

A helping hand from South East Water

Priority Services

We offer a range of services to help customers during their time of need, from assistance with paying their water bill to water related emergencies.

Expert advice is on hand from our specially trained Customer Care Team who support our customers and manage our **Priority Services Register** which gives access to a range of special services to meet customers' needs. Any customer who has circumstances that may mean they need some extra support during a no water situation can register. This includes, but is not limited to customers who:

- Have mobility restrictions
- Have communication challenges, such as hearing or visual impairment
- Have a disability
- Suffer from short or long-term illness

Anyone who is concerned that they may need additional support if they are without a water supply should contact us.

The assistance we provide also includes offering bills in alternative formats such as:

- Large print
- Braille
- Audio

What services may I receive after registering for priority services?

By signing up to our Priority Service Register, a customer or their nominee will:

- Receive prior warning of planned work which may interrupt their water supply

- Receive priority treatment should the water supply be interrupted. We aim to arrange an alternative source as quickly as possible, and will often hand-deliver bottled drinking water to our customers with mobility issues
- Receive important information in a more convenient format, such as large print or the spoken word, where our normal presentation style is not suitable
- Register a spoken or written password for our staff to use so that a customer can identify them if we need to visit at home
- Nominate somebody else to receive a water bill on their behalf, or someone we should contact if it remains unpaid (the person nominated must agree to this)
- If English isn't their first language we may be able to help a customer with our interpretation service when they call
- Receive information about specialist organisations which are able to provide advice on possible adaptations to water fittings and appliances around the home

We also offer a number of **support tariffs** and schemes to help customers struggling to pay their water bills:

- Social Tariff
- WaterSure
- Single Room Tariff
- Single Occupier Tariff
- Helping Hand Scheme

For those customers who wish to pay their bills through their benefits they can do this through:

- Water Direct

Customers can register for our Priority Services, by:

Calling: **0333 000 2468**

Applying online: southeastwater.co.uk/priority

Support tariffs

Our average household bill for providing water direct to our customers' taps is £211 per year or 58p per day.

Despite water still being one of the lowest utility bills we all need a little help from time to time when life doesn't quite go to plan. This is why we offer a wide range of support tariffs and schemes to assist those who are struggling to pay their bills:

Social Tariff

Our Social Tariff can assist customers with a low household income (currently set at £16,105 per year) or who are in receipt of specified benefits. If accepted for the tariff, charges will be capped at a maximum charge for the year.

WaterSure

Metered customers who receive certain qualifying benefits and have either three or more children under the age of 19, or someone in their home with a medical condition which requires the use of extra water, may be eligible for this tariff which caps charges to our average bill as a maximum for the year.

Single Room Tariff

Customers who live in a communal home and share a bathroom or kitchen may be entitled to a single room tariff, a reduced tariff to reflect they use less water.

Single Occupier Tariff

Customers who live alone and are not on a water meter may be entitled to a reduction in their water bill to reflect that they use less water.

Helping Hand Scheme

We may be able to assist customers who are in debt by clearing arrears. This is providing the customer meets certain criteria and has shown that over six months they have made an agreed payment to us.

Payment through benefits

Water Direct

This allows customers to have payments deducted directly from certain benefits by the Department for Work and Pensions. Customers need to claim certain benefits such as Income Support, Pension Credit, income based Jobseekers Allowance or Employment Support Allowance.

Additional services

We want to make sure our customers receive all the support they need, which is why we've introduced a range of additional services to help.

Braille identity cards

We want everyone to feel safe when we knock at their door, which is why our staff carry identity badges complete with Braille. This provides reassurance to those customers who are visually impaired that the visitor is working for us.

Speak or Translate Me website function

We've added a clever tool to our website to help those with visual impairments and communication challenges such as those whose first language isn't English.

The Speak or Translate Me service includes audio playback functionality, dyslexia software, an interactive dictionary and translation tool for 90 languages. Customers can also change the colour scheme, font size and style if they wish.

Home visits

If needed, our friendly Customer Care Team can provide home visits to give customers 1-2-1 support, information and advice on any area of our services including water efficiency.

Contact us

How do customers apply to join the Priority Services Register and find out about the other benefits?

They should telephone our specialist Customer Care Team direct on 0333 000 2468 or visit southeastwater.co.uk/priority or write to South East Water Customer Care, Rocfort Road, Snodland, Kent ME6 5AH.

Our Customer Care Team is available: Monday to Friday from 8am to 7pm. We are closed on Saturdays, Sundays and Bank Holidays.

Customer Care Team: [0333 000 2468](tel:03330002468)

Water supply and general enquiries: [0333 000 0002](tel:03330000002)

Out of hours emergencies: [0333 00 00 365](tel:03330000365)

You can contact us 24 hours a day in emergencies or to pay a bill on our:

24 hour automated payment line: [0333 00 00 247](tel:03330000247)

24 hour leakline: [0333 000 3330](tel:03330003330)

Twitter and facebook: [@sewateruk](https://twitter.com/sewateruk)

South East Water Rocfort Road Snodland Kent ME6 5AH.