



A little extra support when it's needed most

Services for customers in vulnerable circumstances

Our Priority Services mean that customers with individual needs always have access to extra support.

That support could come in the form of audio or braille bills, or access to bottled water during an emergency, whatever your needs, we'll work with you to find a solution. Those needs may be temporary or everyday so whether you have limited mobility, disabilities or a chronic illness, a medical condition, or difficulty seeing, hearing, or communicating, you're able to join the register. You can also add your name to the register if you're an expecting or new parent, or you have a short-term medical condition.

Register for Priority Services today by calling our support team (free of charge) on: **0800 027 0800** or visit: southernwater.co.uk/priority-services.

Everything else you might need to know ...

When we need to turn off your water supply

We always do everything we can to make sure that if we need to turn off your water, we fix the problem as quickly as possible. However, we know that even turning it off for a little while can have significant consequences for you.

By joining our **Priority Services** register, you can be sure that during an incident, we'll contact you first to offer you additional support while the water is turned off. For example, we'll provide customers on kidney dialysis with supplies of bottled water immediately.

Free water-saving home visits

All our employees are trained to offer friendly, helpful advice on anything to do with our water or wastewater services. If your bills are unexpectedly high or you need to use more water than normal, we can arrange for an engineer to visit your home, at an agreed time, to offer advice on how to save water and reduce your bills.

Meter reading

If you get your water supply from us and you're having trouble reading the water meter, we can arrange for one of our engineers to pop by and read it for you. We'll then update you on the reading.

Large print or braille

We can send out bills or letters in large print or braille. Just call us (free of charge) on: **0800 027 0800**.





Talking bills

We provide a talking bill service. When a bill is produced, we will call to let you know how much it is before posting it. We can also record bills onto CDs.

Bills sent to someone else

We can arrange for your bill to be sent to someone of your choosing. This may be helpful if you find it difficult to handle, read or understand your bill.

Minicom services

If you have hearing or speech difficulties, you can use:

- Our Minicom service, available on **0330 303 1265** (calls charged at local rate) from 8am to 7pm, Monday to Friday, and 8.30am to 2pm on Saturday.

Bills explained

We've created a number of simple guides to our bills. These are downloadable from:

southernwater.co.uk/your-bill-explained.

If you need help with your water payments we offer a range of schemes and tariffs, which could take the pressure off.

If your water bills add up to more than 3% of your household income or you're claiming pension credits, you can apply for our **Essentials** tariff. It could mean a discount of up to 20% on your water bill.

The **WaterSure** scheme caps your bills. You might qualify if:

- you receive benefits or tax credits,
- someone in your home is responsible for three or more children under the age of 19 (in full-time education), or
- you or someone in your home has a medical condition that means they need to use more water.

The capped charges for WaterSure for 2018-19 are £436 for water and wastewater services, £278 for wastewater only and £158 for water only.

Water Direct means your payments can be managed directly from your benefits. If you're claiming Income Support, Jobseeker's Allowance, Employment and Support Allowance Universal Credit, Pension Credit, Jobcentre Plus may consider paying a small amount directly out of your benefits for bills.

If you're £50 in arrears, Jobcentre Plus will take a fixed amount from your benefits to cover this and current charges, meaning you don't fall into further debt.

Finally, the **NewStart** scheme sees us match your payments as part of an agreed plan. If you currently owe us money or haven't made a payment to us for a while, you may qualify.

You can apply for any of these tariffs and schemes today by calling our team (free of charge): **0800 027 0363**, by emailing: payless@southernwater.co.uk or by visiting: southernwater.co.uk/difficulty-paying-your-bill.

