

## 1 Your details

Customer name:

.....

Address:

.....

.....

Telephone number:

.....

Customer reference number:

.....

(Shown on the top of your bill)

## 2 Interruption to water supply

Yes, I would like help if my water supply is interrupted.

Please be assured that any information you give us will be treated in the strictest confidence. Only relevant staff will have access to your details to provide you with the most helpful service possible.

Please provide details to help us to respond more appropriately in the event of an unplanned interruption:

my health could be affected

I am blind or partially sighted

I am a dialysis patient

I am deaf or hard of hearing

I have restricted mobility

Other - details:

.....

## 3 Sending your bill - Talking Bill Service

Yes, please telephone to read me my bill when you issue it.

## 4 Sending your bill - Nominee Service

I would like to nominate someone for you to send my bills to:

instead of sending them to me

only if I have not paid my bill

send a copy of my bill to my nominee and the original to me

The contact details of my nominee are:

Nominee name:

.....

Nominee address:

.....

.....

.....

Nominee telephone number:

.....

## 5 Useful information

Please send me the following information about your services:

Customer Code of Practice

Code of Practice on Leakage

Code of Practice on Debt

Metering

Scheme of Charges



## 6 Checking your meter reading

Yes, I would like someone to check my meter reading and then let me know the reading.

## 7 Identification of Portsmouth Water Personnel

Yes, I would like Portsmouth Water employees to quote a password if they need to call on me.

I would like my password to be:

(up to six characters)

## 8 Your comments

.....

.....

.....

Please return this form to Portsmouth Water in the reply-paid envelope provided.

If you have any queries regarding this form please contact:

**Customer Services Department**  
**Portsmouth Water Ltd**  
**PO Box 99**  
**HAVANT**  
**Hants**  
**PO9 1XX**

Telephone **023 9249 9666**

September 2014

# Service Plus<sup>+</sup>

Our services for customers  
with additional needs