



Your local supply, on tap

Do you need
a helping
hand?



**ADVICE AND
INFORMATION
ON SPECIAL
ASSISTANCE
SERVICES**



What sort of help is available?

We offer two assistance schemes:

WaterSure

Financial help for metered customers if you use a lot of water.

Safeguard

Practical aids and assistance to help you get the very best out of the services we offer.

If you need a bit of extra help, you might like to take advantage of our special assistance services.

This booklet explains who is eligible to receive this support, what's available and how to apply for it. If you think you, a loved one or neighbour may be eligible, please read and share this leaflet with them.

How does the **WaterSure** Scheme work?

If you live in a low-income household that uses a lot of water, managing the water bill can sometimes be very difficult. If your household is eligible for this scheme, we'll ensure that your water bill doesn't exceed the average for your local area, even if you use a lot more water than your neighbours.

Am I eligible?

To qualify for our WaterSure Scheme, you must meet the three eligibility criteria listed below:

1) Your water supply is charged on a metered basis.

2) A member of your household receives one of the following benefits:

- **Income Support**
- **Income-based Jobseeker's Allowance**
- **Income related employment and support allowance**

- **Working Tax Credit**
- **Pension Credit**
- **Child Tax Credit**
(but not if you just receive the family element)
- **Housing Benefit**
- **Council Tax Benefit.**

Please note: benefits that are not means tested, such as Disability Living Allowance, Carer's Allowance or Single Person's Council Tax Allowance, do not qualify.

3) You have:

- **Three or more children under the age of 19 living in your home,**

or

- **One or more people living in your property with a medical condition that results in significantly high water use, such as:**
 - **Desquamation**
(flaky skin disease)
 - **Weeping skin disease** *(eczema, psoriasis, varicose ulceration)*
 - **Incontinence**
 - **Abdominal stomas**

- Renal failure requiring home dialysis (*except where the health authority contributes towards the cost of dialysis*)
- Crohn's disease
- Ulcerative colitis.

Please note: we may consider other medical conditions where you can justify your additional use of water and produce a doctor's certificate to confirm this.

If you meet our eligibility criteria, you may be able to get your bills capped



at the average household charge.

If you think you are eligible for the WaterSure Scheme, please complete the enquiry form at the back of this booklet, visit our website or contact our Special

Assistance Services team by email or phone. You can also contact them if you'd like to find out more about the scheme (see back page for contact details).

How does the **Safeguard** Scheme work?

We want to maintain the same high standard of care for all our customers. One of the ways we achieve this is through our Safeguard Scheme, which offers additional help in a variety of ways, including:

Large print, Braille and audio taped/CD services

If you have sight difficulties, we can communicate in all these formats, including letters, bills and other literature or we can read them to you over the telephone. Alternatively we can communicate via email or fax.



Typetalk

A facility from your textphone, which enables you to dial 18001 followed by the full telephone number of our customer services team. A text relay operator will be brought into the call.

Other language assistance

If you or someone you know needs a translation service, we can arrange for an interpreter and one of our customer service representatives to telephone and deal with any enquiry.

Dialysis registration

If you use a dialysis machine, you can ask us to give you warning of any water supply interruptions and to make alternative arrangements for your water supply.

Nominated correspondent

If you would like to nominate someone else to discuss your account with us, just let us know. We can also arrange for information to be sent to this person.



Password scheme

Thieves pretending to be from the local water company often prey on older and/or vulnerable people. We operate a password scheme to help you prevent bogus callers from getting into your home. If we call on you, when asked we will use a password that only you and Affinity Water will know. So if a caller

does not give the correct password, you know not to let them in. Don't worry about causing offence, because genuine Affinity Water employees are always happy to wait, even if you need to check things out with our customer services team before letting them in.



Water supply interruptions

If you inform us that you need special care, we can contact you about water supply interruptions in the most appropriate way. If the interruption will cause you specific problems, we can arrange for you to receive bottled water.

Meter readings

You can receive extra meter readings if you need them. We may also be able to re-site your meter so that you can access it more easily.

If you feel that any of the services listed here will help you, please let us know.

