



## Independent Help

### **Consumer council for Water**

The regional independent watchdog set up to look after the interests of water customers. If we don't resolve a complaint to your satisfaction, you can refer the matter to:

### **Consumer Council for Water, Northern Region**

**8<sup>th</sup> Floor, Northgate House, St Augustine's Way, Darlington DL1 1XA**

Telephone 08457 089 367 or **01325 464222** depending upon the type of telephone you are using or email [\*\*northumbria@ccwater.org.uk\*\*](mailto:northumbria@ccwater.org.uk)

### **The Drinking Water Inspectorate**

Checks that we comply with the regulatory standards for drinking water quality, as set out in UK regulations. They will also investigate customer complaints regarding water quality if you're not happy having raised the issue with Hartlepool Water. You can contact them by writing to:

**DWI, Room M08, 55 Whitehall, London SW1A 2EY** or email [\*\*dwi.enquiries@defra.gsi.gov.uk\*\*](mailto:dwi.enquiries@defra.gsi.gov.uk)

### **The Citizens Advice Bureau (CAB)**

...this service offers confidential advice on managing family budgets and support for customers in debt. The local office is situated in **87 Park Road near York Road** and can be contacted on **01429 231281** or email [\*\*enquiries@hartlepool-cab.co.uk\*\*](mailto:enquiries@hartlepool-cab.co.uk)

### **The Hartlepool Credit Union**

A not-for-profit organisation owned by its members offering a savings and loan service with expert money advice to help manage the family budget. Wages and benefits can be paid directly into your own account and budget plans agreed to help you plan. The local office is situated at **3/4 Avenue Parade, Avenue Rd, Hartlepool** and can be contacted on **01429 863542** or email [\*\*moneywise@tiscali.co.uk\*\*](mailto:moneywise@tiscali.co.uk)

### **The West View Advice & Resource Centre**

Established over 25 years, this service offers a wide range of advice including debt and welfare, completion of forms and help with family budgeting calculations. They also have outreach sessions throughout Hartlepool in a neighbourhood near you. The office is based at **30 Miers Ave, Hartlepool** and can be contacted on **01429 271275** or email [\*\*wvarc30@yahoo.co.uk\*\*](mailto:wvarc30@yahoo.co.uk)