

# 1 Our Helping Hand Scheme



**We pride ourselves on providing you with a reliable supply of clean fresh drinking water. We also take our commitment to be there when you need us equally seriously.**

If ever you need extra support, this leaflet explains what we can do to help you, and how to apply for our help.

You will also find all the information you need if you are applying on behalf of a family member or neighbour.

If you can't easily find what you're looking for then our friendly Customer Services Team will be happy to help on 01737 772000.



**This leaflet contains information about:**

- **Our Helping Hand Scheme**  
Practical help and advice about how we can help you
- **WaterSure**  
Financial help for metered customers who need a lot of water for medical reasons
- **Bogus caller aware!**  
If in doubt keep them out. Beware of doorstep callers

## **How does our Helping Hand Scheme work?**

We aim to maintain the same high standard of care for all our customers – whatever their needs. One way we achieve this is through our Helping Hand Scheme, which offers additional help in a variety of ways:

### **Individual notification in Emergencies**

This is mainly for our elderly, frail or vulnerable customers. Simply register with us and we will notify you directly if there is an emergency.

### **Braille, large print and audio/CD services**

We can provide letters, bills and other information in these formats, or we can read them to you over the telephone.

### **Text Relay**

This facility allows you to dial 18001 on your textphone followed by our Customer Services number and a text relay operator will connect to your call. See our website for more information, or contact Text Relay customer support on 0800 7311 888 (freephone) or 0800 500 888 (textphone).

### **Home dialysis users**

Please let us know if you use a dialysis machine and we will give you warning of any known water supply interruptions.

For further information contact the Customer Services team at SES Water. London Road, Redhill RH1 1LJ  
Tel 01737 772000 or Fax 01737 766807 [www.seswater.co.uk](http://www.seswater.co.uk)

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### Password scheme

We operate a password scheme to help prevent bogus callers getting into your home. You can set up a password to use when one of our representatives calls, which only you and SES Water know. So if a caller claims to be from our company and doesn't know your password, you know not to let them in. Genuine SES Water staff are always happy to wait for you to check with us if you have any doubts before letting them in.

To request more information about any of these services, please fill out the form at the back of this leaflet. We will then contact you.

Alternatively, you can download an application form from our website, or contact our Customer Services team on 01737 772000.



### Nominated Correspondent

Let us know if you would like us to speak to someone else on your behalf. We can arrange to have information about your account sent to this person.

### Water meter reading

If you have a water meter but find it difficult to read, let us know and we might be able to re-site it. We will also read it for you if you ask us.

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## How does the WaterSure Scheme work?

WaterSure is our scheme for low income households who could face hardship as a result of paying for their water by meter. If you're eligible we'll make sure you don't have to pay any more than the average for your area, even if you use a lot more water than your neighbours.

## Am I eligible for WaterSure?

To qualify, you must have a water meter and one or more of the following applies to you, or someone living with you.

### You receive one of the following benefits or tax credits:

- Council Tax Benefit
- Housing Benefit
- Income Support
- Income-based Job Seeker's Allowance
- Working tax credit
- Child Tax Credit (other than just the family element)
- Pensions Credit
- Income-related employment and support allowance

### And either,

you have three or more children under the age of 19 living at home and in full-time education.

### Or,

you have one or more people living in your property suffering from, or receiving treatment for, a medical

condition which causes them to use significantly more water, such as:

- Desquamation (flaky skin loss)
- Weeping skin disease (eczema, psoriasis, varicose ulceration)
- Incontinence
- Abdominal stoma
- Crohn's disease
- Ulcerative colitis
- Renal failure requiring home dialysis (except where the health authority contributes to the cost of the dialysis)
- Any other medical condition requiring significant additional water, and supported by a medical practitioner's certificate.

**Your eligibility for WaterSure may change in accordance with regulations issued by the Secretary of State.**

## How do I apply for WaterSure?

If you meet the criteria and wish to apply, please complete the form at the end of this leaflet, or you can download one from our website, or contact our Customer Services team (see back page).

You'll need to provide sufficient evidence for us to confirm you are eligible. We will need a declaration, giving us permission to contact either Job Centre Plus, or your medical, practitioner, to verify the information you provide.

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## When will WaterSure begin?

Financial support will begin from the start of the billing period in which your application is received (i.e. the previous meter reading). In order for the support to continue we will need a new declaration at the start of each billing year confirming that your circumstances have not changed. If this declaration is not completed, or returned, our charges will revert to normal from the start of the billing year.

## Are there any restrictions?

You may not be eligible for WaterSure if you use a lot of water e.g. for a swimming pool, or watering the garden using a sprinkler.

If you would like to talk to someone about WaterSure please call our Customer Services team on 01737 772000

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## Be **BOGUS CALLER** aware!

Sadly, bogus callers often pretend to be from your water company, or 'water board', to trick their way into homes to steal cash and other property.

A genuine SES Water representative will be wearing a uniform, carrying a company identity card and driving one of our branded vehicles. They won't mind waiting outside while you check with us they are who they say they are.



## Remember:

- Make sure your back door is locked before answering the front door
- Put your front door chain on before opening it
- Ask the caller to wait outside while you check their identity with the company
- Keep our telephone number close to the front door and beside your phone – 01737 772000.
- Or call the police on 101 or 999
- Don't ring any number the caller gives you e.g. on his ID card
- Don't let anyone into your home until you are sure they are genuine

## If in doubt, keep them out!

For added peace of mind register a password with us – known only to you and us. This can then be used by any SES Water representative visiting your home.

To set up a password please contact Customer Services on 01737 772000

For further information contact the Customer Services team at SES Water. London Road, Redhill RH1 1LJ  
Tel 01737 772000 or Fax 01737 766807 [www.seswater.co.uk](http://www.seswater.co.uk)

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## More information

If you would like more information about the schemes and services mentioned in this leaflet, please complete and return this form to: Customer Services, SES Water plc, London Road, Redhill, Surrey RH1 1LJ

**Name** \_\_\_\_\_

**Address** \_\_\_\_\_

**Postcode** \_\_\_\_\_

**Phone Number** \_\_\_\_\_

**Customer reference number** \_\_\_\_\_

You will find this at the top right-hand corner if your water bill

Please tick the Schemes which interest you and one of our Customer Services team will contact you:

- Helping Hand Scheme
- Password Scheme
- WaterSure Scheme
- Nominated representative

**How did you hear about our Helping Hand Scheme?**

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Other utilities offer similar services. Please contact your electricity, gas, and phone company for details of their assistance schemes.

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You can contact our Customer Services team Monday to Friday from 8am to 6pm.

**Website** [www.seswater.co.uk](http://www.seswater.co.uk)  
**Email** [CustomerRelations@seswater.co.uk](mailto:CustomerRelations@seswater.co.uk)  
**Telephone** 01737 772000 (including out of hours emergencies)  
0800 587 2936 (freephone payment line)  
**Twitter** @SESWater

## Wastewater customer queries

Thames Water 0800 980 8800  
Southern Water 0330 303 0277

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