

Help when you need it most

United Utilities is calling on its customers to take advantage of FREE support with their water services.

Since launching in 2015, more than 400,000 people across the North West have now registered for United Utilities' Priority Services scheme.

Steph Smith from the Priority Services team said: "Our Priority Services scheme is free to all our customers who may need a bit of extra support in life. This could be due to age, ill health, disability, mental health problems, financial worries or language barriers.

"By registering for our scheme, we can make sure you receive the right support from us during those times when we may need to switch off the water to repair a leak, or if we need to visit you in your own home.

"Even if you don't need this support, we all know someone who would benefit from these services - such as a friend, family member or neighbour - so please encourage them to get in touch to register."

Services include:

- A dedicated team on hand to listen and help
- Braille, large print, 'talking' bills and text relay service
- Knock and wait service. If you tell us you have mobility needs and we have to visit your home, we will wait allowing enough time for you to answer the door
- Nominate a carer, family member or friend to check your bills and speak to us on your behalf
- Additional support if you have a medical need for water.
- Protection from bogus callers with a password protection scheme
- Notice of interruptions to your water supply
- Translation services
- Every two years we'll check that your details are still correct

Our scheme is designed to support people who:

- are blind or partially sighted;
- have a chronic (long-term) or serious illness;
- have a condition that affects their development;
- have dementia;
- rely on dialysis, feeding pumps or automated medication;
- are having financial difficulties;
- are deaf or hard of hearing, or have speech difficulties;
- have a mental health condition;
- have children aged 5 or under;
- are experiencing temporary life changes (including divorce or bereavement);
- are recovering after leaving hospital;
- have restricted movement making it difficult to answer the door; or
- may struggle to communicate because their first language isn't English.



Scan the QR code to visit our Priority Services webpage, where you can click on 'Accessibility Help' to turn on text-to-speech or change the language used on our website.

**To register for Priority Services apply online at:
unitedutilities.com/priorityservices or call 0345 672 2888**