

Thames Water Communication: supporting customers and communities in light of Covid 19:

“These are difficult times for all of us, and now it’s even more important we do what we can to support the most vulnerable.

We would like to inform people in your communities about our free priority services register. We invite our customers to share their individual needs with us, so we can tailor our communications with them, improve their resilience and prioritise how we help them if their water stops. You can find out more about our service, [here](#).

Of course, we work hard to try and ensure water never stops flowing but from time to time, things can go wrong. In these events, we try to deliver bottled water to people with water-dependent medical conditions (i.e. at-home dialysis) and to those with mobility issues, first of all.

We understand a huge number of people are self-isolating because of the coronavirus at the moment, and although we’d love to be able to deliver water to every home, it’s sadly not possible. We recommend that anyone at-risk and/or self-isolating who needs water supplying to them reaches out to friends, family members or neighbours to help.

If they have a pre-existing health condition or mobility issue, or nobody can deliver water along with their groceries, they should [join our register](#) and we’ll always try to help.

If you would like more details on the priority services and how we can support your communities’ resilience please email Tania.Christie@thameswater.co.uk.

Thank you and please take care.



Thank you and I look forward to hearing from you.

Kind regards,

Tania

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