

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 register online at:

unitedutilities.com/priorityservices

or call 0345 672 2888.

Scan the QR code to register online



Priority Services - how we can help

- Dedicated team on hand to help.
- Nominee scheme, which allows you to choose a carer, family member or friend to speak to us on your behalf.
- Bills in Braille or large print, or on coloured paper. We can also talk you through your bill.
- Password scheme to protect you from bogus callers.
- Recite Me accessibility service on our website.
- We will deliver bottled water within six hours of your water being turned off if you are one of our most vulnerable customers.
- We can help with reading your water meter or move it to make it easier to read.
- Our 'knock and wait' service means we give you extra time to answer the door when we visit.
- Translation services.
- We will give you notice if we need to turn your water supply off.
- Alternative water supply if your water will be off for a long time.

10/24/SD/10498b