



South Staffs Water



Making you count

We want to make sure all our customers are supported and get extra help when they need it.

Priority Services Register – We’re here for you

We understand that at times our customers may need a little extra help - that’s why we provide a range of additional services.

Speak to us if you or anyone you know needs help with any of the following:

- 1 If you have difficulty reading or understanding your bill, we can arrange for information to be delivered in the following ways:

✓ Read out to you over the phone	✓ Braille
✓ Large print	✓ Sent to a relative or friend

- 2 Hearing or speech difficulties
- 3 Medical or mobility needs that would be affected by an interruption to your water supply such as dialysis
- 4 Need translation services
- 5 Worried about people visiting your home

Keeping you safe from bogus callers

- All our employees carry photo identity cards
- Each identity card has a unique number - you can call us on **0345 60 70 456** and we’ll use it to check their name and reason for the visit
- Our employees wear a South Staffs Water uniform and will typically be in one of our branded vehicles; however contractors working for us may not wear the same uniform or drive branded vehicles
- For added peace of mind, you can also register for our password scheme

- 6 Want us to talk to a friend or relative

To register for our Priority Services, please speak to us, visit our website www.south-staffs-water.co.uk or call us on **0345 60 70 456**.

1

Stop!

Are you expecting anybody?
Do they have an appointment?

2

Chain

Secure your door bar or chain before
opening the door.

3

Check

Ask for a double-check of the caller’s ID.

Help with paying your bill

A problem shared - we understand that finding the money to pay your bill can sometimes be difficult. If you're having trouble paying, we can help. Speak to us or call us free on **0800 0930610**.

Easy ways to pay

We offer a range of flexible payment options:

Direct Debit

Online

Over the phone

PayPoint

Internet or phone banking

At a bank or Post Office

Payment slips

Direct from your benefits

Standing order

Lower Value Plans

If you are struggling to pay your monthly payment, we can work with you to find out what's affordable to you and offer a lower value plan.

Special Tariffs

Assure - assists customers on a low income and struggling to pay their water charges.

WaterSure - designed to help families or people with medical conditions who use a lot of water and are in receipt of certain income related benefits. You must have a water meter fitted so we can measure how much water you're using.

Switching to a meter is as easy as 1,2,3...

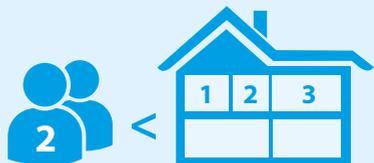
On average, our customers save around £100 a year by switching to a meter. See if you could save by using the online calculator on our website.

Switch-back promise

If you decide to switch to a meter and decide it's not right for you, don't worry. We offer a two-year switch back promise, where you'll be able to change back to rateable value.

How to apply

You can apply for a meter by downloading a form from our website www.south-staffs-water.co.uk or by calling us on **0345 4567063**.



If you have more bedrooms than people living in your home, you might benefit from having a meter.

Saving water and money

On average, we use around 150 litres of water a day each - and a lot of that goes down the plug hole!

Taking care not to waste water really helps the environment, can lower your fuel bills and, if on a meter, can help your pocket too.

Simple ways to save



Taking a five-minute shower instead of a bath



Fitting a water-saving device in your toilet cistern



Turning the tap off when you brush your teeth

For more information and access to free water-saving devices, please visit our website.

Save time, do it online!

With My Account you can access your water account at a time and place that suits you. We'll also be able to offer you personalised information, advice and ways to save money on your water account.

Other benefits of My Account include:

- View and pay your bills anytime with e-billing
- Set up a new payment plan or Direct Debit
- Amend your details

My Account is simple, safe and secure.

To register for My Account...

Simply visit www.south-staffs-water.co.uk. Click on My Account on the homepage and type in your eight digit **customer reference number** from the top of your bill.

Contacts

Billing and general account enquiries:	0345 60 70 456
Emergencies, leaks or water supply problems:	0800 389 10 11
Help with paying:	0800 09 30 610
Sewerage and drainage issues Severn Trent Water:	0800 783 4444

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Ways we can help...

Priority Services Register

Help with paying your bill

Switching to a meter

Saving water and money

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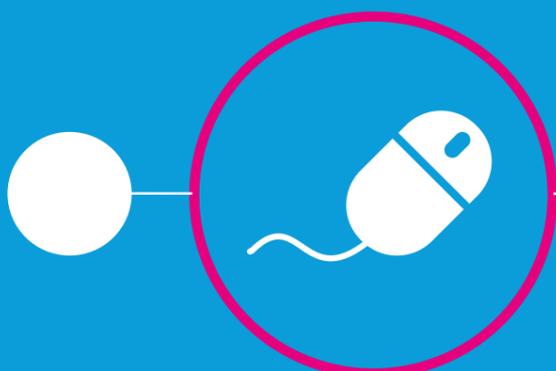
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