



ADDITIONAL SERVICES FOR ELDERLY AND DISABLED CUSTOMERS, CUSTOMERS WITH MEDICAL CONDITIONS AND CUSTOMERS WITH SPECIAL NEEDS

Dee Valley Water is committed to providing excellent standards of service to all our customers. We understand that some customers may require further assistance with the services we provide because they are disabled, older, ill or have learning difficulties. This leaflet explains the range of free additional services we can provide and how to register for the services you need.

Reading and Understanding Your Bill

If you experience difficulty with your sight we can issue a copy of your water bill in large print, Braille or on audiocassette. We can also send a representative of the Company to your home to discuss the bill with you.

If you have to go to hospital or are likely to be away from home for some time or if you have difficulty understanding your bill, we can accept a name and address of a relative or friend to send your bill to. They could then remind you to pay the bill, explain the details and arrange payment for you. Your relative or friend must agree to do this for you before you give us their name.

If you have no relative or friend you would like to nominate we can ask Social Services to act on your behalf.

Vulnerable Group Tariff

We offer a vulnerable group tariff which could reduce charges to customers on a metered water supply who suffer from the following medical conditions:

- Renal failure requiring home dialysis
- Abdominal stoma requiring treatment at home
- Desquamation (flaky skin loss)
- Weeping skin disease (eczema, psoriasis, varicose ulceration)
- Incontinence
- Crohn's disease
- Ulcerative colitis
- Any other conditions resulting in significant additional water use

For further information about our Vulnerable Group Tariff, please contact our Customer Services Department on 01978 833200.

Repositioning of Water Meters

If you have difficulty reading or checking your water meter we may be able to move it to a more convenient position. We would carry out a survey and advise you of the cost involved. If you are registered physically disabled we may carry out this work free of charge.

If you are about to have a meter installed please check that the proposed position is accessible to you before installation. This will ensure that the meter will not have to be re-positioned at a later date at possible cost to you.

If it is not practicable to re-position the meter and you are registered physically disabled we can offer an additional meter reading each year upon request. Please complete the attached application form and return it to us.

What Happens if Your Water Supply is Turned Off

Sometimes we may have to turn off your water supply to carry out important repairs. We will advise you before this happens by sending you a card.

Sometimes your supply may go off without prior warning for reasons we cannot control. We will then drive around your area advising you by loud hailer. If you think you would have difficulty hearing a message on a loud hailer we can arrange for a representative of the Company to contact you by telephone or by card. Please contact us on 01978 833200 to register.

Customers with Medical Conditions

We are aware that some of our customers cannot do without water. This would include customers on home dialysis or customers who need to take constant regular medication. If this applies to you we will arrange to deliver emergency bottled water supplies to you in the event of supply interruptions. Please register now for this service by contacting our Control Room on 01978 846946.

Password Scheme

We know that there are some people who say they work for us purely to try and gain access into your home. This is why, in addition to carrying identification cards, we can arrange for our staff to use a password when they visit you. To register please contact our Customer Service Team on 01978 833200 giving details of your chosen password. We will keep details of it on our system and our staff will quote your password when they call at your home.

Identification

In September 2005 we signed up to the National Cold Calling Protocol in conjunction with Wrexham Trading Standards and North Wales Police. This means that wherever possible we will make an appointment with you before visiting you in your home. Where making an appointment is not possible, all Company representatives carry identification cards which include their photo, and they expect you to check their identity before you allow them into your home. You should never allow anyone into your home without checking his or her identification card first. If you have any doubts please contact our Control Room on 01978 846946.

Remember:

- Fasten your security chain before opening your door to anyone
- Check their identification card **before allowing them into your home**
- If they are unable to show you their identification card **don't allow them into your home**
- If you have registered your password and they cannot give it to you **keep them out**
- If in doubt **KEEP THEM OUT** and contact us on 01978 846946

Home Visits

If you are housebound we can provide a home visit to advise on methods of payment or the services available to you.

Water Efficiency

Customers on a metered supply can reduce their water and sewerage bills by eliminating the waste of water. The Company offers advice on how to save water and can carry out a free audit of your water consumption. For further information please contact us on 01978 846946.

How to Register

To register for any of the services described in this leaflet please complete the attached application form and return it to the following FREEPOST address (no stamp required)

Dee Valley Water plc
FREEPOST WX60
Packsaddle
Rhostyllen
Wrexham
LL14 4EH

If you are unable to complete the application form yourself and you do not have anyone to assist you please contact us on 01978 833200, Monday – Friday 8am to 6pm

Useful Addresses and Telephone Numbers:

Wales Council for the Blind

Shand House
3rd Floor
20 Newport Road
Cardiff
CF24 0DB

Telephone (029) 2047 3954

Disability Wales

Llys Ifor
Crescent Road
Caerphilly
CF83 1XL

Telephone (029) 2088 7325

Wales Council for the Deaf

Glenview House
Courthouse Street
Pontypridd
CF37 1JY

Telephone (01443) 485687
Minicom (01443) 485686

Age Concern (Cymru)

4th Floor
1 Cathedral Road
Cardiff
CF11 9SD

Telephone (029) 2037 1566

Disabled Living Centres Council

Redbank House
4 St Chad's Street
Cheetham
Manchester
M8 8QA

Telephone (0161) 834 1044