

Supporting and working with community groups and clubs to promote a deeper understanding of local health and care needs and experiences

Spotlight on Southern Water

Southern Water is the private utility company responsible for the public wastewater collection and treatment in West Sussex, Hampshire, the Isle of Wight, East Sussex and Kent, and for the public water supply and distribution in approximately half of this area.



Southern Water does not want anyone to worry about paying their bill so have developed 2 tariffs and 2 schemes as well as their priority services register which are designed to help anyone who meets the criteria and may need additional support, the way they work is as follows:

- **Essentials Tariff** - Can provide a discount on your future bills if your total household income is less than £21000 per annum
- **WaterSure Tariff** - Caps your bills if you have a water meter, receive a means tested benefit and either have a medical condition that requires more water and or 3 children under 19 years old at the property.
- **Water Direct Scheme** - The Jobcentre Plus may consider paying Southern Water small amounts directly from your benefits on your behalf to help you budget.
- **New Start Scheme** - Could help you pay off your debt.
- **Priority Services Register** - the confidential Priority Services Register is specifically designed for customers who may need extra support.

The contact details for Southern Water are:

If you would like to apply or just to find out more, please contact the affordability team by telephone: 0800 027 0800. Alternatively, you can email: cs_affordabilityteam@southernwater.co.uk or you can access Southern Water services and information by visiting their website www.southernwater.co.uk.



All of the insight we collect from people across West Sussex is collated and anonymised and forms part of the evidence that Healthwatch gather to identify common themes around what works and what could be improved for local people. **This insight is used to influence service development and can feed into**

- West Sussex Health and Wellbeing Board
- HASC - Health and Adult Social Care Select Committee
- WSCC Joint Strategic Needs Assessment
- Safeguarding Adult Board
- Sussex Health and Care Partnership workstreams (the NHS Integrated Care System for Sussex).

Healthwatch West Sussex also share reports with the Care Quality Commission (who are responsible for the registration and inspection of services which deliver regulated activities) and to Healthwatch England to form part of the national picture used to influence national developments, such as the NHS Long Term forward plan.

Not only do we collect the experiences of local people, but we can also provide free information and guidance just call: **0300 012 0122**. Email helpdesk@healthwatchwestsussex.co.uk, Website www.healthwatchwestsussex.co.uk.

healthwatch
West Sussex

You can also follow our social media channels:
Facebook [@healthwatchwestsussex](https://www.facebook.com/healthwatchwestsussex) Twitter [@healthwatchws](https://twitter.com/healthwatchws)

If you are setting up or would like to share news of a similar project we would be interested to hear from you. Please contact Cheryl Berry, Community Partnership Lead, email: cheryl.berry@healthwatchwestsussex.co.uk