

## How to use your password:

- 1) A South Staffs Water representative calls at your home.
- 2) Come to the door, but do not open it. Use the chain or talk through the door.
- 3) Ask the representative for your password.
- 4) The representative will make a telephone call to our office to obtain the password registered on your account.
- 5) The representative will tell you your password.
- 6) **STILL** ask the representative to show you their identity card before letting them into your home.

Please provide us with a password of eight characters or fewer (Please use BLOCK CAPITALS).

Enter Password:

*You may wish to keep a note of your password on the Useful Numbers page of this leaflet.*

Please cut out and return this form to:

South Staffs Water  
Green Lane, Walsall  
West Midlands, WS2 7PD



## Useful telephone numbers

### South Staffs Water:

Billing enquiries **0845 60 70 456**

Supply problems **0800 389 10 11**

Leakline **0800 389 10 11**

Minicom textphone **01922 618025**

### Severn Trent Water Ltd:

Public sewers/  
drainage issues **0800 783 4444**



Your password:



Protecting you  
and your home from  
**Bogus Callers**



South Staffs Water

More than half of 'Bogus Caller' crimes committed in the UK are carried out by criminals pretending to be from a water company.

All South Staffs Water employees carry photo identity cards. These cards will always be produced when calling at a customers' home.

If you have any doubts you can call us on **0800 389 10 11** and tell us the number on the front of their ID card, we will use this to verify the callers name and reason for visit.

## IMPORTANT

If the caller uses the term '**Water Board**' do not let this person in because South Staffs Water employees **do not** use this phrase.

If you are suspicious you should call the Police or contact Crimestoppers anonymously on **0800 555 111**.

Call **999** if someone tries to force their way into your home.

## Front door safety

Always be aware that if you get any callers to your door, you should follow these steps:

### STOP

Are you expecting anybody?  
Do they have an appointment?

### CHAIN

Secure your door bar or chain  
before opening your door

### CHECK

Ask for a double-check of  
the caller's ID

## How to register for the password scheme

Please complete both sides of the registration form at the bottom of this page, cut it out and return it to us in the post.

Alternatively you can telephone our Contact Centre on **0845 60 70 456**.

Remember to also keep a note of your password on the 'Useful numbers' page at the back of this leaflet for safekeeping.

### Password registration form

Your Customer Reference:

\_\_\_\_\_  
(located on the top right of your bill)

Customer Name:

\_\_\_\_\_  
Address:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

