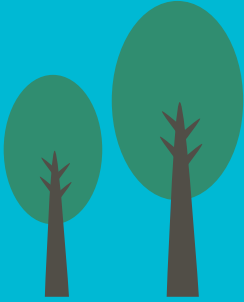


Our Code of Practice

Priority Services Register:
Our services for customers
with additional needs



This leaflet forms part of our Customer Code of Practice, which outlines the services we provide for household customers. It has been produced in compliance with our licence.

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Customer Care Team

At South East Water we want to ensure all our customers can access our services, including those who may have additional needs.

We have a specialist Customer Care Team who are passionate about giving you dedicated help, support and advice when you need it most.

If you're concerned about your bill, we have a range of different tariffs and schemes designed to help you.

Our services for customers with additional needs

You can also choose to become a member of our Priority Services Register (PSR) which is free to join. It helps us to look after customers who have extra communication, access or health needs and helps us to tailor our services to support those who may need extra help.

It includes services for customers with mobility restrictions, who are deaf, blind or partially sighted, our elderly customers, and those suffering a sickness or illness which makes them vulnerable in the event of a loss of supply.

Independent advice

Age UK

Tavis House, 1-6 Tavistock Square, London, WC1H 9NA

Free helpline: 0800 169 6565

Web: ageuk.org.uk

Disabled Living Foundation

Ground floor, Landmark House, Hammersmith Bridge Road,
London, W6 9EJ

Tel: 0300 999 0004

Web: dlf.org.uk

Action on Hearing Loss

19-23 Featherstone Street, London, EC1Y 8SL

Information Line (Voice):

Tel: 0808 808 0123 (freephone)

Information Line (Text):

Tel: 0808 808 9000 (freephone)

Web: actiononhearingloss.org.uk

Royal National Institute of Blind People

105 Judd Street, London, WC1H 9NE

Tel: 0303 123 9999

Web: rnib.org.uk

The Citizens' Advice Bureau

The address and telephone number of your local office may be found
in the telephone directory.

Web: citizensadvice.org.uk

StepChange Debt Charity

StepChange Debt Charity, Wade House, Merrion Centre, Leeds LS2 8NG

Contact numbers for the charity's range of advice services can be found
at stepchange.org.uk



Access to information

Please indicate if you would like to receive your leaflets in alternative formats:

I would like to receive my bills in: Large print Braille Audio

I would like to receive the following information:

(These leaflets are also available via our website southeastwater.co.uk)

- Exercise of pipelaying powers on private land
- Guaranteed Standards of Service
- Household water charges, payment options and debt recovery
- If things go wrong
- Leaks from customers' supply pipes
- Water metering: A guide for household customers
- Your water company

Water bill nominee scheme

I would like to nominate the following person to receive my bills, and to discuss and instruct you in relation to my bills, as appropriate:

- Instead of sending them to me
- As well as sending them to me

Nominee details:

Title: First name:*

Surname:*

Address Line 1:*

Address Line 2:

Town:* Postcode:*

Telephone:*

Your nominee must accept this arrangement.
Please ask them to sign below.

Signed:* _____ Date:*

Password scheme

I would like South East Water staff to confirm a password when calling or visiting my home.

My password is: (maximum of 6 characters)

Additionally, if your first language is not English we may be able to help you with our interpretation service when you call. Contact details are on the back of this leaflet.

Registering with our Priority Services Register is simple. You can:

- *register online at southeastwater.co.uk/priorityservices*
- *complete the enclosed application form*
- *call us and register over the phone. Our contact details are on the back of this leaflet, and include a minicom/text phone service*

You can ask someone you trust, such as a relative, friend, neighbour, carer or social worker, to register for you, as long as we have your permission.

The information you provide will only be used by authorised staff for the purpose of managing our services to you. We may also share your details in the event of a supply emergency with our trusted partners so that if you are in need we can deliver you bottled water.

Once you've joined, and occasionally thereafter you may be contacted by telephone, email, text or in person by a member of our Customer Care Team who will make sure we give you the best support for your needs.

If anything about your situation changes you can tell us and we'll update your details. If you don't want to be on the Priority Services Register anymore, just contact us and ask to be removed and we'll do this for you.

