



# Priority Services Register

HOW IWNL CAN HELP IF YOU HAVE VULNERABILITIES





## Priority Services Register (PSR)

If you are of Pensionable Age, disabled, or chronically sick you may consider joining our Priority Services Register.

Find out about the ways we can support you.

We provide a range of services to support customers identified as vulnerable. This could include customers who:

- Are blind or partially sighted
- Are deaf or hard of hearing
- Have disabilities
- Have long term illnesses
- Have a child under the age of five living in the home
- Are in financial difficulties
- Have difficulty communicating

## Nominate someone to manage your account

You can nominate a third party to discuss your account on your behalf. They can deal with general and bill enquiries, pay your bill or be contacted if a bill has not been paid.



## Doorstep password scheme

Protection from cold callers with the password scheme. Any time a representative of IWNL comes to your property, we will use the password on your account so you know it is us.



## Extra help and support we provide



### Priority in emergency situations

Receive priority fault repair in the event of a water emergency

### An alternative supply in case of an emergency

If the supply is interrupted for more than 12 hours, we will provide an alternative supply of water for customers registered as vulnerable.

### An alternative way to receive documents

We can provide our documents and bills in different formats, such as large print or Braille. We can also provide translated bills or talking bills.



## Having difficulty paying you water bills?

We understand at times it can be difficult to manage your finances. If you're having problems paying your bills, please contact us so to discuss how we can support you.

For free advice to help you manage your finances, these organisations offer confidential support:

### Step Change

Free, independent debt advice:

0800 138 1111  
stepchange.org

### Citizens Advice

General money, legal and consumer support.

03444 111 444  
citizensadvice.org.uk

### Money Advice Service

For debt advice and tools for managing budgets.

0800 138 7777  
moneyadviceservice.org.uk

## How to join our PSR

To sign up to IWNL's PSR, you can log in to your IWNL online account, call us or send us a contact form. You can also chat to us live online using webchat.

T: 02920 028711  
W: [iwnl.co.uk/contact-us](http://iwnl.co.uk/contact-us).

We are available 8am to 8pm Monday to Friday, and 9am to 1pm on Saturdays.



## Independent Water Networks

T: 02920 028711

W: [iwnl.co.uk](http://iwnl.co.uk)

### Our office hours

#### GENERAL QUERIES AND BILLING:

Monday – Friday 8am – 8pm

Saturday 9am – 1pm

#### WATER OR DRAINAGE EMERGENCIES:

Available 24 hours a day, seven days a week.

