

Os bydd toriad yn eich cyflenwad dŵr, byddwn ni'n ceisio darparu cyflenwad dŵr amgen ar gyfer cwsmeriaid â dibyniaeth feddygol ar ddŵr cyn gynted â phosibl.

- | | | |
|--|---|--|
| <input type="checkbox"/> Oed pensiwn | <input type="checkbox"/> Lifftrisiau, teclyn codi, gwely trydanol | <input type="checkbox"/> Teuluoedd â phlant 12 mis oed ac iau |
| <input type="checkbox"/> Salwch cronig/difrifol | <input type="checkbox"/> Methu ag ateb y drws | <input type="checkbox"/> Methu â chyfathrebu yn Saesneg |
| <input type="checkbox"/> Dibyniaeth feddygol ar gael cawod/bath | <input type="checkbox"/> Anawsterau symud y dwylo | <input type="checkbox"/> Problemau arogl/blasu |
| <input type="checkbox"/> Dibyniaeth ar ddŵr | <input type="checkbox"/> Dall | <input type="checkbox"/> Presenoldeb person arall yn ddymunol |
| <input type="checkbox"/> Nebiwleiddiwr a monitor apnoea | <input type="checkbox"/> Nam ar y golwg | <input type="checkbox"/> Dros dro — newidiadau mewn bywyd |
| <input type="checkbox"/> Anhwyllder y galon, neu'r ysgyfaint a chymorth anadlu | <input type="checkbox"/> Nam ar y clyw (gan gynnwys byddar) | <input type="checkbox"/> Dros dro — ymadfer ar ôl bod yn yr ysbyty |
| <input type="checkbox"/> Crynodydd ocsigen | <input type="checkbox"/> Nam ar y lleferydd | <input type="checkbox"/> Dros dro — preswlydd sy'n oedolyn ifanc (<18) |
| <input type="checkbox"/> System llinell gofal/teleofal | <input type="checkbox"/> Dialysis, pwmp bwydo a meddyginiaeth awtomatig | <input type="text" value="Dyddiad gorffen"/> |
| <input type="checkbox"/> Angen cadw meddyginiaeth yn oer | <input type="checkbox"/> Dementia/Nam gwybyddol | |
| <input type="checkbox"/> Angen cyflenwad ocsigen | <input type="checkbox"/> Anhwyllder ddatblygiadol | |
| <input type="checkbox"/> Nam corfforol | <input type="checkbox"/> Iechyd meddwl | |

Sut hoffech chi dderbyn eich bil neu gyfathrebu â ni?

- Mewn Braille, neu ar CD, neu ar ffurf MP3
- Mewn print bras – ticiwch pa faint 16 20 24
- Bil print bras ar gefndir lliw
- Ticiwch i ddewis eich lliw
- Gwasanaeth Negeseuon Testun 18001 0800 052 0145
- Darllen eich bil i chi dros y ffôn
- Mae anableded gen i ac mae angen symud fy mesurydd
- Os ydych chi'n cael anhawster darllen eich mesurydd, mae ein tîm yn barod i helpu os oes modd. Bydd ein Darllenwyr Mesuryddion yn ceisio darllen eich mesurydd o leiaf unwaith bob 12 mis, ond byddwch chi'n parhau i gael biliau bob 6 mis.

Y Cynllun Cyfrineiriau

Cofrestrwch gyfrinair unigryw i ni ei ddefnyddio pan fo angen ymweld neu gysylltu â chi fel eich bod chi'n teimlo'n ddiogel yn eich cartref.

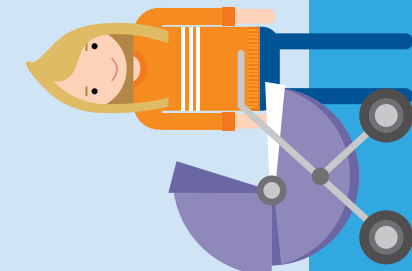
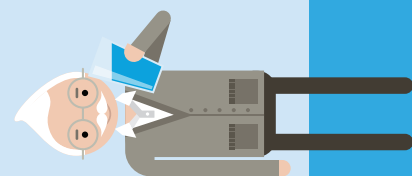
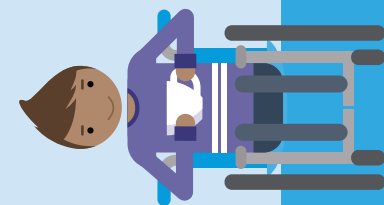
Cyfrinair rhag galwyr ffug:

Os ydych chi'n cael trafferth talu eich bil dŵr, mae gennym amrywiaeth o gymorth ariannol ar gael. Ewch i dwrcymru.com/costaubwyw am fanylion.