Customers registering with Priority Services Register can:

- *receive prior warning of planned work that may involve interrupting your water supply, depending on circumstances*
- *receive important information from us, in a more relevant format for you, such as large print or the spoken word*
- *register a spoken or written password for our staff to use so you can identify them if we need to call at your home*
- *nominate somebody else to receive your water bill on your behalf, or someone we should contact if it remains unpaid. The person you nominate must agree to this*
- *receive easy-to-read, large print bills for the partially sighted. We can also arrange for our Customer Care Team to call you and read your bill to you*
- *receive information from our specialist about possible adaptations to water fittings and appliances around the home*

Warning of supply interruptions

Planned work

It is occasionally necessary for us to interrupt customer supplies so that we can carry out planned work.

We make every effort to ensure that any affected customers are given prior notice. This will usually be by means of an information card posted through your door.

Emergency repairs

Sometimes supplies are interrupted due to sudden problems, such as a burst main. In these events we will complete emergency repairs as quickly as possible.

If the interruption is prolonged, we will contact customers on the Priority Services Register to let them know about the situation, and to give an indication of how long it may last.

Communication with patients with water dependent health needs will be prioritised.

If the interruption occurs between the hours of 10pm and 8am, we will use discretion in deciding whether Priority Services Register customers should be contacted.

Should the problem be prolonged, an alternative supply of water may be made available. Bottled water will only be delivered to customers with mobility issues and those whose health could be put at risk by a loss of supply.

To ensure that we give the best possible service, please tell us in the relevant section of the application form if you feel your health could be put at risk by any water supply interruption, even if planned and pre-notified.

Access to information

We produce a range of leaflets that together form our Customer Code of Practice. They provide household customers with key information on the services we provide and how to access them.

Our other Customer Code of Practice leaflets include:

Exercise of pipelaying powers on private land

Guaranteed Standards of Service

Household water charges, payment options and debt recovery

If things go wrong

Leaks from customers' supply pipes

Water metering: A guide for household customers

Your water company

We provide all of the above leaflets on request and if the standard document is not easy to read we can supply it in a more convenient format, such as large print or braille.

All of the leaflets are also available on our website **southeastwater.co.uk**, where they can be enlarged to suit individual reading preferences.

Any subsequent request for updated or amended information will be provided in the same style. Just complete the appropriate section on the enclosed form.

Water bill nominee scheme

If you are concerned about understanding or remembering to pay your water bill, you can nominate someone else for us to deal with on your behalf (if they agree).

Priority Services Register customers can ask us to do one of the following:

- *send your bill to your nominee rather than you, we will require permission from your nominee to allow this*
- *send a copy of your bill to your nominee at the same time we send the original to you*

Your nominee does not become liable for your bill but we will allow extra time for them to try to help sort things out if any problems arise.

Please complete the nominee section of the enclosed form and tell us the name, address and telephone number of someone you trust – a friend, relative, neighbour or carer. Select which of the three options you prefer and ask your nominee to sign the form to confirm their acceptance of the arrangement.

Water bill information

Everybody should be able to understand their water bill for themselves and Priority Services Register customers can choose to receive their water bills in an alternative format if our standard bill is difficult to read.

We can also provide water bills in braille or audio for visually impaired customers.

Please complete the enclosed form or call one of our dedicated Customer Care Team advisors if you would like to select this service or get any further information.

We can also help you to understand more about your water bill:

- *how it is calculated*
- *how much water you have used*
- *how and when your payment should be made*

If you would like assistance with either working out or paying your bill, call our Customer Care Team on **0333 000 2468**, and we will talk you through your bill and payment options.

Priority Services Register customers who have a water meter can request a free check reading service if you think that your meter reading is incorrect.

Also if there is a leak on your external supply pipe or your internal plumbing we can help you locate the leak and provide a free emergency repair. We may also provide a leak allowance for any lost water. More information is available in our Customer Code of Practice Leaks from customers' supply pipes leaflet. Please visit our website or contact us if you would like a copy.

Equipment advisory service

We know that it can be difficult for some customers to operate the controls on taps and other domestic fittings and appliances.

There are a number of specialist organisations which we are able to recommend and sometimes demonstrate the range of adaptations and equipment which could make it easier for you to use baths, showers and other water appliances in your home.

For information on how to get this type of advice, please contact our Customer Care Equipment Advisory Specialist on **0333 000 2468**.

Bogus callers: Be stranger aware

South East Water asks – knock knock, who’s there?
Be stranger aware.

