

SEVERN

TRENT

WATER















We care
about our
customers



Our services
are for everyone

Your guide to our free services

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We care for our customers

We understand that not everyone's situation and needs are the same. That's why we have a range of free services that you might find useful.

We want to give you the best possible service we can, so we need to know if you have individual needs.

To apply for any of our services please complete and return the enclosed form or call **0345 750 0500** to speak to an advisor.

If you need a service that you can't find in this leaflet, please contact us so that we can discuss it with you. We want to work with you to make sure that our services are useful, so all feedback is welcomed.



Alternative formats

We can provide your bills, letters and leaflets in different formats if you have trouble reading them:

Large print

You can have all your bills and correspondence in large print.

Braille

We can provide different types of Braille if you let us know what you need.

Electronic

You can access your account online.

Go to stwater.co.uk/register to sign up.

Audio

We can send your information on a CD, MP3 or cassette.

Other

We can provide your bills and correspondence in other formats if you wish.

You can contact our billing team if you have any questions about your bill on [0345 750 0500](tel:03457500500).



Hearing impairments

If you have a hearing impairment, it's important we know in case there is a problem with your water supply and we need to notify you.

If you use a textphone and you need to contact us about your bill, water supply or sewerage, you can contact us on **0800 328 1155**. Calls to this number can ONLY be accepted from textphones.

If you would like to speak to our Customer Service team using a BT Typetalk telephone relay service dial **18001** followed by **0345 750 0500**.

You can also email us at **customercare@severntrent.co.uk**





Dialysis

If you dialyse at home we need to know about it in case we need to interrupt your water supply. Your hospital may have already registered you with us, but if you're unsure, contact us on **0345 750 0500**.

If we're working in your area and need to shut off your supply or lower the water pressure, we'll try and contact you before we begin to discuss suitable times.

In an emergency (for example a water main burst) we can't give you advance notice, but we will contact you as soon as we can to tell you how long the interruption will last. We'll try to get you an alternative supply of water and we'll work quickly to get your normal supply back up and running.



Medical or mobility needs

If you have a medical or mobility need that means you use a lot of water or find it difficult to leave your home please tell us. Once we know, we'll do what we can to help as much as possible in the event of any planned or unplanned work.

Contact us on **0800 783 4444** and we will try to help and advise you of alternative water supplies should you need it.





Password protection and ID check scheme

We want to help protect you from bogus callers who claim they work for Severn Trent or one of our contractors. They will try to gain entry to your home to steal valuables so we have a password scheme to help stop this.

Once you have registered with the password scheme you can tell any caller claiming to be from Severn Trent or 'the Water Board' that you are password protected. If the caller is a member of our staff they will contact us to get your password. This might take a few minutes as the staff member will need to go through various checks to keep your password as safe as possible.

Very few of our representatives need to come into your home. If you are in any doubt please check the identity card – our staff expect you to. If you are still unsure please telephone us on **0345 604 1655** and we will confirm their identity.

To set up a password please complete and return the form enclosed. Alternatively you can register by calling **0345 750 0500** emailing **customercare@severntrent.co.uk** or visiting **stwater.co.uk/access**.

You should choose a password that you'll be able to remember and make sure that nobody else knows it. Please don't write your password on the registration form, we'll contact you for it.

If they don't have an identity card, or you are unsure about them, stop! Don't let them in!





Nominee scheme

If you would like a relative, friend or carer to help you with your bills or letters, you can nominate someone to speak to us about your account on your behalf. We can even send the information directly to them should you wish, but please remember that paying the bill will remain your responsibility.

To join the Nominee scheme fill in the section of the enclosed form and return it to us.





Meter reading service

If you find it difficult to check your meter, we can arrange to read it for you twice a year. Simply contact us each time you need us to read your meter (for example when you get an estimated bill).

You will need to be on the Access Register to get this service. Please tick 'Meter Read' on the enclosed form and return it in the prepaid envelope.



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Other services

WaterSure

If you're on a water meter and receive means tested benefits, you may be eligible to a capped charge if you use a lot of water. To qualify you must have either three children under the age of 19 living with you or a medical condition and use large amounts of water. Request more information by calling **0345 750 0500** or complete the WaterSure section on the registration form and return to us.

Single Occupier Assessed Charge

If you live alone and have requested a water meter before but one couldn't be installed, you may be eligible for a reduced tariff. Request more information by calling **0345 750 0500** or complete the section on the registration form and return to us.

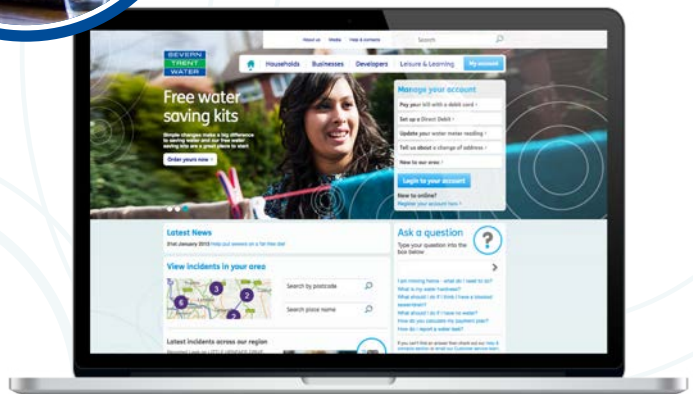
Welsh language

We can provide correspondence in Welsh on request if you live in Wales.



Self serve

If you are a Severn Trent Water customer you can register online to view your bill, make a payment, order a watercard, apply for a free water meter and much, much more. It's quick and secure. All you have to do is log on to stwater.co.uk and register by clicking the link on the home page.





Visitor Experience sites

We want to make sure that the facilities at our visitor centres and reservoirs are as accessible as possible for you if you have a disability.

If you would like information about our visitor sites please contact the relevant visitor centre. Our staff on site will be happy to answer questions about upcoming events and accessibility.

Telephone numbers for our visitor centres are:

Carsington Water: 01629 540696

Upper Derwent Valley: 01433 650953

Draycote Water: 01788 811107

Linacre Reservoirs: 01246 567049

Tittesworth Water: 01538 300224

Lake Vyrnwy: 01691 870278

Staunton Harold: 01332 865081

Ogston: 01629 540696

If you have visited one of our sites and would like to comment on your experience please email visitor.sites@severntrent.co.uk.

Information is also available from our website stwater.co.uk/daysout.



Contact us

If you would like more information on any of the services in this leaflet:



Telephone: **0345 750 0500**

Textphone: **0800 328 1155**

Fax: **02476 853510**



Email: **customercare@severntrent.co.uk**



Post: Access Team,
Severn Trent Water,
Sherbourne House,
St Martins Road
Finham,
Coventry CV3 6SD

To contact us about anything else:

Paying your bill, changing your address, problems with paying **0345 750 0500**

Loss of supply, burst mains, leaks, water problems, blocked sewers, information on repairs – this is a 24 hour telephone number **0800 783 4444**

Having a meter fitted free **0345 709 0646**

Bogus caller Hotline to check someone's Identity **0345 604 1655**



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