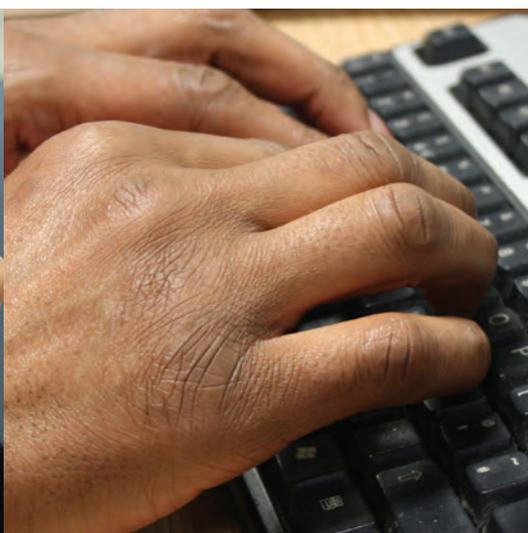


# Here to Help



We understand that not everyone's situation or needs are the same and for this reason we offer this free service

**0800 052 0145** for billing queries

**0800 052 0130** for water queries and emergencies

**0800 085 3968** for sewerage queries and emergencies

# Here to Help

At Dŵr Cymru Welsh Water we are committed to providing the highest standard of service to all our customers. We understand that not everyone's situation or needs are the same and for this reason we have our free service 'Here to Help'.

This booklet explains what is available, how we can help, and how to apply. If you think this will help you, or someone you know, please read and share this leaflet with them.

To apply please complete the application form in this booklet. If you need help completing the form just call us on the **billing number** at the bottom of this page.

## What sort of help is available?

There are two different ways we can help you. We can help you with your bill, or we can offer some practical help. These are explained on the following pages.

0800 052 0145	billing queries	Mon–Fri 8am–8pm, Sat 8.30am–1.30pm
0800 052 0130	water queries and emergencies	24 hours, 7 days a week
0800 085 3968	sewerage queries and emergencies	24 hours, 7 days a week

# What sort of help is available?

There are two different ways we can help you. We can help you with your bill, or we can offer some practical help. The most important thing to do, if you are finding it difficult to pay, is to let us know.

## How can we help?

We have the following schemes that may be able to help, for more information contact us:

- ▶ Customer Assistance Fund.
- ▶ Water Direct.
- ▶ You may benefit by having a meter installed if you use a small amount of water.
- ▶ Welsh Water Assist – this is explained in more detail on the next page.

**0800 052 0145** billing queries

**0800 052 0130** water queries and emergencies

**0800 085 3968** sewerage queries and emergencies

Mon–Fri 8am–8pm, Sat 8.30am–1.30pm

24 hours, 7 days a week

24 hours, 7 days a week

# Welsh Water Assist – help with your bill

## Under this scheme you will pay a reduced bill

This is only available for household customers who claim one of the following benefits:

- ▶ Income Support.
- ▶ Income-based Jobseeker's Allowance.
- ▶ Council Tax Benefit (except for single person discount or disabled relief).
- ▶ Pension Credit.
- ▶ Income related Employment & Support Allowance.
- ▶ Housing Benefit.
- ▶ Child Tax Credit (except families in receipt of family element only).
- ▶ Working Tax Credit.

As well as claiming one of the benefits above, you also need to have:

- ▶ a qualifying medical condition which needs a lot of extra water; or
- ▶ be in receipt of Child Benefit for three or more children aged under 19 living in your house.

## How to apply for Welsh Water Assist

You can download an application form online at [www.dwrcymru.com](http://www.dwrcymru.com) or you can call us on the billing phone number at the bottom of this page and ask for a 'Welsh Water Assist' application form.

If you do not qualify for this scheme, and you are finding it difficult to pay your bill, we may be able to help you. The only way we can do this is if you let us know – so please call us on the billing phone number at the bottom of this page.

**0800 052 0145** billing queries

Mon–Fri 8am–8pm, Sat 8.30am–1.30pm

**0800 052 0130** water queries and emergencies

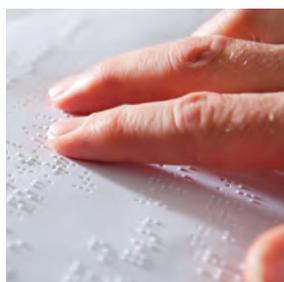
24 hours, 7 days a week

**0800 085 3968** sewerage queries and emergencies

24 hours, 7 days a week

# Practical Help –

ways we can help you get the most out of our services



## I am blind or visually impaired

We can provide bills, and our leaflets in:

- ▶ Large print.
- ▶ Braille.
- ▶ Audio tape/CD/MP3.



## I am deaf or hard of hearing

- ▶ You can call us using our text relay service on **0800 052 4125**. This is a free service that allows users to speak or type in their conversation and convert the spoken word into text.



## I need water because of a medical condition

- ▶ If you need water because of a medical condition, such as home dialysis, please let us know by completing the application form. This way if we need to cut off your water we will make sure that we contact you as a priority.

