

KEEPING YOU SAFE



*Caring for our customers
with our password
protection scheme.*



Take advantage of our password protection scheme

We care about our customers and want to make sure they're safe. To help with this, we offer a free password protection scheme that can help protect you from bogus callers.

Bogus callers are people who trick their way into people's homes looking to steal valuables and cash. They are normally well organised and work in teams and are very convincing, often using excuses based on panic to gain entry to your home.

They often claim they are from the 'water board' and may wear uniforms and fake ID badges. They can be very convincing so be careful who you let into your home.

Beware of certain phrases!

"Your water may be contaminated! You need to run your taps."

"Your neighbour is having a flood and we need to turn the water off."

"We need to come in and check that your water is still working OK."

None of our genuine representatives would ask to enter your property with these excuses and you're not obliged to let them into your home.

How the scheme works


Once you have registered with the password scheme, just 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.

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

Always check the caller's identity

How to register

It's easy to register so please contact us and ask to join the password scheme.

 Call **0345 7 500 500** and ask to register for a password.

 You can also register online at **stwater.co.uk/access**

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

One of our Access team will call you back to get your individual password over the phone. We do this for extra security.

And remember:

Don't accept any excuses; all genuine employees will know how to get your password from Severn Trent Water.



How do I check an ID?

To check a caller's identity you can contact our customer relations team on **0345 6 041 655**, and speak to an advisor.



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

For further information:

 Call **0345 7 500 500**

Textphone **0800 328 1155**

 **customer care@severntrent.co.uk**

Calls to 0800 numbers are free from UK landlines. Calls to 0345 numbers are charged at a local rate and when phoning from a mobile, may be included in your free minutes package.

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