



**Scottish
Water**

Trusted to serve Scotland

Your guide to our Priority Services Register





Priority Services Register

Your water and waste water services are essential to daily life, and it's often not until these services are interrupted that you appreciate just how important they are.

Some people rely on these services more than others, such as those with medical conditions, older people, young children or people living with disabilities.

In order for us to ensure our customers receive the support they require we have a Priority Services Register. This helps us look after customers who have extra communication, access or safety needs. By signing up to our free, confidential register, we can try to ensure you receive a service to meet your needs. This could be distributing bottled water in the event of a large scale interruption to your water supply, providing large print materials or ensuring we allow a little extra time if we arrange a visit or appointment to your home.



You may wish to sign up to our free Priority Services Register if you:

- Require water for medication.
- Require water for strict hygiene practices.
- Have a disability or chronic illness.
- Are on dialysis or have a low immune system.
- Have a mental health issue or rely on care support.
- Are deaf or hard of hearing.
- Are blind or partially sighted.
- Are elderly or infirm.
- Look after new born or very young children.

- Have individual communication requirements.
- Have mobility issues.
- Have dementia.
- Have a temporary condition, such as post hospital recovery.

To add your information to our Priority Services Register, you can complete the form included in this leaflet and return it to us in the reply paid envelope. Alternatively, you can contact us directly by calling our **Customer Helpline** on **0800 0778778**, emailing **help@scottishwater.co.uk** or visiting our website at **www.scottishwater.co.uk/support**



Our Priority Register services include:

Knock and wait scheme

If it takes you a little longer to answer the door, we can ensure we wait for you.

Password

If we arrange a visit or appointment to attend your home, you can provide a password for us to use to prevent bogus callers.

Support with mobility/accessibility

If you need help getting about, we can take note of this to ensure we support you with things such as carrying bottled water, or keeping your driveway clear in the event of work going on in your area or flooding.

Support in the event of a large scale interruption to your water supply.

If there is a significant water supply interruption in your area, we'll make you aware of it and check if you require any additional support.

Communication options

Next Generation Text (NGT) Relay – 18001 0800 0778 778

If you have a speech or hearing difficulty you can use Next Generation Text (NGT) Relay (formerly known as Text Relay).

Large print materials

16 point minimum size.

Braille or audio

Alternative language documents

ContactScotland-BSL (British Sign Language)

We support the use of ContactScotland-BSL to allow British Sign Language users to interact with our Customer Advisers. You can find out more information about the service at www.contactscotland-bsl.org

Other utilities we work with

Energy companies operating in Scotland also offer a similar service to our Priority Services Register. It is a free service that helps energy companies look after customers who have extra communication, access or safety needs.

Electricity

There are two electricity Distribution Network Operators who look after the wires and cables that bring electricity to communities across Scotland. They are Scottish & Southern Electricity Networks (SSEN), who are responsible for the north of Scotland, and SP Energy Networks (SPEN) who are responsible for central and southern Scotland. Both operators have a Priority Service Register and you can find out more information here:



Scottish & Southern
Electricity Networks (SSEN)

www.ssen.co.uk/psr

0800 294 3259



**SP ENERGY
NETWORKS**

SP Energy Networks (SPEN)

www.spenergynetworks.co.uk/psr

0330 10 10 167



Gas

Gas network company SGN also has helpful information on its website about its other initiatives to support vulnerable members of our communities to stay safe and warm: www.sgn.co.uk/extra-help





We also work closely with Age Scotland, who is the leading charity that represents older people in Scotland with their rights and interests. They provide an information and advice service to older people by phone, email and letter on matters including money (such as benefit checks), social care, housing, legal and friendship. You can find out more by contacting them on **0800 12 44 222** or by visiting www.ageuk.org.uk/scotland

Keeping up to date and getting in touch

Find out more about Scottish Water, our services, our customer charter and keep up to date with what we are doing in your area:

Visit



www.scottishwater.co.uk

Follow us



facebook.com/scottishwater



[@scottish_water](https://twitter.com/scottish_water)

Email



help@scottishwater.co.uk

Call

Customer Helpline free 24/7



0800 0778778

Alternative formats of this leaflet can be made available free of charge. For information on Braille, large print, audio and a variety of languages, please call our Customer Helpline.

If you have a disability, medical condition or other reason where you may need additional assistance from Scottish Water then please contact us and we can add your name, address and requirements to our confidential Priority Services Register.

We record all calls for quality and training purposes.