

Water-Care

If you are on a meter and on a low income and suffer from certain medical conditions or have a large family, you may qualify under our Water-Care scheme for discounted water. Eligible customers charged for mains sewerage will automatically be included in Anglian Water's Aquacare scheme for discounted sewerage charges.

Evidence of low income

Applicants to the Water-Care scheme must be in receipt of at least one of the following benefits or tax credits (applicants may be the bill payer or another occupant of the house):

- Income Support
- Pension Credit
- Income-based Jobseekers Allowance
- Housing Benefit
- Child Tax Credit (excludes families in receipt of the family element only)
- Council Tax Benefit
- Working Tax Credit

and be eligible under either category below:

Medical conditions

One of the occupants of the property must have been diagnosed, receiving treatment and be currently suffering from, one of the following medical conditions and the condition causes them to use significantly more water:

- Desquamation (flaky skin loss)
- Weeping skin diseases (eczema, psoriasis, varicose ulceration)
- Kidney failure requiring home dialysis
- Incontinence
- Abdominal stomas
- Crohn's Disease
- Ulcerative Colitis

Cambridge Water may also consider applications from those customers who have a different illness that requires them to use significantly more water.

Large families

To qualify under this part of the scheme you must be responsible for three or more children under the age of 19 living at the same property as you.

For more information and an application form please call our Customer Service Team.

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Advice and Information

We cannot provide individual advice about appliances and adaptations for your home (taps and plugs). However, your local Occupational Therapy Department can provide expert advice.

Disabled Access

Our head office at 90 Fulbourn Road is open to the public. Disabled parking is available and there is a ramp into the building for wheelchair access.

Contacting Cambridge Water – couldn't be easier.

By phone:

Customer Services
and 24 Hour Emergency **01223 70 60 50**

MINICOM (text phone) **01223 40 30 98**

Fax: **01223 21 40 52**

Email: **info@cambridge-water.co.uk**

Write to:

Cambridge Water PLC, PO Box 275, Cambridge CB1 3XF

www.cambridge-water.co.uk

Our offices are open from 08.30 to 17.00 Monday to Friday excluding public holidays.



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Special Needs

Please keep in a safe place

Extra special care for our customers

We are committed to meeting your needs and providing facilities for our customers with special needs. These include:

- Special Needs Register
- Password Identification scheme
- Large Print or Braille bills
- Appoint a carer or friend to deal with your bills
- Reading the meter
- Water-Care (Measured customers)

Special Needs Register

We have a confidential register of customers with special needs. This ensures we know about any special requirements or needs you have. If you would like to be on this register and benefit from any of the services listed in this brochure please contact us:

by phone: **01223 70 60 50**

by minicom: **01223 40 30 98**

by fax: **01223 21 40 52**

by email: **custservice@cambridge-water.co.uk**

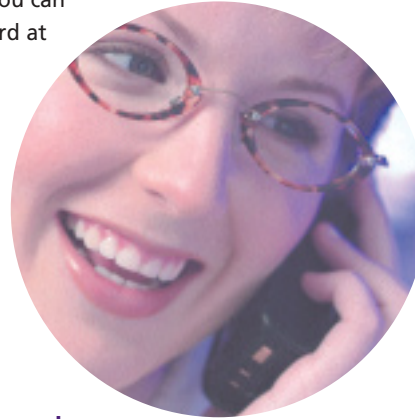
Alternatively write to us at: **PO Box 275, Cambridge CB1 3XF**

**SAVE ON YOUR
ANNUAL WATER
STANDING CHARGE
BY PAYING BY DIRECT DEBIT**

This offer is available to all unmeasured domestic customers and measured customers with a 15.00mm meter (see top of your water bill)

Password Identification scheme

A pre-arranged password chosen by you, gives you the assurances that you are only letting a member of Cambridge Water into your home and not a bogus caller. You can change your password at any time by calling us. Remember to use a word you will find easy to remember, your password will only be available to representatives needing to contact you.



Large Print and Braille

All our bills and brochures are available in large print, Braille or on cassette.

We can call you and read your bill to you over the telephone prior to posting it.

Please advise us if you would like to receive your bill in any of these formats.

Minicom Line

If you are deaf or hard of hearing and have a minicom fitted to your telephone you can contact us via our special Minicom line on **01223 40 30 98**.

Alternatively you can contact us via Typetalk – the national telephone relay service.

Appoint a carer or friend to deal with your bills

If you find it difficult to read or understand your bills or you have someone else looking after your affairs, we will be happy to talk to them with your written permission. Your correspondence (including bills) can be sent directly to them. You can withdraw this permission at any time.

Reading the meter

If you cannot read your meter because it is in a location that you cannot access due to your disability, we will move it so that it is in a better position for you. If you are blind or partially sighted, we can arrange for a meter reader to call and read your meter between bills so that you can check your own consumption.

No water supply

Sometimes there are interruptions to your supply caused by a leak requiring repair or a pipe bursting. If you are infirm and could not carry water from an emergency bowser situated 50 metres from your home or you have specific special needs, for example a kidney patient on home dialysis we will deliver bottled water to you.

Pension Credit - Are you eligible?

The Government introduced Pension credit on 6 October 2003. People should apply for Pension Credit if they are aged 60 and over, live in Great Britain and have income of less than a set amount, which is reviewed annually. People aged 65 and over who have modest financial arrangements for their retirement are likely to be entitled even if their income is considerably higher. Finally, some people who are severely disabled, or look after a person who is severely disabled or who have certain housing costs e.g. mortgage interest payments, may get Pension Credit even if their income is higher. To apply call the Pension Credit Application Line on freephone **0800 99 1234** (textphone 0800 169 0133).