

# Introducing WaterCare

For when you need  
**a helping hand**



love every drop  
anglianwater 

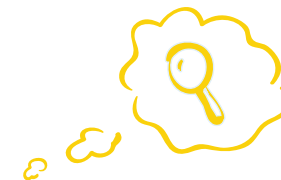
We know that sometimes, people might need extra support. **WaterCare** is here to help those who need us most.

Some customers may need help keeping up with their bills. They might have a medical condition or disability which means they would benefit from practical support, or help when water supplies are interrupted.

There are many other types of people we can help, and you'll find a few more examples on page **4**. But whoever you are, if you're finding life challenging right now - for whatever reason - we'll look at ways to help you out.



## We can help you out in lots of different ways



**But we understand you might not know where to look first.**

Please read through this leaflet, and if you think any of the support we offer could be helpful for you or a loved one, get in touch.

If you're still not sure, let us know and we'll match you up with the best support for you. Complete an Extra Care Assessment online at [anglianwater.co.uk/extra-care-assessment](https://anglianwater.co.uk/extra-care-assessment) and we'll look at how we can help you. That includes considering whether you'd be better off on our LITE tariff (find out more on page **7**).

## Firstly, how can we help?

Visit [anglianwater.co.uk/watercare](https://anglianwater.co.uk/watercare) or call us on **0800 919 155**.



**I need practical support**

Please turn to page **4**



**I'm finding it hard to pay my bills**

Please turn to page **6**



# Support as and when you need it

## Our Priority Service Register might be for you.

We can offer lots of additional practical support for you and your loved ones. Sign up and we'll make sure you get the help you need. It's completely free, and once you're on the Priority Service Register, you can stay on it for as long as you need.

## Who can we help?

A really wide range of people with different needs! But just to give you a few examples, we regularly help:

- ✓ People with **sight or hearing difficulties**
- ✓ People with **poor mobility**
- ✓ People with **serious or long-term illnesses**
- ✓ Parents with **babies under 12 months old**

Registration is **quick and easy**, and you can also register a friend, family member, or neighbour for the service (with their permission).

## How to sign up

- 📄 Online at [anglianwater.co.uk/priority](https://anglianwater.co.uk/priority)
- 📞 Call **03457 919 155**
- ✉️ Or, if you prefer, fill in the form, seal it, and post it back to us. You won't need to put a stamp on it.

# How our Priority Service can help

## Letting you know about upcoming work

We'll call or text you to let you know what's going on, if you'd prefer this to letters or information cards.

## Help with meter readings

If you find it difficult to read your water meter, let us know and we'll read it for you.

## Nominate a friend

If you have difficulty communicating or find it hard to understand your bill (or other information you receive from us) you can nominate a carer, family member or friend to receive your bills or speak to us for you.

## Interruption to water supplies

If your water supply is interrupted because of emergency or planned work, we'll contact you as a priority to see how we can best help you.

## Braille, large print, and audio

We can send you your bills in any of these formats, if it makes life easier for you.

## Sign Language Live Interpreter

British Sign Language users can contact us through the InterpretersLive! Service. Download the app or book an appointment at [anglianwater.co.uk/bsl](https://anglianwater.co.uk/bsl)

## Not sure who's at the door?

Anyone who visits you and says they work for us will have an identity card, which they'll be happy to show you. (They'll never say they're from the 'water board'.)

To double-check, call us on **0800 145 145** and we'll be able to describe the person at the door and tell you a code number, which they'll

also be able to tell you - just ask them. For extra reassurance you can agree a password with us and the caller will be able to give you this when they visit.

Still not sure? Simply shut the door and call us. If they work for us, they'll understand and be happy to wait while you check.

# Finding it difficult to pay?

Sometimes, bills aren't the first thing on your mind.

If you're finding it hard to pay, we can help. We can work out a payment plan, or switch you to a different tariff that's a better fit - see opposite for a few more details.

If you're recovering from an illness, medical treatment, or you're going through other life changes which are affecting your finances, we want you to feel like you can talk to us about it.

As a first port of call, you can get in touch with our specially-trained staff on **0800 169 3630** so we can look at ways to help.

And if you're unsure, you can help us understand the best way to help you by filling in our Extra Care Assessment form. You can do this online at [anglianwater.co.uk/extra-care-assessment](http://anglianwater.co.uk/extra-care-assessment) or, if you prefer, fill in a paper copy, seal it, and post it back to us. You won't need to put a stamp on it.

## Independent advice

Free and confidential advice can also be found by calling the following organisations.

National Debt Line	<b>0808 808 4000</b>
StepChange Debt Charity	<b>0800 138 1111</b>
Civil Legal Advice	<b>0345 345 4345</b>



# Could another tariff work better for you?

We have three special tariffs designed for customers who pay meter-based charges.

**WaterSure** With this tariff, you'll pay us a fixed amount each year – and that's that. It's designed for households with three or more children under the age of 18, or if your household uses a lot of water because of a medical condition.

**AquaCare Plus** This tariff helps people who find it difficult to pay their water bill, and who receive certain benefits. It has a higher fixed rate than our standard household tariff, but charges less for the water you use.

**LITE** This tariff helps by supporting you if you have a low disposable income and are struggling to pay your water bill. Subject to meeting certain requirements, we can help by discounting your water charges by up to 80%.

You can find out more and apply for WaterSure, AquaCare Plus, and LITE at [anglianwater.co.uk/charges](http://anglianwater.co.uk/charges)

## Save money with a meter

If you don't have one, apply today. Once it's installed, you'll only pay for the water you use. If you decide it's not for you, you can switch back within the first 2 years for free.

## Need help with debt?

We have a dedicated team to help you manage things. And we have a range of support schemes which can help you make sure your payments are affordable as you pay down your debt.



# Getting in touch



## Want to be added to the Priority Service Register?

Call **0800 919 155**



## Water and sewerage queries

Call **03457 145 145**

## Difficulty paying your bills?

Call **0800 169 3630**



## General account queries

Call **03457 919 155**

Unsure which number to call? Dial **03457 919 155** and we'll put you through to the right person.

If you use a textphone service, talk to us by calling **0800 917 5901**.

