

Here to Help Scheme







Useful numbers

Billing questions

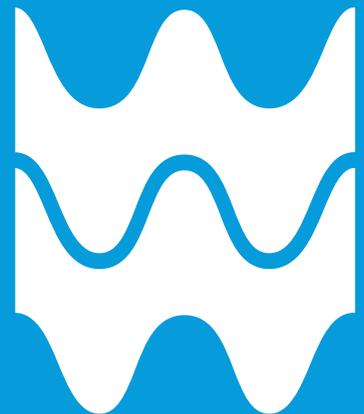
0800 052 0145

Water questions and emergencies

0800 052 0130

Sewerage questions and emergencies

0800 085 3968





Here to Help

We want to make sure that we always give the best service possible to all of 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.

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.



Help with your bill

We know that times are tough. So, we've got a number of ways that we can offer extra help to customers who are really struggling to pay their water bill.

Get in touch to see if you may be able to get some extra help to lower your water bill. We're here to help.

Contact us on

0800 052 0145





Practical Help

To make contacting us as easy as possible, we offer FREE services for older customers or those with sight or hearing difficulties, a disability or serious injury, mobility issues or a serious medical condition.

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 or have a speech impairment



- You can call us using our text relay service on **18001 0800 052 4125**. This is a free service that allows you to speak or type and it's converted into text.
- If you have access to the web, you can talk to us through **Live Chat, Facebook** or **Twitter**

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 as soon as possible so that if your water supply is interrupted for any reason, we will make sure that we contact you as a priority.
- Your hospital may have already informed us but please let us know anyway.

To apply for any of the things on this page, you can

- fill in the application form in the middle of this booklet and post it to us.
- go to dwrcymru.com and click on **Here to Help**.

If you need help completing the form just call us on

0800 052 0145



Keeping Safe

If you would like someone to act on your behalf, please let us know.

We will contact this person when we need to call or visit you.

We can send a copy of any information to them if you wish.

Password scheme

We want you to feel safe in your home and you can choose a password for us to use when we need to visit, or contact you. We will always confirm your password first. This will help protect you from bogus callers who claim to be working for us. Try to choose a password that is easy for you to remember but make sure no one else knows it.



What is a bogus caller?

Bogus callers pretend to be working for a company to gain access to your property, or asking for your details over the phone.

When Bogus Callers knock on your door, they will:

- Not have an appointment.
- Sometimes they will not have any type of uniform, or may not 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. If we can't, 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 you may not want to 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 are unsure at all, call us on our bogus caller line **0800 281 141** or the number at the bottom of the page. Everyone working for us carry identity cards and will wait on the doorstep while their identity is confirmed.

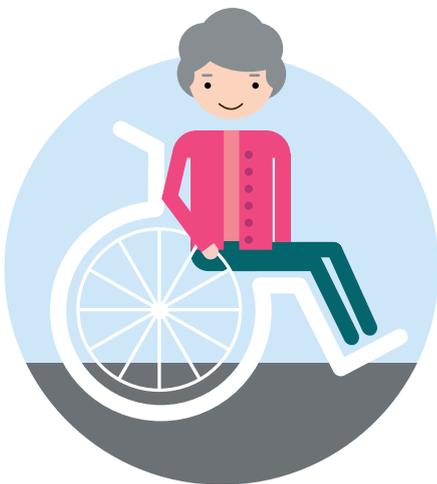
If you become suspicious, do not let them in. If they become loud, show any signs of aggression, or you are at all concerned call the police by dialling 999



I need help reading my water meter

If you are on a water meter we bill you twice a year, one actual reading and one estimate. Some customers choose to take a reading themselves to avoid an estimated bill. If you find it difficult to read the meter yourself because of a disability, and 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 the above and you would like your meter moved then we may still be able to help. If we are able to move your meter there will be a charge that you will have to pay for us to carry out the work.