



South Staffs Water

Customer update

Supporting our customers, making you count



May 2020

South Staffs Water is here to help...

We understand that this is a difficult time for us all as we adapt to new ways of living and working. During Covid-19 we don't want you to worry about your water supply, bills or payments. That's why we've pulled together many ways we can support you during this difficult time. You can find out more by visiting our website www.south-staffs-water.co.uk/coronavirus.

Sign up to our Priority Services Register

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 this free register. This will help us identify these customers quickly should they experience an issue with their water supply. To register simply go to www.south-staffs-water.co.uk/psr.

Bills

We appreciate that at the moment managing your finances and paying your water bill may be the last thing on your mind. We'll do all we can to support you with your recent bill and here is a list of the ways we can support you:



We have flexible payment plans that will allow you to split your yearly bill into monthly, fortnightly or weekly instalments.



If you need a payment break we can offer up to 3 months, fill in our simple form www.south-staffs-water.co.uk/COVID19-financial-support, as this may be useful if you hope to get back on track after lockdown.



We all need to stay safe, so if you 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 using the 'pay now' section on our website.

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

Assure tariff

Covid-19 Assure tariff

We also have a **temporary** discounted tariff for people who find themselves **now** on a low income as a result of Covid-19. The tariff will provide you with a 60% discount off your water bill for the next 3 months to give you time to get back on your feet.

In order to apply, your income must be less than £16,380 per year at this time. If you have dependent children, please add £1,500 per child. For example, for two children your household income will be £19,380.

You will also need to provide proof your income has been affected due to Covid-19. This can be a HRMC letter, furloughed confirmation from your employer or isolation note (if you're currently on statutory sick pay).

This tariff will close on 30 June 2020 to new applicants.

If your income is not affected by Covid-19

If your income hasn't been affected by Covid-19 and is less than £16,380 we have the Assure tariff that you may be eligible for.

If your household income is less than £16,380* per year, you may qualify for a discount on your water charge. If you are eligible and your application is successful, your charges will be discounted for two years, in the first year by 60% and the second year by 40%.

Find out more about our discounted tariffs. Visit: www.south-staffs-water.co.uk/COVID19-financial-support.

*Terms and conditions apply.



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

