



## Additional Services Requirement Form

There are a number of additional services that we can provide to help our customers. All of these services are provided free of charge. If you have any concerns or would like to speak to us about any aspect of your account then please contact us on the Customer Service Helpline 0845 604 2355.

If you require any assistance that is not listed below then please do not hesitate to contact us.

Additional services available:

### **Bill Reading Service**

We can read your bill to you over the phone, you will still receive your bill through the post as well

### **Large Print Bill and Correspondence Service**

We can send your bills and correspondence in large print

### **Friend or Relative Bill and Correspondence Service**

We can send your bill direct to a friend or relative and we would contact them in the event of any problems with your account. They will not be held responsible for payment. They must sign the form below to give their agreement

### **Password Service**

Albion Water staff and contractors will always carry an identity card or letter when they visit your home but for added peace of mind you may wish to set up a Password which will be quoted by our staff

### **WaterSure**

WaterSure is a scheme to help certain customers afford their water bill, to qualify you must be in receipt of certain benefits and meet certain other criteria. We will send you further information and an application form upon request

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Customer Reference Number: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_@\_\_\_\_\_

**Customer Services Helpline: 0845 604 2355 (Mon-Fri 9am-6pm)**

**Email: [customerservices@albionwater.co.uk](mailto:customerservices@albionwater.co.uk)**

**[www.albionwater.co.uk](http://www.albionwater.co.uk)**



Additional services required:

- Bill reading service
- Large print bill and correspondence service
- Friend or relative bill and correspondence service
- Password service
- WaterSure Application form

Other (please specify) \_\_\_\_\_

**Friend or Relative Bill and Correspondence Service**

If you have ticked the Friend or Relative Bill and Correspondence Service please give us details of the person who you would like us to send your bills to and ask them to sign below (please use BLOCK CAPITALS):

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

I agree to receive bills and billing correspondence on behalf of your customer named overleaf. I understand that I will not be held responsible for payment of any charges.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Password Service**

If you have ticked the Password Service please provide us with a password of 10 characters or less (please use BLOCK CAPITALS)

PASSWORD:

Any information provided to us on this form will be treated in the strictest confidence and will only be available to relevant personnel.

**Please return this completed form to:**

**Customer Services, Albion Water Ltd, 78 High Street, Harpenden, Herts, AL5 2SP**

**Customer Services Helpline: 0845 604 2355 (Mon-Fri 9am-6pm)**

**Email: [customerservices@albionwater.co.uk](mailto:customerservices@albionwater.co.uk)**

**[www.albionwater.co.uk](http://www.albionwater.co.uk)**