Os llenwch chi'r ffurflen hon a'i dychwelyd i ni, byddwn ni'n cofnodi eich manylion ar ein Cofrestr Gwasanaethau Blaenoriaeth. Byddwn ni'n cysylltu â chi o bryd i'w gilydd i wneud yn siŵr bod eich manylion yn gyfoes o hyd. Rhowch wybod i ni os bydd eich manylion personol neu'ch amgylchiadau'n newid. Os penderfynwch chi nad ydych am fod ar ein Cofrestr Gwasanaethau Blaenoriaeth rwyach, ffoniwch ni ar **0330 041 3394** rhwng 8am ac 6pm dydd Llun i ddydd Gwener o rhwng 8am a 1pm dydd Sadwrn a byddwn ni'n dileu eich manylion. I gael rhagor o wybodaeth am sut rydyn ni'n defnyddio eich data, darllenwch ein llyfryn 'Sut rydyn ni'n Defnyddio eich Data' — gallwch naill ai gofyn i ni anfon copi atoch neu fynd i'n gwefan dwrcymru.com/cop

Dŵr Cymru Welsh Water (PSR)

FREEPOST
SWC 5253
Cardiff
CF3 5GY



Ffurflen Gais y Gofrestr Gwasanaethau Blaenoriaeth
Priority Services Register Application Form



Cofrestrwch fel Cwsmer Blaenoriaeth

Become a Priority Customer



Pan fo angen ychydig o gymorth ychwanegol arnoch

Efallai eich bod chi'n rhiant â phlentyn ifanc, yn cael triniaeth dialysis, bod gennych broblemau gyda'ch golwg neu'ch clyw, neu eich bod yn oedranus neu'n anabl.

Trwy ymuno â'n Cofrestr Gwasanaethau Blaenoriaeth, gallwch gael cymorth ychwanegol gyda:

- cyflenwadau dŵr yfed amgen
- dulliau amgen o dderbyn gwybodaeth
- tawelwch meddwl rhag galwyr ffug

Dylid nodi y gellir blaenoriaethu'r cyfenwadau dŵr yfed amgen i'r bobl fwyaf bregus mewn adegau o angen, felly cofiwch roi gwybod i ni os oes genych amodau neu amgylchiadau sy'n gofyn am sylw brys.

For when you need a little extra help

You may be a parent with a young baby, a dialysis patient, have sight or hearing difficulties or are elderly or disabled.

By joining our Priority Services Register you can get extra help with:

- alternative supply of drinking water
- alternative ways of getting information
- reassurance against bogus callers

Please note that alternative supply of drinking water may be prioritised to those who are most vulnerable at times of need so please let us know if you have conditions or circumstances which require urgent attention.



Application Form

Fill in your details to register for Priority Services

My name is: Date of birth:

My address is:

Telephone number:

Email address:

Signature: Date:

Customer account number (this number appears on the top right of your water bill):

Sharing your details

Please tick this box if you **DO NOT** wish for us to share your details with organisations in your area such as utilities, emergency services, local authorities and health services who may be able to help you during an emergency.

Nominate someone to act on your behalf

Use this section to tell us your nominated person's details

Name of nominated person:

Their address:

Their telephone number: Their mobile phone number:

Nominee signature:

If you want the nominated person to receive your bill and correspondence please tick this box

If you would like to find out more information about Power of Attorney, go to www.gov.uk/government/organisations/office-of-the-public-guardian or phone 0300 456 0300.

In the event of water interruption, we aim to provide an alternative water supply as soon as we can to our customers who are medically water dependent.

