

AffinityWater

Bereavement Policy

Help and support when you need us.



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Supporting You When You Need Us

At Affinity Water, we recognize the profound impact dealing with a bereavement can have. We are committed to supporting during this time so we can help and support wherever possible. Our bereavement policy applies to managing an account held in the name of a deceased customer.

We aim to provide clear communication and provide support to ensure we can guide all through the process of administration of the deceased customers estate.

Telling Us About a Bereavement

A bereavement can be reported to Affinity Water via the following methods:

- **Online:** The easiest way is to inform us via our website: [Notify us of a Bereavement](#) *We will endeavour to make the process clear and easy but please tell us how you would like us to communicate with you (phone, post or email).*
- **Nominated third party services:** [Settld](#) or [LifeLedger](#) can help you to handle Utilities accounts and more during a bereavement. (See: [Third Party Services](#))
- **Telephone:** *Calling between 8am-8pm Mon-Fri or 8am-2pm Sat, and speaking to a member of our team on 0345 357 2401*
- **In Writing:** Affinity Water Limited, Tamblin Way, Hatfield, Hertfordshire, AL10 9EZ

What We Need to Know

Affinity Water will have to ask you for key information on the deceased customer you are contacting us about. The information we will need to support you at this time is noted below. If you do not have all of it, do not worry, we will support you through the process.

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

What we may need to ask you

- If you can do so, please provide a meter reading. *If you need help locating the meter, we can help with this.*
- Was the property rented/owned?
- If jointly owned, is another occupant is taking over the account, please confirm the date they assumed 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 will always aim to offer support and guide those managing the affairs of a deceased customer where the executor or others are going to manage or have ownership of the property going forward.

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 those dealing with the affairs of an estate after loss. They work by contacting companies with whom the deceased had relationships with.

We work in collaboration with:

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

Once we are notified by a third-party service provider, we will be in contact with the executor of the customers estate with the next steps to support them.

Customers with Tariff Discounts

The use of HMRCs 'Tell Us Once' service will not inform us of a customer's death. If the deceased customer had a tariff discount applied to their account relating to their water bill, it would not automatically cancel their Affinity Water account and will still need to be reported to us in one of the ways noted above. If you do not have further details about their discounts, we can still support you.

Bereavement Support- When it Doesn't Go Right

At Affinity Water we believe our people demonstrate 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 teams on: **0345 357 2401**

Complaints can also be made in writing.

Details of how to write to us, how we manage complaints and the time scales you can expect from us can be found on our dedicated web page: [Affinity Water- Complaints](#)

Our address is: Service Resolution Team, Affinity Water Limited, Tamblin Way, Hatfield, Hertfordshire, AL10 9EZ.

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 supporting customers to pay their bill, access help and repay debts.*