

Priority Services

Get extra support if you have additional needs or a disability. We're here for you.

Register now

[◀ Help & support](#)

What is the Priority Services Register?

This is a free service to provide extra support for people who need it. You tell us about your needs, and we tailor our services to suit your requirements.



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Here for you

Get a little extra help

We're here for you. If you need a bit of extra support, our Priority Services Register can help. You can register, update your details, or remove yourself from the register quickly and easily online.

[Register your details](#)

What kind of support is available?

The support we provide depends on customer need. This includes:

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Communication options

We can send your bill and other information in a format that suits you. This might be a different format like Braille, large print or another language, having us call or nominating a carer, family member or friend for us to send the bill so they can help you.

You can nominate someone to help manage your account even if you're not on the Priority Services Register - [contact us](#) to do this.

You can also use Text Relay by texting 18001 followed by the number you need to call. We also offer a British Sign Language service

Meter reading

We check water meters twice a year and use the information to work out your bills. However, checking it more often can help you pick up on leaks. If you find it hard to read your meter yourself, let us know. We can add another two meter readings a year.

If you don't have a water meter, consider applying for one – it may save you money.

[Apply for a water meter](#)

Protection against bogus callers

Criminals sometimes impersonate our staff to gain access to customers' homes and data. If this is a concern for you, you can set up a password – if someone who claims to work for us doesn't know the password, don't let them in.

Please note that unless it's an emergency, we usually make an appointment with you before calling and all our staff carry ID. If you have doubts about someone, ask them to stay outside while you call us to check. Our staff won't mind waiting.

[Call us on 0344 346 2020](#)

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If you need extra time to get to the door, let us know. We'll make sure our team members know if they ever need to visit you.

Call us on 0344 346 2020

Dialysis support

If you're living with chronic kidney disease and use dialysis machines at home, we can note this on the Priority Services Register. If there are planned disruptions to your water supply, we can contact you beforehand so you can make alternative arrangements.

If we ever need to turn off the water supply, for example in an emergency, we can provide bottled water and give you updates about when normal service will resume. You can find more information about kidney disease on the [Kidney Care UK](#) website.

How long do you stay on the Priority Services Register?

Every two years, we check in with you to see if your needs have changed. At any time, you can change your details or leave the register.

Being on the register means you are sharing your personal data with us. We follow rules to protect this data. Find out more. [Privacy policy | Legal | South West Water](#)

Check if you can join other companies' Priority Services schemes

Other companies that provide you with utility services also have a Priority Services Register. This includes things like gas, electricity, phone and internet providers. If you are eligible for help from us, you can probably also get help from other companies, too.

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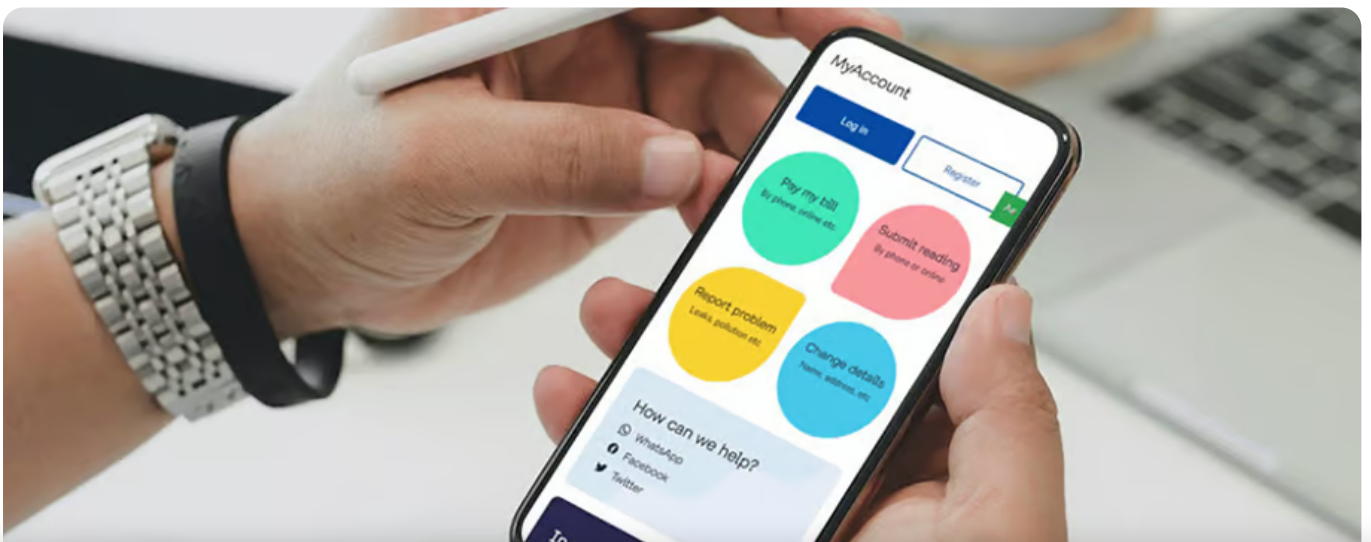
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Financial support with your water bill

We're here for you if you're struggling to pay your ongoing bills or are behind with your payments, we offer a range of support schemes and flexible payment plans to help you get back on track.

[Find out more](#)



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Use MyAccount to manage your account

MyAccount is a free online account service that lets you check your balance, make payments, submit meter readings and more. You can use MyAccount to read your bill in a larger font size.

[Login/Register for MyAccount](#)



Bereavement support

We understand that this is a difficult time and want to ensure we make it as easy as possible.

[Find out more](#)

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FAQs



Independent help and advice



All about water meters



Report a problem



Contact us



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About us

What we do

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