



Many residents may benefit from a little bit of extra support due to age, ill health, disability, mental health problems, financial worries or language barriers. Priority services from United Utilities is a free service that residents can register for to benefit from additional support, with a dedicated team responding quickly to those particular needs. Residents can nominate someone else to act on their behalf, pay a bill, discuss when something has gone wrong or support those in financial distress. Even if you don't need these services yourself, if you have a family member, friend or neighbour who might benefit from a little extra support, please let them know about Priority Services. It is completely free to United Utilities customers in the North West - and you don't have to be the named bill payer to benefit from Priority Services.

To register for priority services you can:

- Fill out the online form here <https://myaccount.unitedutilities.com/PriorityService>
- Call [03450726093](tel:03450726093)

For more information on Priority services and the other ways of extra support please see <https://www.unitedutilities.com/help-and-support/priority-services/>