

Keeping you safe

caring for you
with our password
protection scheme

RHAGOROL O'R TAP
WONDERFUL ON TAP



severn dee

Our customers are our top priority

We are passionate about keeping wonderful water flowing to your home, and always listen when you have something to say.

We've heard some stories of people who are looking to take advantage of our customers in their homes, and this is something we never want to happen. That's why we've introduced our free password protection scheme – so you can kick back and relax with a hot cuppa, knowing that only people you trust will ever come into your home.

So, what are we trying to prevent?

Unfortunately, there are some unpleasant people who try to trick their way into people's homes as an easy way to steal cash and valuables.

To do this, they might pretend that they are from Hafren Dyfrdwy or the 'The Water Board'. They may be wearing uniforms and even have fake ID. We call these people 'bogus callers'. Bogus callers often work in teams and can be very believable, using lots of different excuses to try and get through the door.

But don't worry, we're working hard to stop this from happening.

What's the password protection scheme?

To make it easier for you to find out if the person at your door is genuine, we've introduced a simple but effective password scheme. Once you've registered, you can tell any caller from 'Hafren Dyfrdwy' or 'The Water Board' that you are password protected. Anyone who's really from Hafren Dyfrdwy will know how to get your password, so don't take any excuses.

And if they can't tell you the password, don't have an ID card, or you're still unsure – don't let them in.

Sometimes, the person visiting your home may have a Severn Trent logo on their clothing instead of Hafren Dyfrdwy. This will happen from time-to-time as both companies are part of the same group. But if you have any doubts about whether the visit is genuine, you can still call us to check regardless of the logo.

What to look out for

These bogus callers have a few phrases they might try on you:

“Your water may be contaminated – we need to run your taps.”

“Your neighbour's having a flood and we need to turn the water off.”

“We need to come in and check that your water's still working OK.”

No-one from Hafren Dyfrdwy will ever use these reasons to enter your home, so they should set alarm bells ringing.

It's easy to register

All you need to do is get in touch and let us know you want to join the password scheme.

Here's how:



Call us on **0845 850 8976**



Register online at
hdcymru.co.uk/access



Email us at
customer care@hdcymru.co.uk

Once you're on the scheme, we'll let you know your password over the phone.

This is to keep it extra safe. But do make sure you write it down somewhere!

How do I check their ID?

If you're not sure if the visitor's ID card is real, give us a call and we can help you find out if they are genuine. We'd rather you called and felt comfortable than let someone you don't trust into your home.

Our friendly advisors are available
24 hours a day, 7 days a week on
0845 607 0456.

If you have any questions about this leaflet, or there's anything you want help with, get in touch.

This publication is available in alternative formats, including large print and Braille.

You can also receive future communications from Hafren Dyfrdwy in Welsh language.

For more information:



Call **0330 678 0679**



customer care@hdcymru.co.uk

Calls to 0800 numbers are generally free from all mobiles and landlines. Calls to 0330 and 0333 numbers are charged at the same rate as standard landline numbers that start with 01 and 02 and will be included in any inclusive minutes. For calls to 0845 numbers, please check with your network provider.

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