

# Leaflet 11: Priority Services

If you need some extra support, there are several services that we can provide to help you. These services are provided free of charge.

## Priority Services register

Any of our customers can register information with us so that we can provide extra support, either long or short term. If you wish to register, call us on **03300 242020** and we will give you information on the services we offer and we will make sure that your account is updated, or visit our website [Albion Water | Priority services](#).

If you who register with us you can be reassured that we will not pass any information recorded on the register to anyone other than our employees or one of our partner companies working on our behalf (see our [Privacy Notice](#) or ask our customer services team for further details). Only those who need it will have access to any information you provide.

## How we can help

- Different ways of communicating with you, such as large print, our bill reading service, translated documentation or via a nominated friend or relative
- Setting up a password for when we visit to protect you against bogus callers

## LARGE PRINT VERSIONS OF CUSTOMER LITERATURE ARE AVAILABLE ON REQUEST

### Security

When you make an appointment with us to visit your home, you will be offered the opportunity of providing a password which we will use to help you avoid bogus callers. This scheme can also be extended to include all telephone communications.

In an emergency we may issue leaflets to you to explain our activities and to inform of our presence; also giving our emergency telephone number for you to contact us to seek further information.

### Other utilities

Your energy providers will also offer similar services, don't forget to register with them as well.