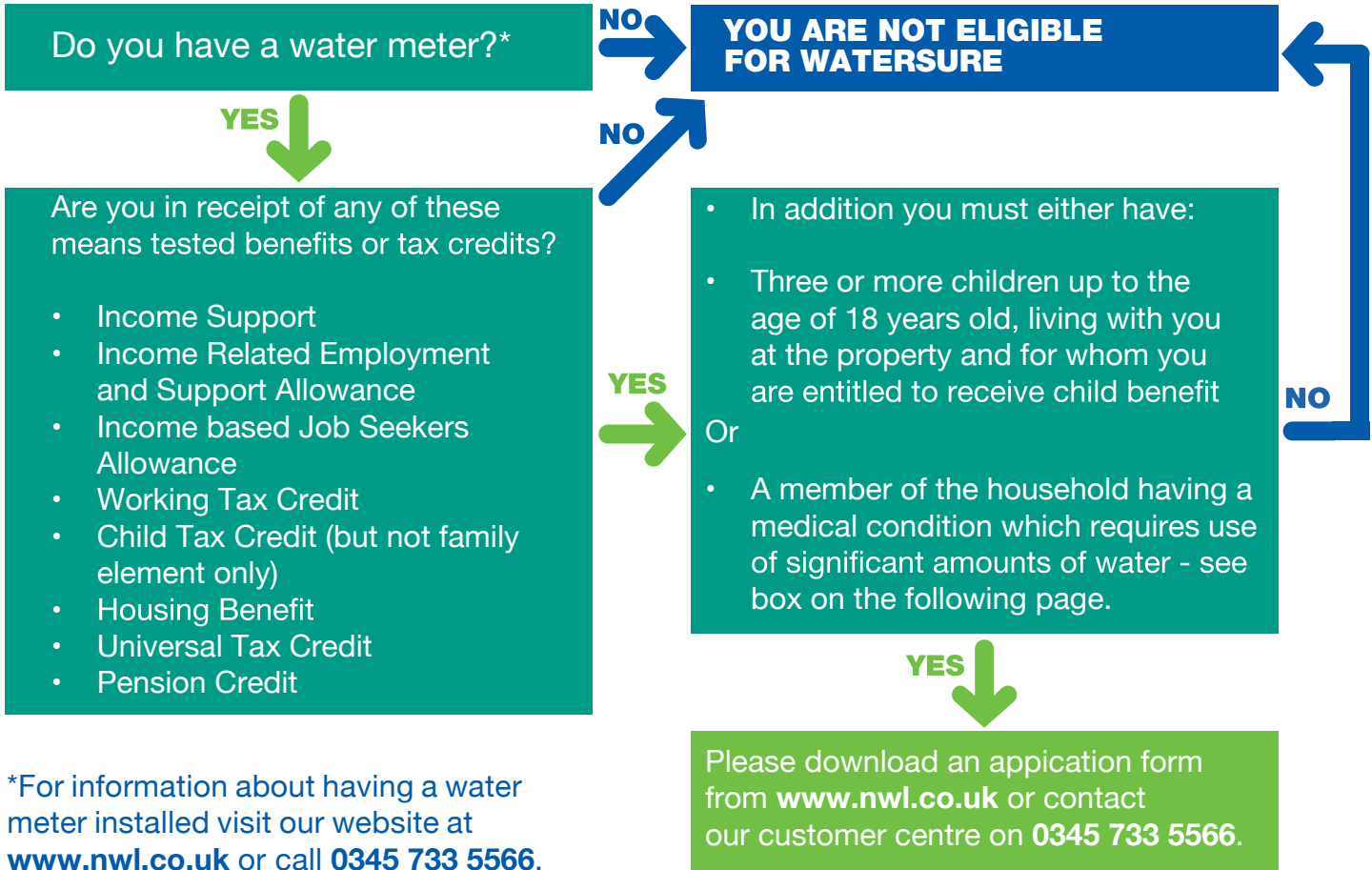


## WATERSURE

WaterSure may be able to help you if your water is supplied by a meter, you are in receipt of certain means tested benefits or tax credits and you have to use large amounts of water. Providing you meet the conditions, we can help by putting a limit on your charges for water and sewerage services, basing them on an average charge rather than the amount of water you use. Once on the WaterSure scheme, if your actual metered bill is less than the average charge, we will only charge you the lower amount. The flow chart opposite will help you to find out if you can apply for this scheme. Any information you give to us will be kept confidential and will not be shared with any other organisation. If you are in receipt of at least one of the means tested benefits mentioned on the chart and you can answer 'YES' to one of the other questions relating to child benefit or medical conditions, please contact our customer centre on **0345 733 5566**, or you can download an application form from our website **[www.nwl.co.uk](http://www.nwl.co.uk)**.

