

## **BEREAVEMENT POLICY**

### **Support To You**

This bereavement policy applies where an account is held in the name of a customer who has passed away.

At South Staffs Water, we understand the impact that dealing with the loss of a loved one can have. In these circumstances our team will act with care and compassion, providing you with as much support as you need while updating or closing the account of a loved one.

You will be treated with empathy, dignity and respect.

### **Telling Us**

You can report a bereavement to us via:

- LifeLedger
  - this online service informs us as well as many other commercial organisations
- Online WebForm
  - this online service informs us but no other commercial organisations
- Writing
  - Bereavement Support, South Staffs Water, Green Ln, Walsall, WS2 7PD
- Email
  - [bereavementsupport@south-staffs-water.co.uk](mailto:bereavementsupport@south-staffs-water.co.uk)
- Telephone
  - 0345 60 70 456 selecting option 4

### **Information We Need**

We will need to ask you the following information:

- Your name, contact details and your relationship to the account holder
- The name and address of the account holder
- The date they passed away
- If water is still being used at the property

We may also ask:

- If another occupant is taking over the account
- For a copy of the death certificate, which can be digital

### **Service Levels**

If you contact us in these circumstances, we will initially respond to you within 5 working days. All our following processes will be completed in the shortest possible timescales to support you appropriately.

## **Other Support**

On a wider basis there are other support solutions that can assist you in these circumstances, including both government and charitable organisations.

If you want to inform government, including local government, about your loss you can use the gov.uk **Tell Us Once** service.

This service does not inform South Staffs Water, but you may find it useful as a convenient way to update organisations including:

- HMRC - to deal with personal tax and to cancel benefits and credits
- DWP - to deal with benefits and entitlements, including Universal Credit or State Pension
- Passport Office - to cancel a British passport
- DVLA - to cancel a licence, remove the person as the keeper and end the vehicle tax
- Local council - to cancel Housing Benefit, Council Tax Reduction (sometimes called Council Tax Support), a Blue Badge, inform council housing services and remove the person from the electoral register

[What to do after someone dies: Tell Us Once - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/organisations/tell-us-once)

For emotional or practical support in these circumstances, which can be overwhelming, the following charitable organisations can provide help and guidance.

[Home - Cruse Bereavement Support](#)

[Citizens Advice](#)