SEPTEMBER RUCKINGE NEWSLETTER

Now that the real heatwave has eased I wanted to revisit advice I have given before on the need to register to receive bottled water in the event of a mains failure.

Water supplies during the hot summer were a problem BUT as we head into autumn and then winter, I want to be sure that all persons who need to are registered to be supported by the water companies if supplies fail. Problems are still occurring around Kent!

Please see guidance published by water company OR check your last bill OR go on line and read the advice on how to proceed.
Thank you
Peter
(Peter New)
Community Neighbourhood Watch



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

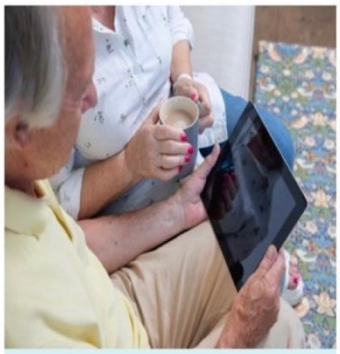
Who can sign up?

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.

NORT REGISTERED.....DO IT TODAY!

NOT SURE IF YOUR REGISTERED .....CHECK TODAY!