The conditions stated are specifically covered by government regulations. However we will consider applications based on other medical conditions that involve high water use if this is supported by a doctor's certificate. Please note that supporting evidence will be required with all applications under the medical criteria.

## CAN I APPLY FOR WATERSURE?



\*For information about having a water meter installed visit our website at [www.nwl.co.uk](http://www.nwl.co.uk) or call **0345 733 5566**.

Government legislation states that the following conditions are likely to result in a person using large amounts of water and are eligible as WaterSure medical conditions:

- Desquamation
- Weeping skin disease, (eczema, psoriasis, varicose ulceration)
- Incontinence
- Abdominal stoma
- Renal failure requiring home dialysis (although you won't qualify for WaterSure if you are already getting a contribution to your water costs from the NHS)
- Crohn's disease
- Ulcerative colitis

We will consider all other applications resulting in significant additional water usage, provided they are supported by a doctor's letter explaining the extra water use. We will not be responsible for any costs incurred in obtaining such a letter.

Please contact us on **0345 733 5566** if you do not have a water meter, but would like further information about having one installed with a view to reducing your water bill. In most cases meter installation is free of charge.



## WATER APPLIANCES

If bath taps, showers and other water-using gadgets are becoming difficult to handle, contact your occupational therapist, social services or your GP. They will be able to provide help and advice about items for the bathroom and kitchen which could make your life easier. Many items can be supplied free of charge or you can buy equipment privately. However it is advisable to seek advice and try the equipment before you buy.



## **EXTRA CARE**

Please tell us if there is anything you think we need to know in order to give you the best possible service. Remember that how much you tell us is up to you, and anything you do tell us will be kept strictly confidential. This information helps us to prioritise bottled water deliveries in the event of an emergency interruption to your water supply.

We offer a free telephone translation service for customers who do not speak English as their first language, and if you would like to discuss your account using British Sign Language with an interpreter, we can arrange this for you free of charge.

## **YOUR BILL**

If you have difficulty reading or understanding your bill, we can assist in the following ways:

- Send your bill in Braille, large print or on CD.
- Supply you with a magnifying strip.
- Read your bill to you over the telephone.
- Send your bills to a friend or relative who has agreed to help you.



## METER READING SERVICE

If you have a water meter and cannot read it yourself, we can provide up to two extra readings each year and make no additional charge for this service. Phone us on **0345 717 1100** if you would like us to arrange this for you.

## ACCESS TO OUR OFFICES

We have facilities at our offices to enable customers who use a wheelchair to gain access to the buildings. This location is:

**Abbey Road  
Pity Me  
Durham  
DH1 5FJ**

## ACCESS TO OUR RECREATIONAL FACILITIES

Northumbrian Water owns and manages a number of reservoirs and waterside parks which have access for disabled visitors. Whether you want to watch wildlife, enjoy some fishing or drop in at the visitor centres, you will be well catered for.

For information about fishing and details of sites with adapted angling platforms or wheelie boats please call **0845 155 0236**.

Alternatively, further information is available on our website **[www.nwl.co.uk](http://www.nwl.co.uk)**.

Kielder Water & Forest Park is home to northern Europe's largest man-made lake and England's largest forest.



Whether you are after freedom to explore along the accessible lakeside trails, try your hand at fishing or discover the wildlife in the forest, you can enjoy all of this at Kielder, along with the darkest skies in England.

