

# Help when you need it most

We can all benefit from a bit of extra help at some stage in our lives. This could be due to age, ill-health, disability, mental health problems, financial worries or language barriers.

Registering for Priority Services is free and it means that you will benefit from additional services to support your particular needs.

So if you, or someone you know, would appreciate a little bit of extra help, please call us for a chat on **0345 072 6093** or visit **[unitedutilities.com/priorityservices](https://unitedutilities.com/priorityservices)**



# Priority Services

## - how we can help

We offer a range of free services to customers on our Priority Services register such as:

- a dedicated team on hand to listen and help;
- you can nominate a carer, family member or friend to speak to us on your behalf;
- text relay service;
- Braille, large print and 'talking' bills and leaflets;
- knock and wait service, so if you tell us you have mobility needs, we'll wait after knocking to allow you enough time to answer the door;
- protection from bogus callers with a password protection scheme to help keep you safe;
- translation services;
- notice of interruptions to your water supply;
- support for dialysis patients;
- help if you're struggling to pay your water bill; and
- bills sent to a relative, carer or friend to help you check them.

These services are available to all our customers, whether you are the named bill payer or not.

To register, call us on **0345 072 6093** or visit **[unitedutilities.com/priorityservices](https://unitedutilities.com/priorityservices)**