We want everyone who feels they may benefit to register on our Safeguard Scheme. All registrations are confidential, but a family member or carer can register on your behalf if needed.

Your gas and electricity companies offer similar services – check their bills for details.

To register, please fill out the application form at the back of this booklet, visit our website or contact our Special Assistance Services team by email or phone (see back page).



Other services



Bill assistance

You can receive information and guidance if you are struggling to meet the cost of your water bill. Details of how we can help are set out in our booklet called ***Help with Payment Problems.***

To receive a copy, please visit our website or contact our customer relations team (see back page).



Would you be better off with a water meter?

Couples without children and people who live alone usually find that having a water meter installed results in lower bills.

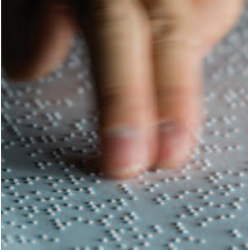
To receive our *Why switch to a water meter?* booklet, please fill out and return the attached form.



Easy access if you want to visit us

Our main office has easy access for customers with disabilities.

Important Information



Easier reading

To receive this leaflet in large print, audio or Braille, **please call 0845 155 2072**



Leaks

Have you spotted a leak?

A leaking pipe wastes a lot of water. This is bad news because water is a precious finite resource and demand for it just keeps growing and growing. If you spot a leak, please call Affinity Water immediately.



Other useful websites:

Consumer Council for Water www.ccwater.org.uk

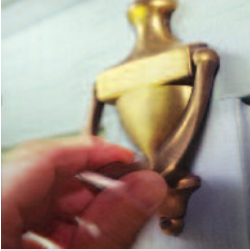
Waterwise www.waterwise.org.uk

Ofwat www.ofwat.gov.uk

Anglian Water www.anglianwater.co.uk

Drinking Water Inspectorate www.dwi.gov.uk

Thames Water www.thameswater.co.uk



Be stranger aware!

It's a sad fact that there are many bogus callers out there who are experts at conning homeowners. They may claim to be 'from the water board', but really they intend to steal cash and property.

Knock, knock. Who's there?

Our advice to you is to be vigilant at all times. If someone calls at your door and tells you they are from the water board, don't let them in unless they are in uniform and can show you a Affinity Water identity card. If you are in any doubt, just ask them to wait outside while you call our customer relations team – don't worry about causing offence, because if they are genuinely from Affinity Water, they won't mind waiting.

For peace of mind, you might like to register a password with us, to be used by the Affinity Water representative visiting your property.

You can arrange this by contacting our Special Assistance Services team (see back page).



Business Reply
Licence Number
RSCC-TGKK-LTBR

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**MBA
UPDATE**

Specialist Services
VEOLIA WATER SERVICES LIMITED
Tamblin Way
Hatfield
AL10 9EZ

If you would like to receive more information about any of the schemes mentioned in this leaflet, please complete this form, then simply fold, seal and post it (no stamp is required).

Name

Address

Postcode

Phone number

Customer reference number

You will find this at the top right-hand corner of your water bill.

Please tick if you would like to receive (tick as many as you like):

Safeguard Scheme registration form

WaterSure Scheme registration form

Paying by Direct Debit form

**Why switch to a water meter?
information booklet**



We may use the information you provide to:

- Supply water services
- Give you information about your water supply and related products
- Manage your account, including collection and recovery of charges.

How to get in touch



Website:
www.affinitywater.co.uk/helpinghands



Telephone:
Operational enquiries (water supply, quality and emergencies):
0845 782 3333

Mon-Fri 7am to 8pm
Sat-Sun 8am to 4pm

Emergency service operates outside these hours

Account enquiries

metered customers:
0845 769 7985

non-metered customers:
0845 769 7982

Mon-Fri 8am to 6pm
Sat 8am to 2pm

Special Assistance Services
0845 155 2072

Mon-Fri 9am to 4.30pm

Language line (translation service):
0845 782 3333



Email:
helpinghands@affinitywater.co.uk



Post:
Special Assistance Services,
Affinity Water Central Ltd, Tamblin Way, Hatfield, Herts AL10 9EZ