



ExtraCare



our range of
free services for
customers with
extra needs



Working for you 24 hours a day, everyday.

United Utilities provides daily water and wastewater services to seven million people. From Carlisle to Crewe, Morecambe to Macclesfield, we operate one of the biggest water and wastewater systems in the world.

Around the clock, we provide water to customers' taps – safe, wholesome and essential. We also take away and treat your wastewater – making it clean before returning it safely to the environment.

Can we offer you ExtraCare?

'ExtraCare' is the name we give to a range of FREE services that we offer to our water customers with extra needs. Our ExtraCare services are ideal for customers who have:

- a disability
- a serious illness or
- sight, hearing or learning difficulties

Signing up for our ExtraCare services would also be suitable for:

- older customers who need a little extra help
- customers who would like to set up a password to protect against bogus callers (see page 14 for full details of this service)

This booklet outlines the range of free services that are provided to our ExtraCare customers. If you have any specific questions please call us on **0845 746 1100**.

How do I register for ExtraCare?

Registering for ExtraCare is easy. Simply fill in the ExtraCare form at the back of this booklet and send it back to us.

Or, you can register online at **www.unitedutilities.com/extracare**

Please give us as much information as possible to ensure that we register you for the correct services.

You can also register via the telephone. Please call us on **0845 746 1100** so that we can discuss your extra needs further.



If you know of anyone who might need our ExtraCare services, please tell them about this booklet and how to contact us.

You can also request this booklet in Braille, audio cassette or CD – to order, please call us on **0845 746 1100**, textphone **0808 143 1195** or write to us at United Utilities, PO Box 459, Great Sankey, Warrington WA55 1WB.

Remember...

If you move outside the North West area, you will need to contact your new water supplier to register for their special assistance scheme.

Also...

Don't forget to contact your gas and electricity suppliers to register for their special assistance schemes (please check your recent utility bills for the correct telephone numbers to call).

Please note:

If you live in an area which receives water and wastewater services from different companies, please remember to register with both companies for their special assistance schemes.

ExtraCare... and your water supply

From time to time, we may need to carry out work on the water network.

This helps us to keep up the high quality of your water supply.

This may mean shutting off your water for a short time. If we have to do this, we will put a card through your letterbox in advance, giving you information about the shut-off.

If you are registered with ExtraCare we will take extra steps to warn you about any changes to your water supply.

If you have told us that you are **blind** or **partially sighted**, we will contact you personally if we plan to shut off your water supply.



If there is a burst

It may not always be possible to tell you in advance when we have to shut off your water supply. If we have a burst water main we may have to shut off the water quickly.

If this happens, we will tell you by using a loudspeaker in the street. If a large area is affected, there will be an announcement on local radio.

However, if you have told us that you are **deaf** or **hard of hearing**, we will contact you personally about any emergency shut off which may affect you.

If the water supply will be off for more than 12 hours, we will put a water tanker nearby for you to collect water from. However, if you have told us that you are **blind** or **partially sighted**, **disabled** or have **limited mobility**, we can provide a small amount of bottled water in emergency situations.

Please note that bottled water is not delivered automatically – if you have registered for ExtraCare you must ask for it during an emergency by calling us on **0845 746 2200**, or textphone **0808 143 0295**.

ExtraCare... and dialysis patients



We take special steps for our customers who dialyse at home.

If you dialyse at home you should already be registered with us by the hospital you attend. If you are unsure whether or not you are registered, please call us on **0845 746 2200** or textphone **0808 143 0295** to check.

If we plan to shut off your water supply to carry out work on the water network, we will normally try to avoid the shut-off on the day you dialyse. If this is not possible, we will contact you as soon as

the work is planned, advising you about the shut-off, so you can make alternative arrangements.

In the event of an emergency interruption such as a burst water main, we will contact you as soon as possible to give you as much information as we can.

If you haven't heard from us and your water supply has gone off, you can call us on a **dedicated telephone number**.

We will give you this number when you register with us.

ExtraCare... and your bill

We can send your bill in a way that's easier for you to read.

If you have difficulty reading your bill we offer a number of services which may help.

Braille or large print

We can send your bill in Braille or large print.