- | | | |
|--|--|---|
| <input type="checkbox"/> Pensionable age | <input type="checkbox"/> Unable to answer door | <input type="checkbox"/> Families with children 12 months and under |
| <input type="checkbox"/> Chronic/serious illness | <input type="checkbox"/> Restricted hand movement | <input type="checkbox"/> Unable to communicate in English |
| <input type="checkbox"/> Medically dependent showering/bathing | <input type="checkbox"/> Blind | <input type="checkbox"/> Poor sense of smell/taste |
| <input type="checkbox"/> Water dependent | <input type="checkbox"/> Partially sighted | <input type="checkbox"/> Additional presence preferred |
| <input type="checkbox"/> Nebuliser & apnoea monitor | <input type="checkbox"/> Hearing impairment (inc. deaf) | <input type="checkbox"/> Temporary — life changes |
| <input type="checkbox"/> Heart, lung and ventilator | <input type="checkbox"/> Speech impairment | <input type="checkbox"/> Temporary — post hospital recovery |
| <input type="checkbox"/> Oxygen concentrator | <input type="checkbox"/> Dialysis, feeding pump & automated medication | <input type="checkbox"/> Temporary — young adult householder (<18) |
| <input type="checkbox"/> Careline/telecare system | <input type="checkbox"/> Dementia(s)/Cognitive impairment | <input type="text" value="End date"/> |
| <input type="checkbox"/> Medicine refrigeration | <input type="checkbox"/> Developmental condition | |
| <input type="checkbox"/> Oxygen use | <input type="checkbox"/> Mental health | |
| <input type="checkbox"/> Stair lift, hoist, electric bed | | |
| <input type="checkbox"/> Physical impairment | | |

How would you like to receive your bill or communicate with us?

- In Braille, or On CD, or MP3
- In large print – please tick which size 16 20 24
- Large print bill with a coloured background
- Please tick your choice of colour
- Text Relay Service 18001 0800 052 0145
- Read your bill to you over the phone
- I have a disability and need my water meter relocated
If you struggle to read your meter, please reach out to our helpful team to see how we can help. Our Meter Readers will attempt to read your meter at least once in 12 months, but you will continue to receive your bills every 6 months.

Password Scheme

Register a unique password for us to use when we need to visit or contact you, so that you feel safe in your home.

Bogus caller password:

If you are having difficulty paying your water charges, we have a range of financial support available. Visit dwrwymru.com/costofliving for more information.

If you fill in this form and return it to us, we will record your details on our Priority Services Register. We will contact you from time to time to check that your details are still up to date. Please let us know if any of your personal details or circumstances change. If you decide you don't want to be on our Priority Services Register any more, please call us on **0330 041 3394** between 8am and 6pm Monday to Friday and 8am to 1pm on Saturday and we'll remove your details. For more information on how we use your data, please see our 'How We Use Your Data' booklet – either ask us to send you a copy or visit our website dwrwymru.com/cop

Ffurflen Gais

Nodwch eich manylion i gofrestru am Wasanaethau Blaenoriaeth

Fy enw yw: Dyddiad geni:

Fy nghyfeiriad yw:

Rhif ffôn:

Cyfeiriad e-bost:

Llofnod: Dyddiad:

Rhif cyfrif y cwsmer (mae'r rhif yma'n ymddangos yng nghornel dde uchaf eich bil dŵr):

Rhannu eich manylion:

Ticiwch y blwch hwn os **NAD YDYCH** eisiau i ni rannu eich manylion â sefydliadau yn eich ardal er enghraifft cyfleustodau, gwasanaethau brys, awdurdodau lleol a gwasanaethau iechyd a allai eich helpu mewn argyfwng.

Enwch rywun i weithredu ar eich rhan

Defnyddiwch yr adran hon i rannu manylion y person rydych am ei enwebu

Enw'r person a enwebir:

Eu cyfeiriad:

Eu rhif ffôn: Eu rhif ffôn poced:

Llofnod y person a enwebir:

Os ydych chi am i'r person a enwebir dderbyn eich bil a'ch gohebiaeth, ticiwch y blwch yma

Os ydych am gael rhagor o wybodaeth am Athrneiaeth, ewch i www.gov.uk/government/organisations/office-of-the-public-guardian neu ffoniwch 0300 456 0300.