



# Priority Services Register

How we can help if you have vulnerabilities

# Priority Services Register (PSR)

We're committed to supporting you in every way we can, especially during challenging circumstances. Our Priority Services Register (PSR) is a free service designed to give you extra support when you need it most.

If you have a medical condition, a disability, are a pensioner, or need temporary support, you may want to join our PSR.

We provide various services and support. This includes sending bills in different formats, talking to someone about your account for you, and helping you find ways to pay your bills.

We provide a range of services to support customers identified as vulnerable. These 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



Scan for more information on our Priority Services Register

## Our PSR offers these benefits:

- We'll keep you informed if an incident affects your water supply.
- Priority fault repairs and an alternative supply after 12 hours.
- Braille, large print, audio or translated documents.
- We offer a doorstep password scheme for home visits, so you can trust our team when we visit.
- We'll arrange for someone of your choice to help you manage your account.
- Financial support available if you're worried about paying your bills.

## The help and support we offer



### Doorstep password scheme

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



### 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.



### 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. Call us to request a nomination form.

## How to join our PSR

To sign up to our PSR, you can log into your online account, call us, or contact us through our website. You can also chat to us live online using webchat.

- Phone us on: **02920 028711**
- Visit our website: **[www.iwnl.co.uk](http://www.iwnl.co.uk)**
- Chat to us live: **[www.iwnl.co.uk/contact-us/](http://www.iwnl.co.uk/contact-us/)**
- Write to us at: IWNL, Driscoll 2, Ellen Street, Cardiff, CF10 4BP
- Send us a WhatsApp message by scanning this QR code:



# Contacting us

## General account queries and billing



Phone us on: 02920 028711



Visit our website: [www.iwnl.co.uk](http://www.iwnl.co.uk)



Chat to us live: [www.iwnl.co.uk/contact-us](http://www.iwnl.co.uk/contact-us)



Write to us at: IWNL, Driscoll 2, Ellen Street, Cardiff, CF10 4BP



Send us a WhatsApp message by scanning the below QR code:



## Our opening hours are:

Monday to Friday - 8am - 8pm

Saturdays - 9am to 1pm

## Water or drainage emergencies

Available 24 hours a day, seven days a week

Phone us on: 02920 028711