

Help when you need it – We're here to help

Code of Practice

2026

Our codes of Practice

We operate under a licence which was granted by the Secretary of State for the Environment, Food and Rural Affairs. This means that there are many laws and regulations which govern what we do and the rights you have as a customer. Independent regulators monitor our business to ensure that we operate fairly. In addition to this we have introduced our own policies and services which go beyond our regulatory obligations.

This document sets out our Codes of Practice. It describes the services we provide, what your rights are as a household customer and what to do if things go wrong. The Codes have been produced in consultation with the Consumer Council for Water (CCW). From time to time, we will revise the Codes and update them to include our improvements in services to you. Nothing in our Codes of Practice affects your rights under the Law, nor is it a contract between the Company and you.

Help when you need it

We all need a bit of extra help from time to time, and there are lots of ways we can support you and your household. Whether you need help understanding your bill, want to make sure we can support you during a supply interruption, or are looking for a payment solution that works for you, we're here to help.

You can contact us on 0333 000 0001 or visit:

<https://www.southeastwater.co.uk/help/priority-services/help-paying-your-bill/>

This document provides all the information you may need to help you decide the best way to manage your account and access the support available.

Priority Service Register

The Priority Services Register is a list of our customers who have additional needs that we should be aware of, so we can make sure we provide the right help to enable you to access our services and support you during supply interruptions. This helps us prioritise care and support for people who need it most. Anyone is eligible to apply for additional support through the Priority Services Register. However, it may benefit you most if:

- You have a disability or restricted mobility.
- You have a chronic illness.
- You have a long-term medical condition.
- You have a hearing impairment.
- You have a visual impairment.
- You have additional communication needs.
- You receive care or assistance.
- You are in a vulnerable situation.

The above list isn't exhaustive, so if you think you might benefit from PSR support, please get in touch as we're always happy to help

Temporary vulnerability

We know that our customers may find themselves in vulnerable circumstances at any point in their life, and that sometimes this can be temporary as well as permanent, for example if you are recovering from an operation and are experiencing a water supply issue.

Our Priority Services Register and affordability schemes detailed in this Code of Practice may be applicable if you are experiencing temporary or short-term vulnerability, if you wish to find out more please get in touch with us, all of our contact details are on the last page of this document.

Vulnerable situations or circumstances

We can provide tailored support to you or members of your household based on your specific needs. We can help you if you are somebody who:

- Has a mental health condition that impacts your ability to understand your bill.
- Requires connection to a water supply for medical treatment.
- Needs extra support for a limited amount of time.
- Pregnant or lives with children under the age of 5.
- Has mobility issues.

If your circumstances aren't listed here but you require extra support, you can visit our website www.st-connect.co.uk/assets/pdf/20250701_Severn-Trent-Connect_Vulnerability-Strategy-2_2025-07-02-084653_ilvm.pdf, or you can contact our teams to for more information, all of our contact details are on the last page of this document.

Alternative Bill Formats

We offer different types of alternative formats to make your bill as clear as possible. You just need to join our Priority Services Register and we'll make sure we provide you with a bill that suits your needs. The types of bill we can provide:

- **Large print** – our standard bills are written using the font Arial in size 16 point. However, if you need a larger version of your bill, let us know and we'll make sure you get a bill in a size that works for you.
- **Braille** – if you need your bills in Braille, we can arrange Class 1 and 2 Braille versions for you.
- **Audio** – we can also read your bill out to you over the phone.
- **Alternative colour paper** – If you have dyslexia, it can help having your bill printed on paper that is not white. Let us know if you would like your bill printed on an alternative colour of paper.
- **Other languages** – we can translate our information into a variety of languages including, Welsh, Bengali, Gujarati, Hindi, Punjabi, Urdu, and Somali. We can provide a translation service to help you understand your bill. You can also speak to a translator when you contact us on 0333 000 0001.
- **Paperless billing** – if you wish to reduce the amount of paperwork cluttering up your post-box, kitchen table or filing cabinet, you can switch to paperless billing. You can return to paper bills at any time.

