

By signing up to the Careline Register with Anglian Water Services Ltd T/A Hartlepool Water, you are confirming that we will process your personal and sensitive information for the service.

The information you provide may be processed outside of the European Economic Area by one of our suppliers who work on our behalf. This is to assist with account administration.

By registering for the service, you agree to this transfer, storing or processing.

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with our privacy policy.

Your personal and sensitive information may also be shared with other organisations, such as the Police, Fire, Ambulance, Local Authority and Health Services to ensure that you receive support during an emergency.

For full information please read our privacy policy on our website at www.anglianwater.co.uk or call 03457 919 155.

NB. Please allow 7 days for us to process your registrations.

OUR PRIORITY SERVICE

From all walks of life, around 90,000 customers rely on us for water and water recycling services round the clock every day of the year.

That's an enormous responsibility and we take delivering excellent customer service to every one of our customers very seriously.

Part of that commitment to excellence means we understand that from time to time some of our customers will need extra special care.

That's just what our Careline service offers

REGISTER FOR CARELINE AND WE CAN GIVE EXTRA HELP WITH:

- Water when the supply is interrupted
- Special tariffs
- Home visits
- Alternative ways of getting information
- Reassurance against bogus callers
- Foreign language translation
- Where to get information & advice about adaptations & aids for your kitchen & bathroom.

PRIORITY SERVICES REGISTRATION FORM



Our Priority Services are our way of helping and are FREE to anyone who is eligible to register - simply complete this prepaid form, seal and return it to us.

Please fill out this form and post it back to us using the supplied pre-paid envelope.

hartlepool
water

love
every
drop.
anglianwater



OUR PRIORITY SERVICE

Customer reference

.....

Mr/Mrs/Miss/Ms/Dr

Name

.....

Address

.....

.....

.....

Postcode

Telephone number (inc. area code)

Daytime

Evening

Please add me to the Careline Priority Service register

I am elderly

I am classed as disabled

I am deaf

I have hearing difficulties

I am blind

I am partially sighted

I am a haemo (kidney) dialysis patient and have a dialysis machine at home

I am a peritoneal (kidney) dialysis patient and have a dialysis machine at home

I suffer from the following medical condition (please indicate)

.....

Any other reason not listed above (please indicate)

.....

Please read the following statements and tick where appropriate:

Please indicate which of the following services you would like:

Bills and any available information in Braille

Bills and any available information in large print

Bills read over the telephone

Bills sent to a nominee

Correspondence sent to a nominee

Password - please state:.....

.....

If you would like us to send your nominee a copy of your bills/all your correspondence (delete as applicable), please complete the following:

Mr/Mrs/Miss/Ms/Dr

Name

Their Address

.....

.....

Postcode

Their telephone number (inc. area code)

.....

Your signature

Your nominee's signature

.....

