

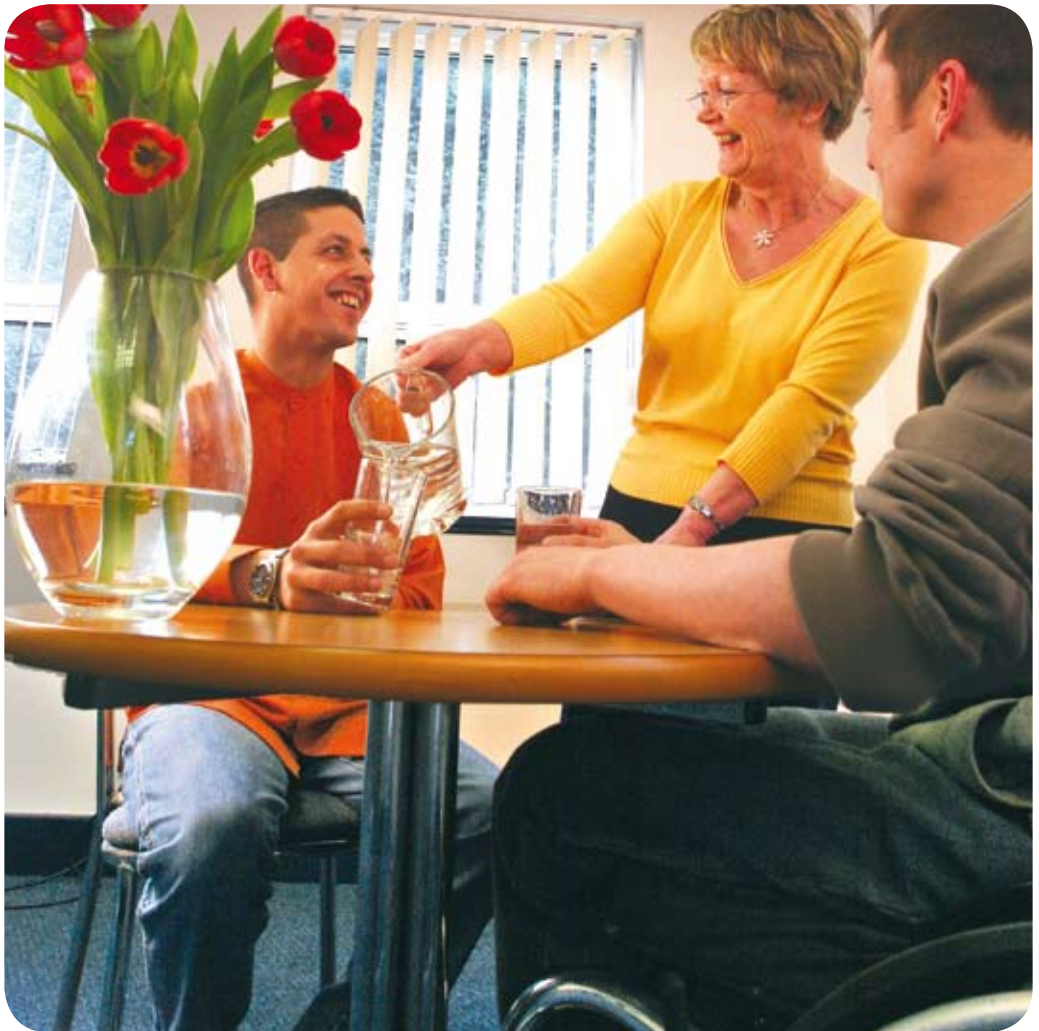
SEVERN

TRENT

WATER

Access to our services

Making life easier for you



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We care for our customers

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

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

If you need a service that you can't find in this leaflet please contact us so that we can discuss your needs with you. We want to work with you to make sure that our services are useful and we will continue to extend and review them wherever we can.

To apply for any of our services please complete and return the enclosed form. If you need help completing the form please call **08457 500 500**.

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 correspondence in large print.

Braille

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

Electronic

We can provide your bill information by e-mail if you have a sensory or other impairment.

Audio

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

Talking bill

We can telephone you before sending your bill and help you with arranging payments and answering any questions you may have.

We will try to support any other individual needs you have in relation to dyslexia, dyspraxia, colour blindness etc.

Hearing impairments

For customers who have a hearing impairment, it is important we are aware in case there is a problem with your supply. We can then notify you in the correct manner.

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 **08457 500 500**.

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

Dialysis

If you dialyse at home we need to know about it in case we plan to interrupt your water supply. Your hospital may have already registered you with us but if you are unsure contact us on **08457 500 500**.

If we are working in your area and need to shut off your supply or lower the water pressure we will 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. We will however contact you as soon as we can to tell you how long the interruption will last. We will try to get you an alternative supply and we will work quickly to get your normal supply back up and running.

Alternative water supplies for customers with medical or mobility needs

If you have a mobility or medical need that means you use a lot of water or find it difficult to leave your home please tell us. Once you have told us we can contact you as a priority if your water is cut off because something planned or unplanned.

We can also make sure that you know about any emergency quickly.

Contact us on **0800 783 4444** and we will try to make sure that an alternative supply is available should you need it.



Password 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 and we have a password scheme to prevent 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 because we are anxious to keep your password confidential and the staff member will have to go through various checks.

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 **0845 604 1655** and we will confirm their identity. Do not phone any number they give you.

To set up a password please complete and return the form enclosed. Alternatively you can register by telephoning **08457 500 500** or e-mail **customer.relations@severntrent.co.uk**.

You should try to choose a password that you will be able to remember. You should also make sure that no-one else knows it. Please do not write your password on the registration form. We will contact you for it.

If they do not 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.



Other services

Watersure

If you are on a water meter and are in receipt of means tested benefits, have a medical condition and use large amounts of water, you may be eligible for a capped charge on your bill. Request more information by calling **08457 500 500** or complete the section on the registration form and return to us.

Single Occupier Assessed Charge

If you live alone and have requested a water meter before and one could not be installed, you may be eligible for a reduced tariff. Request more information by calling **08457 500 500** 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 easily register to view your bill, make a payment, order a watercard, apply for a free water meter and much, much more. Its quick and secure and all you have to do is log on to **www.stwater.co.uk** and register by clicking 'my account' on the home page



Access to our sites and facilities

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 recreational facilities 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 659986

Draycote Water: 01788 811107

Linacre Valley: 01246 567049

Tittesworth Water: 01538 300400

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 e-mail: **customer.relations@severntrent.co.uk**

Information is also available from our website
www.moretoexperience.co.uk

Contact us

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

Telephone: **08457 500 500**

Textphone: **0800 328 1155**

Fax: **02476 853510**

E-mail: **customer.relations@severntrent.co.uk**

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

To contact us about anything else:

08457 500 500 (Paying your bill, changing your address, problems with paying)

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

0845 709 0646 (Having a meter fitted free)

0845 604 1655 (Bogus caller Hotline to check someone's Identity)

Severn Trent Water Ltd

2297 Coventry Road
Birmingham B26 3PU

www.stwater.co.uk



This publication is available
in alternative formats, including
large print and Braille.

For further information please:

call 08457 500 500

textphone 0800 328 1155

customer.relations@severntrent.co.uk



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this leaflet please recycle it