



South Staffs Water



# Our commitment to you



**We understand that there are times when our customers need extra help. That's why we provide a range of additional services that you can register for.**

We assure you that any information you give will be kept in the strictest confidence. To register for any of the services we provide, either call us on **0845 6070456**, register on our website **[www.south-staffs-water.co.uk](http://www.south-staffs-water.co.uk)** or complete the application form at the back of this leaflet.

## **Additional Services Available**

### **Braille bills and information**

We can provide your water bills and all correspondence in Braille.

### **Bill reading**

We can read your bill to you over the phone or send you your bill on audio CD or Cassette.

### **Large print bills**

If you prefer, we can send your bills and correspondence in large print.

If you receive your bill in Braille, on CD or Cassette or in large print, you'll also receive a standard bill to enable you to pay.

### **Translation**

If you prefer we can translate documents into another language.

### **Nominee service**

We can send your bill direct to a relative or friend who helps you to look after your affairs. They will not be held responsible for payment.

## **Sign language interpreter**

We can arrange for a sign language interpreter to be available where necessary. Please let us know if you require this service.

## **Home dialysis patients**

Please let us know if you're a home dialysis patient so that in the event of an emergency we can advise you if your supply will be turned off for a long period of time. We can also tell you when your supply is likely to be restored.

If we have work planned that will require your water supply to be turned off, we'll let you know so that you can make any necessary special arrangements.

## **Vulnerable customers (WaterSure)**

WaterSure is a tariff designed to help families with a water meter that have low incomes and use higher than average amounts of water due to a large family or medical conditions.

If you're eligible, it allows your charges to be capped if you're paying for your water service based on a meter and you're receiving any of the following benefits:

- Housing Benefit
- Income Based Job Seekers Allowance
- Income Support
- Working Tax Credit
- Child Tax Credit (except families in receipt of the family element only)
- Pension Credit
- Income Related Employment and Support Allowance
- Universal Credit

And have:

Three or more children under the age of 19 who are in full time education and live at the premises and you're entitled to receive child benefit for them.

Or a person living at the property is diagnosed as suffering from a medical condition which causes them to use greater than normal quantities of water.

Examples of such medical conditions are:

- Desquamation
- Weeping skin disease
- Incontinence
- Abdominal stoma
- Crohn's disease
- Pension Credit
- Ulcerative colitis
- Renal failure requiring dialysis at home

Or any other medical condition for which a qualified medical practitioner has provided a certificate or written evidence confirming the requirement for additional water use, and as a result of that condition our customer uses a significantly additional amount of water.

Full details of WaterSure are available upon request, on our website **[www.south-staffs-water.co.uk](http://www.south-staffs-water.co.uk)** or by contacting us on **0845 60 70 456**.

## **Password service**

For added reassurance that a caller to your home is genuine, you can register a password of your choice. Only relevant South Staffs Water employees will know the password, and they'll use it when they call on you or your representative. If you suspect that the caller is not from South Staffs Water, advise them that you are going to call us, then close your door.

## **Information about specialist equipment and plumbing services**

For customers who have difficulty using standard kitchen and bathroom fittings, information is available from the local Social Services Department or Local Area Health Authority. They can provide advice on what products are available. Some fittings may be free of charge.

## **Emergency supply interruptions**

Sometimes essential work needs to be done which may affect some of our customers. If an emergency supply interruption happens, bottled water is available to customers on request.

## **Emergency supply interruption (24 hour service) telephone number 0800 389 10 11.**

## **Face to face contact**

All employees of South Staffs Water and the partners and contractors who work on our behalf carry identity cards with their photograph. They'll always show this when calling at customers' homes.

Call **0800 389 10 11** to check the identity of a caller.



## Front door safety

Always be aware of **ANY CALLERS TO YOUR DOOR.**

- **STOP**

- Are you expecting anybody?
- Do they have an appointment?

- **CHAIN**

- Secure your door bar or chain before opening your door.

- **CHECK**

- Ask for and double-check the caller's identification.

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



**CRIMESTOPPERS**

**0800 555 111**

Call anonymously with information about crime

## **If your supply is metered**

### **Meter reading**

We send our metered household customers a bill at least twice a year. At least one bill each year will be based on an actual meter reading.

If we don't have an actual reading, bills will be based on an estimate. The estimated bills are calculated by averaging the daily consumption between two actual meter readings.

You can check your reading type by looking on the back of your bill. The reading type will say "Estimated" or "Actual."

When you receive an estimated bill you may wish to give us your own meter reading. We can then send you a bill based on that.

## **How we can help**

If you'd like to give us a meter reading and you're unable to read the meter yourself we can arrange to read it for you. If the position of the meter makes it difficult for you to read it, we can where possible, relocate the meter to a more suitable position. Please contact our enquiries line on **0845 60 70 456**.

## **Remote reading**

To help protect our customers against bogus callers, we fit meters with remote reading devices so that we can read the meter without needing to go inside your home. If there is an older type meter fitted, and you have to let us into your home to read it - we will where possible, exchange the meter for you.

## Let us know

If you'd like to register or you know someone that would benefit from being on our register, please call us on **0845 60 70 456**, visit our website **[www.south-staffs-water.co.uk](http://www.south-staffs-water.co.uk)** or complete the attached application form and return it to us at the address below. Any information you give us will be treated in the strictest confidence. Only relevant South Staffs Water employees will have access to your details. Giving this information to us is voluntary.

Please return your completed form to:  
**South Staffs Water, Green Lane, Walsall,  
WS2 7PD**

## How to contact us

Bill enquiries .....**0845 60 70 456**

Supply problems (24 hours) .....**0800 389 10 11**

# Register for Extra Help

## Tell us about yourself

First name: \_\_\_\_\_

Last name: \_\_\_\_\_

Email address: \_\_\_\_\_

\_\_\_\_\_

Contact telephone number:

\_\_\_\_\_

Customer reference number:

\_\_\_\_\_



## Tell us about your requirements

- Braille bill and information service
  - Bill reading service
  - Large print bill and correspondence service
  - Home dialysis patient
  - Add a nominee
  - WaterSure application form
  - Password service
  - Other (please specify)
- 

## Create your password

New password: \_\_\_\_\_

You may wish to write down your password and keep it safe.







# South Staffs Water

Green Lane, Walsall  
West Midlands WS2 7PD  
[www.south-staffs-water.co.uk](http://www.south-staffs-water.co.uk)

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