Additional support

Once you have registered, we can help you in many ways. Depending on the circumstances of each situation you may face we could help by:

- Providing advance warnings of supply interruptions.
- Move your water meter if its difficult for you to access.
- Make sure you have an alternative supply during outages.
- Schedule work to the water supply around medical treatments, such as home dialysis.
- Wait longer for you to answer the door if we know you need more time to get around.
- Give you accessible bill formats to help with visual impairments, dyslexia, and other conditions.
- Help you appoint a nominated person for us to contact if you're unable to deal with your own account.
- Communicate with you in another language if English is not your first language.
- Use a doorstep password to help protect you from bogus callers.

Bogus callers are people who impersonate staff from companies such as utilities to gain entry to your home. Our staff will always show you a valid identity card which includes our logo and a photograph, additionally you can call our Customer Service number on 0333 000 0001 to verify the identity of any ST Connect staff.

Other organisations who can help

We're not the only people who can help you. There are many organisations, including other utilities companies, charities, and Government departments, who can offer advice and support when you need it.

Your electricity and gas providers will also have a Priority Services Register that you can join, and so do the organisations that manage the power and gas networks in your region.

If you think you need extra support from your other utility providers, contact them directly or search for their priority services online.

Help with paying your bill

Social Tarriff

If you're finding it difficult to keep up with your water bills, you're not alone—and support is available. Our Social Tariff is designed to help customers on a low income by offering reduced charges, making bills more affordable.

Depending on your circumstances, you may be eligible for a discount on your water bill. This support is aimed at households experiencing financial hardship and can make a real difference in managing your monthly expenses. To ensure fairness, we mirror the Social Tariff schemes offered by the local incumbent water company in your area. This means you can access the same support as other customers living nearby.

We understand that everyone's situation is different. If you're worried about your ability to pay, we encourage you to get in touch and explore the options available. Applying is simple, and our team is here to guide you through the process.

You may qualify if you:

Have a low household income

Receive certain benefits or financial support

Are struggling to pay your water bills

Don't wait until things become unmanageable—help is available today.

WaterSure

Watersure can help if your income is low and someone in the household has an increased need for water. You must be on a water meter to be eligible for this scheme. If you meet the criteria and use our sewerage and water services, we'll make sure your bill is capped. Your bill is capped at our average yearly charge which will change each year, to find out what this years charges are you can view our Scheme of Charges which is on our website, all of our contact details are on the last page of this document. If your meter reading is lower than the capped amount, you will only pay for the water you have used. To get support through the WaterSure Scheme, you must be on a water meter, you or somebody in your household must receive at least one of the eligible State benefits, and have a medical condition that requires the use of more water or 3 or more children under the age of 19 living in the property.

Eligible benefits

You may be eligible for support through WaterSure if you or anyone in your household receives the following:

- Housing Benefit
- Income Support
- Working Tax Credit
- Child Tax Credit
- Pension Credit
- Universal Credit
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Disability Living Allowance or Personal Independence Payment

Eligible medical conditions

You may be eligible for WaterSure if anyone in your household has a medical condition requiring significant water use. Those conditions could include:

- Desquamation (flaky skin disease)
- Weeping skin disease (eczema, psoriasis, varicose ulceration)
- Incontinence
- Abdominal stoma
- Crohn's disease
- Ulcerative colitis
- Renal failure requiring home dialysis.

Any condition that a doctor confirms requires extra water use would be eligible.

Alternative payment options – we offer a wide range of payment options and frequencies. You can pay by Card, Direct Debit, Watercard or through your state benefits.

Pay online

- Online credit or debit card payment – this is a quick, simple, and secure method. You can quickly make a card payment using your online account. You can register for an online account at <https://www.southeastwater.co.uk/my-account/> if you haven't already got one.

