

Anglian Water

working in partnership with Stay Well

love every drop
anglianwater 

Finding it difficult to pay your bills?

Anglian Water's specially-trained **Extra Care Support** team can help find a way forward, with a personalised plan made just for you.

Visit **anglianwater.co.uk/extra-care** or call **0800 232 1951** and the team will look at ways to help. They can also tell you about other support and benefits services you can contact. Remember, switching to a meter and spending just one minute less in the shower every time can save up to £120 on your water and energy bills each year.

Priority Services Register

Anglian Water's **Priority Services Register** offers practical support for a wide range of people. It's completely free, and once you're signed up, you can stay on it for as long as you like.



Who can the Priority Services Register help?

It can help a really wide range of people with different needs. That includes people who have sight or hearing difficulties, serious or long-term illnesses, or who have babies under 12 months old - among many other groups.

Signing up is quick and easy

Call **0800 232 1951** or visit **anglianwater.co.uk/priority** to register. If you know someone else who might benefit from this support, please share this information with them.

How can the Priority Services Register help?

It can help in lots of different ways. Here are just a few examples:



Anglian Water can **read your meter** for you, if you find this difficult.



You'll be contacted if your supply is affected by an emergency or for planned repairs, and **bottled water can be delivered if needed**.



You can ask to have your bills produced in **Braille, large print or audio formats**.



If you have mobility difficulties, workers **can wait longer** if they knock on your door.



You can allow a **relative, friend or carer** to take care if your account for you.