RUCKINGE NEWSLETTER JUNE 2026

Nothing could have prepared us for such a fantastic May Bank holiday week with temperatures of which in a May we had never seen.
Rarely had we been able to look forward to a bank holiday with guaranteed weather to plan to enjoy ourselves.

That said it led to problems of water shortages and although Ruckinge escaped with at worst slightly low water pressure, surrounding areas and villages had a tough time.

Some had water completely cut off others had loss of water and very low flow and pressure, with intermittent supplies.

Emergency Water Distribution stations were set up, and I visited one in Kingsnorth so I understood the working and procedures.
A couple of points came to my thinking.

1. What is the provision for water for cattle?
2. What are the procedures to ensure the vulnerable, the at risk, the disabled and people who had no transport to get to a distribution point.?

What became clear to me immediately was the need to people to register if they need help and support with water provisions from a distribution process.

This newsletter is devoted to supporting the community with advice on how to register.

Here is the following guidance.

If you have any concerns or questions, please contact your water provider who has all the details on their bills if not covered in the articles below.

Thank you
Peter

Peter New (peternew1@aol.com)
Community neighbourhood Watch

Register for Priority Services



Our Priority Services Register is free to join and provides extra care and support to those who need it most

This may be short term while you are going through some temporary life changes or longer term where you may have restricted mobility, may be deaf, blind or partially sighted. It also includes our elderly customers or those suffering a sickness or illness. Our Priority Services Register is available to everyone that meets our eligibility criteria. If you are a South East Water customer you just need to sign up by following the link.

Sign up for the Priority Services Register

southeastwater.co.uk

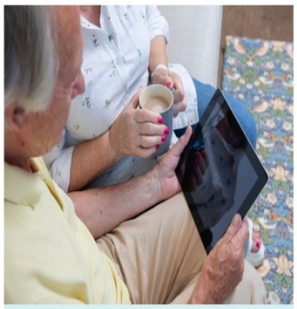
Who can sign up?

You can register if any of the following apply to you or someone you live with:



Age

You're of pensionable age, or you have children under five.



Communication

You have needs relating to your sight, hearing, speech, or language.



Medical conditions

You have a chronic or serious illness, or a cognitive impairment such as dementia.



Medical equipment

You use medical equipment, such as a dialysis machine, ventilator, nebuliser, or oxygen therapy.



Mobility

You have a disability or physical impairment, or have additional mobility needs.



Life changing events

You're going through a significant life change, such as a bereavement, recovering from a hospital stay, or a change in circumstances.

Additional support available

Our Priority Services Register is a free service to help provide you or someone you know with a little extra support and includes:

- Appointing someone to speak on your behalf about any billing enquiries.
- Have your billing information in a format that works for you, like braille, audio CD, or large print.
- Help you with our interpretation service if English isn't your first language.
- If you would like someone to be there if we ever needed to visit your property, we 'll arrange that.
- Let you set up a password so you know it's really us if we need to visit your home.
- Dedicated phone number and email address for our customer care team.
- Bottle water delivered if you are unable to leave the house during a water interruption.

Register for Priority Services

What happens next?

Once you've registered, we'll send you a welcome letter to confirm:

- The services you've signed up for and any communication needs you have.
- How we'll support you if your water supply is interrupted.
- How we'll use your data.
- How to contact us.
- What to do if your situation changes.

Checking in with you

We'll also check in with you every two years to make sure we're still giving you the best possible service. We'll try to contact you three times within each two-year period by email, text message, or post. This helps us make sure your details are up to date so we can give you the right support.

Need help now?

If you, or someone you know, doesn't have water and needs extra support, please call our Customer Care team on **0333 000 2468** (Monday to Friday, 8am to 7pm). For out-of-hours emergencies, please call **0333 000 0365**.

Website Accessibility

If you're finding it difficult to use our website, we have a tool called Recite Me that can help.

Recite Me includes audio playback, dyslexia software, a dictionary, and a translation tool with up to 90 languages. You can also change the colour scheme, font size, and style.

To use Recite Me, click on the 'Accessibility' button on the right of this page. You can find out more about Recite Me here: **Find out more about Recite Me**.

Working together to help you

We share your address and priority needs with your energy network operator, which will be either UK Power Networks or Scottish and Southern Electricity Networks, depending on where you live.

They will also share information with us about their Priority Services Register customers.

This is so we can all work together to make sure you get the support you need.