Pay automatically

- **Pay by Direct Debit** – you can pay by Direct Debit quickly and easily. This is the most convenient way to make sure your bill is always paid in full and on time. You can choose the date, frequency and discuss the amount you pay with us, this ensures your payment is sent to us each time without you having to worry about it.
- **Pay by Standing Order** – you can set up and manage your payments using your bank's telephone, online, or remote banking services, once you've set up your Standing Order you must contact us to let us know your chosen payment date, frequency and payment amount, we'll then set up a payment plan on your account to match what you've set up with your bank, this will stop any further reminders or debt recovery taking place on your account. You must ensure to quote your South East Water account number as the payment reference so these payments can be applied to your account without delays.

Pay in Person

- **Pay at a PayPoint store** – you can pay using a Watercard at your nearest PayPoint store. You can also pay at a PayPoint store using a payment booklet or using the barcode on the giro slip at the bottom of your bill.
- **Pay at your bank** – if you prefer to pay over the counter at your bank or building society, do not forget to take your bill with you. This service is free at most banks; however, we recommend you always check first.
- **Pay at the Post Office** – you can take your bill, along with your preferred payment method of either cash or card, to any Post Office to make a payment, please be aware the Post Office may charge you for this service.

Pay by post or phone

Pay by Post – if you receive paper bills, your bill will arrive with a payment slip attached where you can fill this out and write a cheque for this amount.

- Pay by Phone - you can make regular, or one-off payments over the phone by Debit or Credit card when you call us on 0333 000 0001.

Payment breaks – If you're experiencing transient financial hardship please get in touch with us, and we may be able to offer a temporary payment break for 28 days to give you some time to review your circumstances.

Who else can I contact for help and advice?



You can contact your local Citizens Advice (CAB) which is an independent charity that gives free confidential, independent, and impartial advice on a wide range of problems. Expert advisers can help you to sort out your debts. If you have other problems, such as illness, redundancy or divorce, the adviser may also be able to help you or they may tell you where you can get help. The CAB can check if you are entitled to any extra income and can also help you work out and negotiate repayment plans with the people you owe money to. The repayment plans will be based on what you can realistically afford to pay after your essential living costs have been met. On your first visit, please take all the relevant details of your income and how much you spend. The CAB will contact us by a dedicated helpline to discuss a suitable payment arrangement on your behalf. To find your nearest CAB, look in your local phone book, enquire at your local library or visit citizensadvice.org.uk.



StepChange Debt Charity is a registered charity, dedicated to providing confidential, free counselling and money management assistance to financially distressed families and individuals. They offer a wide range of services, including welfare benefit checks, mortgage counselling, self-employed assistance, and bankruptcy services. They offer free, confidential, and impartial advice available over the phone (free phone 8am-8pm) or through their website. They can help you prioritise your debts and set up structured repayment plans with the option of making one monthly payment. For free counselling and money assistance please contact StepChange on 0800 138 1111 or visit stepchange.org.

Complaints

What if I have a dispute? We are here to help you. We'll look into any issue, complaint or dispute you have, and we'll follow the process detailed within our Complaints Procedure in our Guaranteed Standards Scheme guide on our website. Whilst we're investigating your dispute, we won't take any further action. For further information, please visit [Wastewater services to household customers | Severn Trent Connect \(st-connect.co.uk\)](https://www.st-connect.co.uk)

Contact us about your services and billing

Your wastewater services are provided by Severn Trent Connect. Billing services are managed by South East Water on our behalf.

The quickest and easiest way to get in touch with our teams regarding your wastewater services is by emailing us at customer@st-connect.co.uk. If you have any questions about your bill, you can contact South East Water on 0333 000 0001. Their lines are open Monday to Friday, 8am to 7pm, and Saturdays, 8am to 1pm.

Questions about your sewerage services or emergencies

If you have an operational issue please report this via our website at [Contact Us | Severn Trent Connect](#). In an emergency, please call 0845 555 5557, this number is manned 24 hours a day, 365 days of the year.