

Supporting our customers, making you count



Summer 2024

The team are ready and eager to embrace the better weather and get out and about in the community, attending events, fetes and meetings.

If you have any meetings or events you would like us to attend, please get in touch with Simon (simonpearce@south-staffs-water.co.uk), our community engagement coordinator, and he will arrange to attend.



Simon

Summer water-saving campaign

Following on from the success of last year's 'Can for the Cam' water-saving campaign, we have launched a new campaign for 2024 called 'Yes We Cam' to raise awareness of our precious local chalk streams and encourage a community-wide effort to save water.

**YES
WE
CAM**

We are asking our customers to make one small change to their everyday water consumption habits in order to save what we hope to be two million litres of water a day. If any of our customers adopt one of six water-saving measures, we will offer them a free leaky loo repair.

The six measures are:

- Shower for two minutes less than normal
- Wash clothes in a full machine on eco mode
- Turn the tap off when brushing your teeth
- Wash up in a bowl - not under a running tap
- Use a watering can instead of a hose
- Use one button to flush the toilet.

Sign up to a water-saving pledge at www.yeswecam.co.uk

Vulnerability Strategy

We have published its Draft Vulnerability Strategy. This shows in detail how we will work as a business covering both the South Staffs and Cambridge regions to ensure that our service to customers in vulnerable circumstances meets their needs and is accessible, appropriate and affordable.

We have used the regulator Ofwat's definition of vulnerability as a starting point. We know that the two regions we supply are very different in terms of deprivation, ethnic mix and demographics and that the cost of living crisis and energy price rises are impacting on our customers' standard of living. We will continue to expand and adopt the Priority Services Register and find new ways of targeting assistance to those in need. We will also work to decrease digital exclusion and keep our financial assistance schemes under review. We will continue to work in partnership with our trusted stakeholder organisations and local forums.

You can read it here:

www.cambridge-water.co.uk/media/4204/draft-vulnerability-strategy-june-2024-cam.pdf

GetWaterFit

By joining GetWaterFit and taking the quiz, you can get a personalised plan of easy wins and order water-saving gadgets. Sign up for free at www.getwaterfit.co.uk

Changes to the WaterSure scheme application form

Under the national WaterSure scheme metered customers on benefits who have to use more water than normal due to a medical condition or who have three or more children under 19 in full-time education, can apply for their bill to be capped at the average metered bill for the area. **The application form now includes a question asking if the medical condition is long term or terminal and prescriptions are now accepted as proof of the condition.**

The aim of the changes is to make it easier for customers to apply for the scheme, especially at renewal. If the customer has noted the condition they have is long term or terminal, we will not require renewal proof for the conditions.

Handy fact sheets

Don't forget about our handy fact sheets which includes information on financial support, ways to pay, water meters and other support available. If you would like some of these, please let Simon know.



Our customers will always be our priority

