

Safeguard scheme registration form

I would like to be included on your Safeguard Register

Name

Address & postcode

Contact telephone numbers

Home	Mobile
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Email address

Bill payer (if different)

Where did you learn about Safeguard?

one of our leaflets website friend or relative

called our contact centre other

Customer reference number:

(you can find this on your water bill)

Affinity Water Ltd
Tamblin Way
Hatfield
Herts AL10 9EZ.
Tel: 0845 155 2072
Email: helpinghands@affinitywater.co.uk
Website: www.affinitywater.co.uk



We offer Safeguard customers a variety of communication methods – please choose the best one for your needs:

- Large print
- Telephone
- Text Relay
- Audio cd
- Any other format not mentioned that you would like to use Please specify:
- Braille
- Audio tape
- Texting if appropriate

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So that we can be as helpful as possible, which of the following best describes your circumstances? (tick more than one if appropriate)

- Visually impaired
- Mental health problems
- Speech impediment
- Mobility problems
- Home dialysis
- Learning difficulties
- Hearing impaired
- Wheelchair user
- Elderly

Any additional information that may be relevant

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I would like to receive the following services:

- I, or another member of the household, would need help if my water supply is interrupted for a prolonged period
- I find it difficult to read my water meter and would like additional readings
- I need help to understand my water bill
- Please ask a member of Affinity Water to contact me to make arrangements to pay my water bill

Password scheme

This is a scheme to help vulnerable customers and to deter bogus callers. We ask customers to choose a password that we will use if we need to visit you.

- Please tick if you would like us to use a password when we visit you.

I would like my password to be

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Please write your password down somewhere safe so you remember it. Affinity Water is committed to preventing bogus callers.

WaterSure scheme

Do you or someone in your household receive certain benefits or tax credits PLUS have a medical condition that means you use more water than the average household? Or do you use a greater amount of water as you are a large family?

If your answer is 'Yes' and you are on a water meter, you may be eligible for the WaterSure scheme, which may help to reduce your water bill.

- Tick this box to receive an application form.

Alternative contact information

If you would like someone else to contact us about your account, please provide details:

Their name is

Their relationship to you

Their address & postcode

Their contact telephone numbers

Home

Mobile

Their email address

I would like my bill sent to this person on my behalf

Do you have any suggestions or comments you would like to make about any of our services?

The information you provide will be treated in the strictest confidence. We may use information about you to

a) provide you with water services and give you information about your water supply and related products
b) manage your account including collection and recovery of charges.

c) to share information with other water companies about your requirements. Calls may be recorded for training purposes.

Signature.....**Date**.....

Please return in the enclosed reply-paid envelope.