



SEVERN
TRENT
WATER

Ensuring great customer service



Customer Relations

With over 8 million customers, Severn Trent Water has to communicate well with businesses and households.

The credit management team is responsible for collecting money that is owed to Severn Trent Water by customers.

If we didn't chase outstanding debts from customers, it would unfortunately have an impact on all of our customers' bills. There are over 300 staff members in credit management spread across three teams: collection, litigation and enforcement. We also sometimes use external agencies to help us recover outstanding debts.

External relationships

The external relationships team is responsible for maintaining relations between credit management and other organisations that represent customers, such as Citizens Advice Bureaux, Money Advice agencies and Debt Management companies. The team gives these organisations the information they need to offer customers the best advice when discussing their water debt. The external relationships team also helps to promote our schemes and tariffs to vulnerable customers in local communities and with social housing providers.

The schemes we offer are:

- **Water Direct** – deductions are made directly from customer benefits, such as Income Support, Jobseekers Allowance.
- **Severn Trent Trust Fund** – an independent charitable organization that aids customers with financial difficulties through a grant system. We regularly make donations to this fund.
- **WaterSure** – a capped annual charge for metered customers who have three or more children under 19 years of age or have an illness that means they use more water than an average customer.
- **Access** – this includes sending letters and bills in alternative formats to customers and offering a password scheme to help prevent bogus callers.
- **Payment plans and a wide range of payment methods** to make it easy for everyone to manage their bills.



We have a range of schemes designed to help customers who have individual needs.



Bills and letters in alternative formats

We have different formats to make it easier for customers to read bills and other letters we send. These include large print, Braille and audio. There are other formats if you have Dyslexia or Dyspraxia.



Bills and letters can also be sent in Welsh, and those with a hearing impairment can use methods like Minicom and BT Relay.

Nominee scheme

Customers can ask for someone to be added to their account so they can talk to us about their bills. They can be a member of the family, friend, neighbour or care worker.



Dialysis and medical conditions

If customers have a medical condition that relies heavily on water they will be offered some extra support if their water supply is disrupted.



Meter reading service

If customers are worried about their water consumption and can't read their meter easily, we can arrange to read this regularly on their behalf.



Single occupancy assessed charge

If customers live on their own, they may be able to have their charges reviewed to help make bills more manageable.



Doorstep password scheme

Customers can choose a password that's easy to remember, then ask for it if any of our representatives visit their home.



The business services team is responsible for the lifecycle of large business customers.

New connections

This team works with external contractors and people who are building their own home to make sure that water is supplied to new housing developments and businesses, as well as helping customers who want to have new water connections on an existing property. When the new connection has been installed, an account is set up and managed by the customer service team.

Service managers

Larger business customers are assigned a service manager who will be the customer's main point of contact at Severn Trent Water. The service manager can work with customers to help analyse consumption data and advise on water efficient methods, so costs and environmental impact can be kept down. They can also help develop contingency plans for hospitals and prisons so that vulnerable residents continue to be well cared for in the event of a water outage or indeed a flood. Service managers work across all areas of Severn Trent Water to make sure that customers' issues are resolved as quickly and efficiently as possible.

Commercial management and debt collection

This team works very closely with large businesses to make sure they are supported from a billing perspective by offering help with account management through consolidated bills to make their payments easier. They also work with customers to make sure that their bills are paid on time.