- Fishing is available at Kielder from one of our specially designed ‘wheelie boats’, which can take wheelchairs afloat.
- The 26 mile multi-user path around the lake has a surface to accommodate horse riders, mountain bikers and walkers as well as wheelchair and buggy users.
- The Birds of Prey Centre and crazy golf provide opportunities for education and enjoyment on land, whilst the ferry ‘Osprey’ provides an ideal way to see the lake from the water.
- The Explore Centre at Tower Knowe has facilities for physically disabled visitors and hearing loops are also available.
- The indoor swimming pool and restaurant can be enjoyed whatever the weather.

For further information please call **0845 155 0236**.



## **DISCLOSURE OF INFORMATION**

When you contact us, all the information you give to us is stored electronically and is kept confidential unless we are required to disclose it by law or to comply with an instruction of a regulator. Your information will only be available to relevant employees and our agents.

## **THE CONSUMER COUNCIL FOR WATER (CCW)**

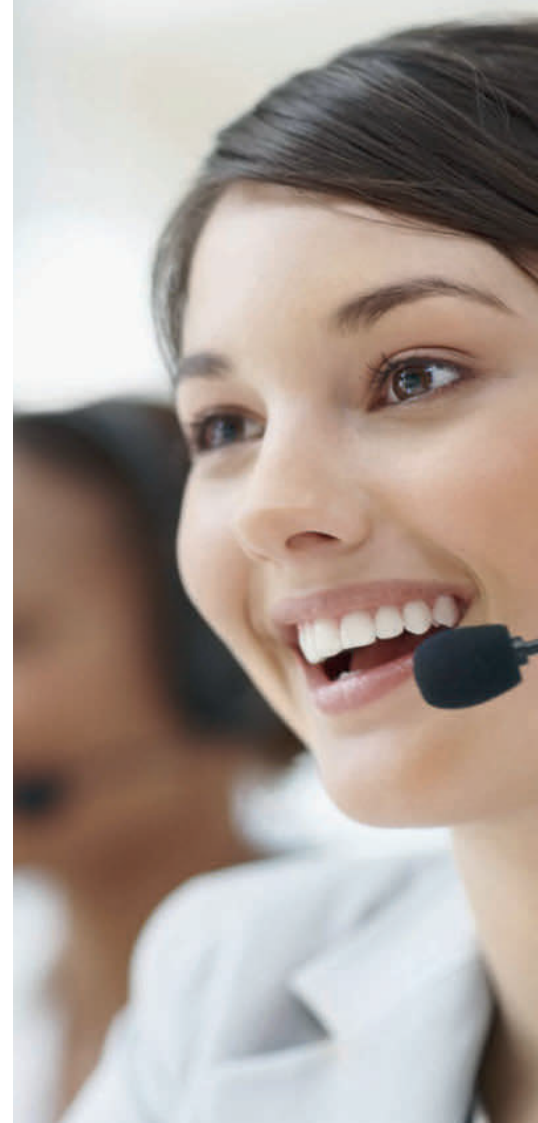
CCW the voice for water consumers represents customers' interests and offers free independent advice. It can be contacted at:

**CCW**  
**23 Stephenson Street**  
**Birmingham**  
**B2 4BH**

Telephone: **0300 034 222**

Website: **[www.ccw.org.uk](http://www.ccw.org.uk)**

Opening hours: Monday to Friday, 8.30 am until 5.00pm



This leaflet forms part of our Code of Practice for domestic customers, which provides essential information about the company. All of our Codes of Practice leaflets are approved by the Offices of Water Services (OFWAT).

## **OTHER LEAFLETS WITHIN OUR CODE OF PRACTICE ARE AVAILABLE:**

- **Our promise to you** (our service level and how we will compensate you if things go wrong).
- **Managing debt** (our Code of Practice on debt).
- **Dealing with leaks** (our Code of Practice on leakage, guidance on pipe ownership and our repair policy).
- **Getting answers** (our Code of Practice on complaints).
- **Your water meter** (a guide for domestic customers).
- **Getting water to your home.**
- **Our sewerage services.**

To order any Code of Practice leaflet in Braille, large print or on CD. please call **0345 717 1100**.

We also offer leaflets on water efficiency in the home and garden.

Northumbrian Water  
Abbey Road  
Pity Me  
Co Durham  
DH1 5FJ

[www.nwl.co.uk](http://www.nwl.co.uk)

January 2024