Talking bill or leaflet

We can call you with details about your bill (and the leaflet which accompanies your bill if you request this) before we send it, so that you can ask us any questions.



Nominee scheme

We can send your bill to a friend or relative if you would prefer, but please make sure that you check with them before you give their details to us.

Help for metered customers using large amounts of water

If you have a meter installed at your property (or you are paying an assessed charge because we were unable to fit one) and you use large amounts of water for essential purposes, you may benefit from our WaterSure scheme.

If you are accepted onto the scheme, your new charges will be capped at

the same amount as the average household bill.

The scheme is available to customers who receive certain income-related benefits **and either** have a large family or where a member of the household has a medical condition which requires significant extra water usage.

To order a WaterSure information pack, telephone our automated leaflet line on **0845 303 7711**.

Alternatively log on to our website **www.unitedutilities.com/watersure** for an application form.

If you have any questions in relation to WaterSure please call us on **0845 309 3001**.

ExtraCare... all about water meters

If you live on your own, have a small family, or live in a house with a high rateable value, you may be better off with a water meter. We fit meters free of charge, for further details log on to our website

www.unitedutilities.com/meters or telephone our leaflet line on **0845 303 7711** to request an application form.

If you have a meter and it's difficult to get to it or read it, let us know. We may be able to help by moving it to a more accessible place, as long as your plumbing arrangements allow. If you are **blind or partially sighted**, we can arrange for your meter to be read on a quarterly basis – just let us know.



Help with paying your bill

If you are having difficulties paying your water bill, call us as soon as possible. We're happy to discuss flexible payment arrangements and have a number of support schemes depending upon your personal circumstances.

For more information, contact us on

0845 746 2222

(if you have a water meter)

or **0845 746 1100**

(if you don't have a water meter).

Further information if you are disabled

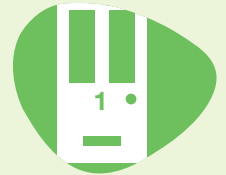
If you have access to the internet, visit www.direct.gov.uk for a wealth of disability information including financial support, education, health, housing, rights and obligations, and equipment providers.

ExtraCare... when we visit you

Our password scheme can help protect you against bogus callers.

When we need to visit your home, we want you to be confident that the person at your door is a genuine caller from United Utilities.

That is why all our employees carry identification cards. The card includes a photograph of the employee and we will always be happy to show you this card when asked.



If, after looking at the ID card you are still unsure if the caller is genuine, then please telephone us on **0845 746 2200** and we will check the caller's identification.

To make it easier for our customers who are blind, the card has a contact number in Braille on the back.

Our password scheme

We have a **password scheme** for extra peace of mind. All you have to do is let us know the password you would like us to use if we visit you. The password will only be known to you and us.

When any of our employees visit you, ask them to give you the password before you let them in.

You can set up a password by completing the enclosed application form or telephoning us on **0845 746 1100**.

**Remember, if in doubt –
keep them out!**

ExtraCare... and improving access to our land and reservoirs

Recreational facilities

We own and manage land and reservoirs in some of Britain's most beautiful landscapes, from the Lake District and the Peak District, to the West Pennine Moors and Forest of Bowland. We want people to enjoy the facilities we offer and we continue to improve access for people with disabilities.

For more information about our recreational facilities please visit our website **www.unitedutilities.com**



ExtraCare... and keeping in touch

Not all of our customers can call us, so we offer other ways to keep in touch.



Textphone service

If you have **hearing** or **speech difficulties**, we have a textphone service.

Our textphone numbers are:

0808 143 1195 for enquiries about your bill. **0808 143 0295** for enquiries about your water or wastewater service.

Calling our textphone is free of charge.

RNID Typetalk

Textphone users can also contact us via RNID Typetalk. Simply dial 18001 on your textphone before dialing the United Utilities phone number and an RNID Typetalk Operator will relay the conversation to us.

Email

If it's easier, you can also contact us by email at **customer.services@uuplc.co.uk**

Sign language interpreters

If you need an appointment with one of our employees, you can ask for us to arrange an interpreter to be present.

Booklets from United Utilities

Many of our booklets are available in **Braille**, **large print** and **audio cassette** or **CD**. Please let us know if you would like any information in the formats above.