**It is important that you tell us if you dialyse at home in case we interrupt your water supply or lower the water pressure in your area. Your hospital may have already informed us, but please let us know anyway.**

**0800 052 0145** billing queries

**0800 052 0130** water queries and emergencies

**0800 085 3968** sewerage queries and emergencies

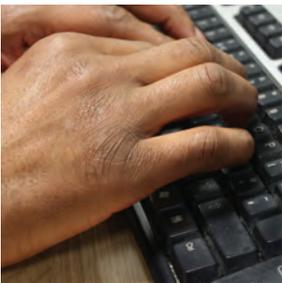
Mon–Fri 8am–8pm, Sat 8.30am–1.30pm

24 hours, 7 days a week

24 hours, 7 days a week

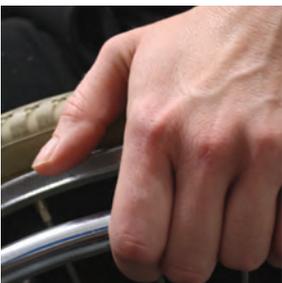


In an emergency (for example a burst water main) we may not be able to give you notice that your water supply will be interrupted. We will contact you as soon as possible and we will do our best to get an alternative supply to you. Please be reassured that we will be doing all we can to get your water back up and running.



### **I need help reading my water meter**

If you are on a water meter we aim to read your meter every 6 months. If you would like to have your meter read more often, but you find it difficult to read it yourself because of a disability and you have no one else to help you, we may be able to read it more often for you.



In some circumstances we may be able to move your meter free of charge so that it is easier for you to read. This is only available for household customers who claim one of the following benefits:

- ▶ Disability Living Allowance (the middle/higher care component and/or mobility).
- ▶ Attendance Allowance.

**If you do not qualify for this scheme and you would like your meter moved then we may still be able to help. If we agree to move your meter there will be a charge you will have to pay for us to carry out the work.**

<b>0800 052 0145</b>	billing queries	Mon–Fri 8am–8pm, Sat 8.30am–1.30pm
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# I need extra help –

would you like to nominate someone to act on your behalf, or would you like a password to make you feel safer? If so how to do this is explained below.

## Nominee scheme

If you would like to nominate someone else to act on your behalf, please let us know on the application form.

We will speak with this person when we need to call or visit you, and we will share with them information about your account, so it's important that you are happy for them to act on your behalf. We can even send a copy of any information directly to them if you wish, but please remember that paying your bill remains your responsibility.

## Password scheme

You can choose a password for us to use when we need to visit, or contact you. We will always confirm your password first. Also this will help protect you from bogus callers who claim to be working for us. Try to choose a password that you will remember but make sure no one else knows it.

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# What is a bogus caller?

**Bogus callers pretend to be part of a company or organisation – this is a way of gaining access to your property, or asking for your details over the phone.**

Here's some more information about Bogus Callers that you may find helpful.

When Bogus Callers knock on your door, they will:

- ▶ Not have an appointment.
- ▶ Generally will not have any type of uniform, or arrive in any official van.
- ▶ Not be willing for you to study their identity card (if they have any).
- ▶ Usually work in pairs.
- ▶ Try and make you feel under pressure.

## Our staff will:

- ▶ Make an appointment where possible. Please be aware that in certain circumstances we may need to visit you without an appointment, but we will always carry an identity card.
- ▶ Be only too happy for you to look at their identity card.
- ▶ Wear a company uniform, and may have a company van.
- ▶ Understand if you do not let them in, and will not put you under any pressure.

## What you should do:

- ▶ Be cautious and suspicious of callers even if they have an appointment.
- ▶ Put the door chain on. If you don't have one, think about getting one.
- ▶ Ask for identification from anyone who calls.
- ▶ Check the caller's identity card carefully, don't just glance at it. Don't hesitate to ask to see their identity card again if you did not get a good look at it the first time.
- ▶ If you have any doubt about the identity of the caller, call us on our **bogus caller line 0800 281 141** or one of the numbers at the bottom of the page. All of our employees and contractors carry identity cards and will wait on the doorstep while their identity is confirmed.
- ▶ If you become suspicious, do not let them in. If they become loud, show any signs of aggression, or you are at all concerned call the police by dialling 999.

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There are other organisations that may be able to help you. Here are some contact details which you might find useful

### Action on hearing Loss

Telephone: 0808 808 0123

Textphone: 0808 808 9000

Email: [informationline@hearingloss.org.uk](mailto:informationline@hearingloss.org.uk)

[www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

### Age UK

Telephone: 02920 431555

Email: [enquiries@agecymru.org.uk](mailto:enquiries@agecymru.org.uk)

[www.ageuk.org.uk](http://www.ageuk.org.uk)

### RNIB

Telephone: 0303 123 9999

Email: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)

[www.rnib.org.uk](http://www.rnib.org.uk)

### Mencap Cymru

Telephone: 0808 808 1111

Email: [helpline.wales@mencap.org.uk](mailto:helpline.wales@mencap.org.uk)

[www.mencap.org.uk](http://www.mencap.org.uk)

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# Checklist – have you?

	✓
<b>1</b> Told us your telephone number	<input type="checkbox"/>
<b>2</b> Made sure your nominee (if required) has signed the form to act on your behalf	<input type="checkbox"/>
<b>3</b> Made sure your nominee (if required) has signed the form if they are to receive your bill	<input type="checkbox"/>
<b>4</b> Signed and dated the form	<input type="checkbox"/>
<b>5</b> Told us if you are having home dialysis	<input type="checkbox"/>

**We are Here to Help so please let us know if we can do anything for you.**

You can go online to [www.dwrcymru.com](http://www.dwrcymru.com) where you may find the answer to your question, or call us on one of the numbers at the bottom of this page.

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