

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 services include:

- a password scheme (see page 6)
- personal notification of water shut-offs
- large print, Braille and talking bills

Our ExtraCare services are ideal for customers who:

- are older
- have a disability
- have a serious illness
- have sight, hearing or learning difficulties

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**.

This booklet is also available in other languages. Please refer to the back of this booklet for full details.

How do I register for ExtraCare?

Registering for ExtraCare is easy.

You can call us on **0845 746 1100**.

Or register online at
unitedutilities.com/extracare

Alternatively please fill in the ExtraCare form enclosed with this booklet and send it back to us.

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



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 **Priority Service Registers** (please check your recent utility bills for the correct telephone numbers to call). Data protection rules prevent us from passing your details to other companies on your behalf.

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... 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 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 **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 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... 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 **[unitedutilities.com](https://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

There are a number of ways to register for our ExtraCare services.

Telephone 0845 746 1100 or textphone 0808 143 1195

Apply on-line at unitedutilities.com/extracare

Complete the enclosed form (or ask someone to do it for you) and return it to:

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

Other leaflets that may be of interest:

- Our standards of service
- A simple guide to pipes, drains and sewers
- Could you pay less with a water meter?
- Testing household water meters
- A simple guide to paying your water bill
- A guide to using water wisely
- Watersure
- Our complaints procedure
- Replacing lead and common supply pipes

All our leaflets are available to download from our website: unitedutilities.com/leaflets. Alternatively, 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, Braille and on audio cassette.

If English is not your main language, we may be able to help you. We translate all 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.

Your bill

To discuss your bill call **0845 746 1100** (if you don't have a water meter) or **0845 746 2222** (if you have a water meter) or textphone **0808 143 1195**. Monday to Friday 8am to 8pm, Saturday 8am to 5pm.

Or write to: United Utilities, PO Box 459, Warrington, WA55 1WB.

Your water and wastewater services

To report problems with your water or wastewater services call **0845 746 2200** or textphone **0808 143 0295**. Monday to Friday 8am to 8pm, Saturday 8am to 6pm, Sunday 8am to 12 noon. Emergency service out of hours.

Or write to: United Utilities, PO Box 453, Warrington, WA55 1SE.

unitedutilities.com

United Utilities Water PLC
Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Warrington
WA5 3LP

Registered in England and Wales
Registered Number 2366678



DELIVERING TODAY,
BUILDING FOR TOMORROW

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:			
Postcode:			
Telephone number:			
Mobile number:			
Textphone number:			
E-mail address:			
Your customer reference number (shown on your water bill)			
How did you here about our ExtraCare scheme?	Water bill		Advert in newspaper/magazine
	Community event		Money advice centre/community organisation
	Friend/relative		
To ensure that we register you for the correct services, please tick any of the boxes that apply to your circumstances:	Blind		Disabled or limited mobility
	Partially sighted		Learning difficulties
	Deaf		Haemo dialysis at home
	Hard of hearing		Password scheme
	Serious medical condition (please state)		
Is there anything else we should know?			

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.	<input type="checkbox"/> I would like my bills in Braille		<input type="checkbox"/> I would like my bills in large print		
	<input type="checkbox"/> I would like you to call me before sending out my bill (talking bill)		<input type="checkbox"/> 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:					
Postcode:					
Telephone number:					
Password scheme: If one of our employees has to visit your home, would you like us to use a password?				<input type="checkbox"/> Yes:	
				<input type="checkbox"/> No:	
If yes, what password (up to 12 letters) would you like us to use? <i>Please use capital letters</i>					
Please register me on the ExtraCare scheme	<input type="text"/>		Signature		
	<input type="text"/>		Date		

Important reminder

Please contact your energy company (their telephone number can be found on a recent bill) and ask to be registered on their Priority Service Register to ensure they are aware of your extra needs. Unfortunately data protection rules prevent us from doing this on your behalf.



unitedutilities.com

United Utilities Water PLC
 Haweswater House
 Lingley Mere Business Park
 Lingley Green Avenue
 Warrington
 WA5 3LP

Registered in England and Wales
 Registered Number 2366678

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