We want you to be safe in your home, so never let anyone enter unless you are sure they are who they say they are.

South East Water employees wear distinctive uniforms, drive vans with our company logo on them and have identity cards with a photograph of the holder.

Priority Services Register customers can register a password for our representatives to use, if they ever need to call or visit your home. This will help you to be sure of their identity before opening the door to them. The password can be spoken or written down and can be a word or number of up to six characters.

Passwords can be changed by contacting us at any time. Please keep a record of your password. If you forget it, you can request a copy, which we will send to you through the post.

When a caller claims to be from South East Water, follow our three-point checklist

- *check their company photographic identity card*
- *look for the South East Water logo on their uniform and van*
- *if you are uncertain about anyone claiming to be from South East Water you can call our bogus caller telephone line 0333 000 2244 to double check*

If you register a password, you can also ask our staff to quote your security password. To set up a password, please contact us or return the enclosed form.

In addition to the Priority Services Register, we also offer support to customers who may be worried about paying for their water supply:

WaterSure

You could be eligible for WaterSure if you are a metered customer and you receive certain qualifying benefits, and have either three or more children under the age of 19, or someone in your home has a medical condition which requires the use of extra water. WaterSure caps your charges to our average household bill, meaning you don't have to worry about how much water you are using.

Helping Hand Social Tariff

Our Social Tariff can assist if you have a low household income or are in receipt of specified benefits. If you are eligible your charges will be capped at our fixed charge for the year.

If you find yourself struggling to pay your bill, we can help support you and discuss other payment options, so you've got one less thing to worry about.

For more information contact one of our dedicated Customer Care Team Advisors on **0333 000 2468** or visit **southeastwater.co.uk/customercare**

Priority Services Register

Registering for our Priority Services is simple and can be done in any of the following ways:

1. Register online at southeastwater.co.uk/priorityservices
2. Complete the registration form using BLOCK CAPITALS and return it to us.
3. Call a member of our dedicated Customer Care Team on **0333 000 2468** for assistance.

By completing this form you consent to the information you provide being used for the purpose of managing our services to you, which may mean sharing your details in the event of a supply emergency with our trusted partners so that if you are in need we can deliver you bottled water.

Once you've joined, and occasionally thereafter you may be contacted by telephone, email, text or in person by a member of our Customer Care Team who will make sure we give you the best support for your needs.

If anything about your situation changes you can tell us and we'll update your details. If you don't want to be on the Priority Services Register anymore, just contact us and ask to be removed and we'll do this for you.

Priority Services Register registration form

Please complete the form in BLOCK CAPITALS.

Customer details:

Account number -

Title: First name:*

Surname:*

Address Line 1:*

Address Line 2:

Town:* Postcode:*

Email address:

Telephone number:* (we need at least one telephone number)

Landline:

Mobile:

Minicom: *required information

Please register me in the South East Water Priority Services Register scheme.

Please refer to our Privacy Notice at southeastwater.co.uk/privacy to understand how we may use your personal information.

Please note that we may also need to share your information with your sewerage company in the event of an incident they may have.

We are also working with other water and energy companies so that you only have to register once if you are a priority customer. You will get notice before we would share your details and it would only be to your sewerage or energy providers.

Please tick the box if you are happy for us to share your details with other utility companies to join their priority services register.

I give consent for the personal data provided within this form to be used for the purpose of this application.

Signed:* Date:*

All registration forms must be signed. *required information

Warning of supply interruptions

My health could be affected by an interruption to my water supply. Please provide details to help us to respond more appropriately in the event of an unplanned interruption.

I am a dialysis patient I am blind or partially sighted

I have restricted mobility I am deaf or hard of hearing

Other water dependent health issue:

I would like to receive updates in the event of an unplanned water supply interruption in my area by text message.

How to contact us

Our Customer Service Centre is open:
Monday to Friday from 8am to 7pm
Saturday from 8am to 1pm
We are closed on Sundays and Bank Holidays



southeastwater.co.uk



southeastwater.co.uk/contact



Facebook and Twitter: @sewateruk



Customer Service Centre

0333 000 0001

Customer Care Team

0333 000 2468

24 hour leakline

0333 00 00 365



South East Water
Rocfort Road
Snodland
Kent
ME6 5AH

COP/PPS/0518-1

South East Water Limited
Registered in England No. 2679874
Registered Office: Snodland, Kent ME6 5AH

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