

United Utilities - Raising Awareness Of Priority Services



Free 'Train the Trainer' Sessions



Help your service users access the extra support available from their water company United Utilities. This session gives your team the key information they need to confidently signpost people to our Priority Services Scheme

The session covers:

- What the Priority Services Scheme is and who can benefit
 - The types of support we offer beyond supplying water
- How we help customers with health conditions, mobility needs, communication barriers, or temporary vulnerabilities
 - How to recognise when someone may benefit from being added to the Priority Services Register
 - How to guide service users through registration
 - What to expect during supply interruptions, emergencies, or planned works
 - How our support can complement the care and services you already provide



Why it matters:

Many people don't know their water company can offer help such as incident support, accessible communication options and help with bills. By sharing this information, you can help ensure your service users stay safe, supported, and informed. Equip your team with the knowledge to signpost confidently and make a real difference to the people you support.

Email our Outreach mailbox to request a session or for more information: PSOUTREACH@uuplc.co.uk