



South Staffs Water

Stakeholder update

Supporting our customers, making you count



April 2020

South Staffs Water is here to help...

We understand that this is a difficult time for you and your customers as we adapt to new ways of living and working. During Covid-19, we don't want our customers worrying about their water supply, bills and payments. We've pulled together the help and support we can offer our customers during this difficult time and are hoping that you help us to promote this in any way you can. More information can be found on our website www.south-staffs-water.co.uk/coronavirus.



Sign up to our PSR

We want to make sure our vulnerable customers are supported during this time and encourage anyone who is vulnerable to sign up to our Priority Services Register. It's really important that our customers with a disability, mobility issue, chronic illness or a medical condition are registered on our priority services register, as this will help us identify them and give them the support they need, if they experience an issue with their water supply. We have also set up dedicated codes to help us identify customers who are isolating and are considered high risk. To register simply go to www.south-staffs-water.co.uk/psr.

Bills

We appreciate that at the moment our customers may have difficulty keeping on top of their finances and paying their water bill maybe the last thing on their mind. We will do all we can to support our customers with their recent bill.

Below is a list of the type of support we can offer our customers:



Flexible payment plans that will allow customers to split their yearly bill into monthly, fortnightly or weekly instalments



A payment break of up to 3 months, by filling in our simple form www.south-staffs-water.co.uk/COVID19-financial-support and we'll get it sorted. This may be useful, if you hope to get back on track after lockdown.



We all need to stay safe, so if our customers can't get out to make a regular payment, we have many other ways to pay such as:

- set up a Direct Debit online or by our Mobile App.
- make a one-off payment, via the 'pay now' page on our website.

Top tip: have the customer reference number to hand, which can be found on the top of the bill.

Assure tariff

We also have a discounted tariff that could benefit our customers. If their household income is less than £16,380* per year, they may qualify for a discount on their water charge. If they are eligible and their application is successful, their charges will be discounted for two years, in the first year by 60% and the second year by 40%.

Find out more www.south-staffs-water.co.uk/assure.

* Terms and conditions apply.



We would like to thank you for your support during Covid-19. Please stay safe and well.

