

AffinityWater

Bereavement Policy

Help and support when you need us.



Contents

Supporting you when you need us.....	3
Letting us know about a bereavement	3
What information we need	3

What we may need to ask you	3
Taking over an account.....	4
Bereavement support - additional information	4
Bereavement support - when it doesn't go right	4

Supporting you when you need us

We know how difficult it can be to lose a loved one. We want to make sure we can support you during this time and help wherever possible. Our bereavement policy is there to help you manage an account that's held in the name of a customer that's passed away.

We want to make sure we can offer clear communication and support, to help guide you through the process of administering the customer's estate.

Letting us know about a bereavement

You can get in touch with us using any of the following:

- **Online:** The easiest way to inform us is on our website. You can complete a simple form online by clicking: [Notify us of a Bereavement](#). Please make sure you tell us how you'd like us to contact you (email, phone, post) so that we can try to make the process as clear and easy as possible for you.
- **Nominated third party services:** [Settld](#) or [LifeLedger](#) can help you to handle utilities accounts and more during a bereavement. (See: [Third Party Services](#))
- **Call us:** You can speak directly to a member of our team by calling **0345 359 5929**. Our phone lines are open Monday - Friday 8am - 8pm or Saturdays 8am - 2pm.
- **Write to us:** Affinity Water Limited, Tamblin Way, Hatfield, Hertfordshire AL10 9EZ

What information we need

We'll ask you for the following key information relating to the customer that's passed away (if you don't have all of it, don't worry, we'll support you through the process):

- Their name and address.
- Their Affinity Water customer number (you can find this by looking on a recent bill).
- The date they passed away.
- Your name, contact details and your relationship to the account holder.
- Is the property solely or jointly occupied? If it's jointly occupied, what's the name(s) of the other occupant(s).

What we may need to ask you

- If there's a water meter, we may ask you to send us an up-to-date reading. If you don't know where it is or how you can find it, we can help you.
- Was the property rented/owned?
- If the property is jointly owned, is there another occupant taking over the account? Please confirm with us the date they took over responsibility for the account.
- We may ask you for a copy of the death certificate (we can accept this digitally if we need it).

Taking over an account

We're here to support and guide you if you're handling the affairs of a customer who's passed away.

Let us know when you're communicating with us if you need guidance and support in any aspect of managing the water supply at the property.

Bereavement support - additional information

Third party notification services

Third party services can help you deal with the affairs of an estate after loss. They reach out to companies that were connected to the customer that's passed.

The third parties we work in collaboration with are:

- [Settld](#)
- [Life Ledger](#)

Once we're notified by a third-party service provider, we'll contact the executor of the customer's estate and we'll provide the next steps to support them.

Customers with tariff discounts

HMRC's 'Tell Us Once' service won't inform us of a customer's death.

If the customer had a tariff discount applied to their account that related to their water bill, it wouldn't automatically cancel their Affinity Water account. This still needs to be reported to us using one of the contact methods above. If you don't have the full details about their discounts, we can still support you.

Bereavement support - when it doesn't go right

We believe our team show a high level of care, empathy, and consideration during all interactions.

However, if you feel something hasn't been handled in the right way you can let us know using the information below.

The fastest way to resolve complaints is by phoning our team on: **0345 359 5929**

You can also write to us at: Service Resolution Team, Affinity Water Limited, Tamblin Way, Hatfield, Hertfordshire AL10 9EZ.

You can find out more information about writing to us, how we manage complaints and the timescales you can expect by visiting: [Affinity Water- Complaints](#)

Useful Links:

[Settld](#)

[LifeLedger](#)

[Citizens Advice](#)

[CCW \(Consumer Council for Water\) – The voice for water consumers](#)

[Paying Fair- OfWat](#) *Our official response to how we help support our customers to pay their bill, access help and repay debts.*