



24 March 2020

Package of support available from Affinity Water to help those in financial difficulty as a result of Coronavirus

We are writing to let you know that we are today publicising a package of support which is available from Affinity Water to households in financial difficulty as a result of the Coronavirus. This vitally important support includes access to payment breaks, help to reduce costs and the opportunity to spread bill payments.

From the 23rd March 2020 anyone impacted financially by the Coronavirus can get help accessing this support via the Affinity Water website. Detailed information and access to support is available at www.affinitywater.co.uk

In addition, Affinity Water is calling on anyone with existing health issues to register for its priority services so they can access additional support if required.

Pauline Walsh, CEO of Affinity Water has issued this statement to the media which is already being reported: “These are unprecedented and challenging times for everyone and many people will be affected financially by the impacts of Coronavirus. We are publicising a number of measures that are available to help those who need financial support.

If you need help, please get in touch. We also want to urge anyone with existing health issues who is not already registered for our priority services to register now so that we can provide additional support where needed.

We have put our robust continuity plans into action and our employees and supply chain are working very hard to ensure we continue to support our customers and communities at this time”.

I would like to ask you to help us publicise this too. We want to raise awareness of the help we can offer our customers if they get into financial difficulties as a result of the Coronavirus outbreak.

We have also put in place measures to protect our employees who may be required to enter customer homes during this period if necessary. In all cases we will first ask our customers to tell us if anybody is symptomatic. We are closely following Government guidance on this.

We understand this is a challenging time for everybody and we’ve put our robust business continuity plans into action so we can make sure we can still supply our water services to all customers in the South East.

Advice from the World Health Organisation is that the water treatment process – specifically the addition of chlorine which is routinely used for disinfection – kills the virus. Our customers should rest assured that we will keep them and our staff safe at this troubling time.

We are also asking organisations to spread the message that help is available on social media, via local volunteering groups, and via newsletters.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'Jake Rigg', with a stylized, cursive script.

Jake Rigg

Director of Corporate Affairs and Communities, Affinity Water