

# Customer

2006/2007

*Code of Practice*



**Priority  
Services**  
*for special people*



SOUTH WEST WATER

**At South West Water we are committed to helping our customers as much as we can. If you are elderly, if you have any disability or receive home dialysis, you may wish to be included in our register of customers requiring special services.**

We offer a range of services to enable customers to receive support or information in a ways which meet their additional needs.

Please let us know how we can help you by completing the enclosed registration form and sending it to the Freepost address shown below. We will be only too pleased to help.

**Please call one of our freephone helplines:**

**Accounts \_\_\_\_\_**  
**0800 169 1133**

**Services \_\_\_\_\_**  
**0800 169 1144**

**Or write to: Priority Services, Customer Relations,  
South West Water, Freepost EX 186, Exeter EX1 1AZ**

## **Register** *of customer needs*

Once you have returned this form, your details will be included within our Priority Services Register. This register helps us to meet your needs on a daily basis and includes providing information for you when we have to work on our water distribution network, whether this is emergency or planned work.

Registration is free and applies to any member of the household, not just the bill payer(s).

All information provided by you will be treated in the strictest confidence, and your details will only be used by those members of our staff and contractors who need them to provide you with the support you require.

## **Services** *to assist you with your account*

### **Large print bills**

If you, or a member of your household, experience difficulties reading smaller print, we can arrange to produce your bills in large print. If you register for this service, the print on your bills will be of a similar size to that used in this leaflet.

### **Telephone bill reading**

We can telephone you to read your bill before sending it to you so that you know exactly what to expect. If you are unavailable, we will try three times at different times of the day to contact you before posting your bill.

### **Sending bills to a friend or relative**

If you prefer, we can post your bill to a friend, carer or relative who provides you with assistance. They will not become liable for the money due – this will still be your responsibility.

### **Braille bills**

If you, or a member of your household, is a Braille user, we can arrange to produce your bills in this format for you.

## Help with checking your meter

More and more of our customers now live in homes with water meters.

If you have a meter fitted it is important to check this regularly to avoid receiving an unexpected high bill due to a leak. If you have a disability which means you find it difficult to check the meter at your property, you can register with us so that we can check it for you free of charge at regular intervals.

To take advantage of this, please register for our priority services and then you can telephone our Freephone Helpline, **0800 169 1133**, up to once a month to request a reading.

## Payment arrangements

We operate a number of different payment plans to help you to spread the cost of your bills, from weekly to monthly payments by cash or direct debit. If you wish to arrange one of these plans, please contact our Freephone Helpline on **0800 169 1133**.

# Services *to assist you during work on our water mains*

## Telephone warning of work

When we undertake work on our network or when there is an emergency which will affect your supply for a long period, we will contact you by telephone to warn you, find out whether you need additional support and give you advice on how to manage whilst work is being carried out.

## Written warning of work

If you have hearing difficulties, or would prefer a letter rather than a telephone warning, we can contact you in writing.

## Visit to warn of work

We can also visit you to provide you with details of work which will affect your supply, if you feel this is the best way to contact you.

## Water deliveries

If you have a medical condition which could mean that your health would be put at risk if your supply is interrupted for a long period of time, we can make special arrangements to supply you with water.

# Other *services*

## Text telephone

You can contact us by text telephone (Minicom) free on **0800 169 9965**.

## Typetalk

You can contact us using Typetalk or we can contact you using this method.

## Information

Important information is made available in alternative formats, which are helpful to customers with sight difficulties. The formats which we provide are large print or audio tape and the information includes:

- *Meter Option booklet*
- *Meter Questions and Answers*
- *Complaints Procedure*
- *Guaranteed Standards of Service*
- *Information on Social Tariff*
- *Charges Scheme*

## **Recreational facilities**

Facilities at many of our recreational sites have been designed to make sure that they are accessible to everyone. If you would like more information on recreational facilities offered by the South West Lakes Trust, who manage the sites on our behalf, please tick the appropriate box on the registration form.

## **Advice on water fittings**

Information on equipment and special water fittings which would make it easier for you to use bathroom and water using appliances in your home can be provided by local health authorities. They may be able to provide equipment for you free of charge and items are also available for private purchase.

For information and advice on what is available, please contact your local authority Social Services Department and ask for the occupational therapist or community based occupational therapist.

Some useful names and address of other organisations who can offer support and advice are listed on the back cover of this booklet.

Our Water Conservation department can give advice on reducing consumption and can provide water saving devices. They can be contacted via our Conservation Helpline free on **0800 37 89 37**.

## **Password scheme**

When you need us to visit you to discuss any aspect of our services, we can arrange a password for our representative to use for the appointment when agreeing the date and time with us. Just ask for a password of your choice to be used and our representative will use it when he or she calls at the agreed time.

## Working to reduce bogus caller crime

We are committed to raising awareness of bogus callers and the crimes they carry out, helping to keep our customers safe in their homes.

Bogus callers are those criminals who pose as water or other utility officials to gain entry to people's homes with the intention of stealing from them or defrauding them.

To help prevent this, all of our employees carry identification cards which display their name, photograph and our logo. They also carry a large print identification card and usually wear a uniform.

We recommend that our customers take the following steps when receiving callers to protect themselves:

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**STOP...** Are you expecting a visitor?

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**CHAIN...** Put the safety chain on your door, use your spyhole or look out of a window to check the caller's identification.

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**CHECK...** Check the caller's identification before opening the door and letting them in. And remember: **IF YOU'RE NOT SURE, DON'T OPEN THE DOOR.**

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If you are at all concerned that a caller may not be our representative, telephone our Helpline immediately on **0800 169 1144.**

Our representative will not mind waiting outside while you check that they are who they say they are, neither will any other genuine caller.

**REMEMBER... no card... no uniform...  
NO ENTRY!**

# Useful *names and addresses*

## **The Independent Living Centre**

St Loye's School of Occupational Therapy, Millbrook House,  
Topsham Road, Exeter, EX2 6ES

Telephone 01392 255428. Facsimile 01392 420889

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

## **The Royal Association for Disability and Rehabilitation (RADAR)**

25 Mortimer Street, London, W1N 8AB

Telephone 0207 250 3222. Minicom 0207 250 4119

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

## **The Royal National Institute for the Blind**

105 Judd Street, London, WC1H 9NE

Telephone 0207 388 1266. Helpline 0845 766 9999

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

## **The Royal National Institute for the Deaf**

19-23 Featherstone Street, London, EC1Y 8SL

Telephone 0207 296 8000. Textphone 0207 296 8001

Facsimile 0207 296 8199

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



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