ExtraCare... when you need to contact us

Questions about your bill, if you have a water meter

Telephone **0845 746 2222**

Textphone **0808 143 1195**

Monday to Friday 8am to 8pm

Saturday 8am to 5pm

Or write to:

United Utilities,
PO Box 50, Warrington
WA55 1AQ

Questions about your bill, if you don't have a water meter

Telephone **0845 746 1100**

Textphone **0808 143 1195**

Monday to Friday 8am to 8pm

Saturday 8am to 5pm

Or write to:

United Utilities,
PO Box 50, Warrington
WA55 1AQ

Questions about your water supply and sewer service

Telephone **0845 746 2200**

Textphone **0808 143 0295**

Monday to Friday 8am to 8pm

Saturday 8am to 6pm

Sunday and Bank

Holidays 8am to 12pm

Please use the same numbers for emergencies (24 hours)

Or write to:

United Utilities,
PO Box 453, Warrington
WA55 1SE.

How to register for ExtraCare

To register for our ExtraCare services, please fill in the form included, or ask someone to do it for you. Simply tick the boxes that apply to you, then send it to:

United Utilities, PO Box 459, Great Sankey, Warrington WA55 1WB

If you have a problem filling in this form, we can help you register. **Call us on:**

Telephone 0845 746 1100 or Textphone 0808 143 1195

Or you can register via our website: **www.unitedutilities.com/extracare**

Once we receive your ExtraCare registration form, we will let you know which services you are registered for. We will treat all information in the strictest of confidence.

Our customer service publications include:

- All about water meters
- A guide to using water wisely
- A simple guide to water pipes, drains and sewers
- A simple guide to paying your bill
- Our standards of service
- WaterSure Scheme for metered customers

If you would like any of the booklets above, please call our 24-hour automated leaflet request line on **0845 303 7711** or textphone **0808 143 1195** or write to United Utilities (Dept LR), 1050 Europa Boulevard, Warrington WA55 1LR.

All our booklets are available in large print or Braille. If English is not your main language, we may be able to help you. We translate our key service booklets into Hindi, Urdu, Gujarati, Chinese, Bengali and Punjabi. Please call us on **0845 746 1100** or textphone **0808 143 1195** to request a copy.

To find out more, visit our website www.unitedutilities.com



Haweswater House, Lingley Mere Business Park,
Lingley Green Avenue, Great Sankey, Warrington WA5 3LP
www.unitedutilities.com

You can download all of our leaflets online at
www.unitedutilities.com/leaflets

Pulp produced from renewable timber on a fully sustainable basis using a chlorine free bleaching process. Printed in the North West on recyclable paper.



ExtraCare registration form

Please make sure you fill in the form completely and return it to United Utilities, PO Box 459, Great Sankey, Warrington WA55 1WB. Registering for ExtraCare is completely FREE.

Mr/Mrs/Miss/Ms **Last Name**

Address

Post code

Telephone number

Mobile phone number

Textphone number

E-mail address

Your customer reference number (shown on your water bill)

How did you hear about our ExtraCare scheme?

- Water bill
- Community event
- Friend/relative
- Advert in newspaper/magazine
- Money advice centre/community organisation

To ensure that we register you for the correct services, please tick any of the boxes that apply to your circumstances:

- Blind
- Partially sighted
- Deaf
- Hard of hearing
- Password scheme
- Disabled or limited mobility
- Learning difficulties
- Haemo dialysis at home
- Serious medical condition (please state)

Is there anything else we should know? _____

Please turn over

Bill services

If you have problems with your sight, or have learning difficulties, we can help you by sending your bills in a format that's easier for you.

- I would like my bills in Braille
- I would like my bills in large print
- I would like you to call me before sending out my bill (talking bill)
- I would like to nominate a friend or relative to receive my bills
(if yes, please fill in their details below)

Nominated friend or relative to receive my bills

Mr/Mrs/Miss/Ms

Last Name

Address

Post code

Telephone number

Password scheme

If one of our employees has to visit your home, would you like us to use a password?

- Yes No

If yes, what password (up to 12 letters) would you like us to use?

(Please use capital letters)

Please register me on the ExtraCare scheme

Signature

Date