

Customer Challenge Group

Vulnerability sub-group - Action Update

Accessing our information

Information is included on all bills outlining the assistance available. If the customer chooses to manage their account online, the information is also available on our SEW website.

All literature is available in larger print if requested. The new Recite tool on our website offers magnification and change of colours in an easy to use tool

'Difficulty paying your bill' and 'Help for customers with additional needs' are clearly defined headings on our website. We are currently reviewing any other assistance that is provided where it is not clearly accessible. <http://www.southeastwater.co.uk/your-account/help-for-customers-with-additional-needs>

Our field team distribute all new literature personally to Age UK, CAB, support groups, food banks and all relevant partners alike

In our 'Welcome to your new home' pack, reference is made under the heading 'We're here to help' incorporating services such as Service Plus and Watersure

Our Customer Care Team attend various events such as drop in sessions at local community centres, libraries, CAB offices where the local community can attend to talk through any assistance or queries they may have.

Current offering

Priority Services Register	Website accessibility
Simple Application process	Minicom
Recite me	Webchat
Telephone	Email

Initiatives

- Text Local
- New updates on our website for vulnerability
- Online application (one for all)
- Comms days in areas of high population with multi lingual residents