

# Advice for customers following a water flooding incident

We are sorry that your home or property has been flooded.

## *What should I do first?*

It is important that you take the following action:

- If possible, isolate all electrical circuits – this is best done by safely turning off the supply at the circuit board or fuse box. If in any doubt, contact a competent electrician for advice.
- Contact your household or property insurers to report the damage and make a claim. If possible you should take photographs and keep receipts of any emergency expenses.

Southern Water staff will make sure the source of the flooding is dealt with urgently and will then help you with the clean-up operation, unless your insurance company has agreed to make arrangements.

## *Making a claim*

If you have suffered damage as a result of the flooding, and you have insurance, your insurers may wish to contact Southern Water direct.

The operational staff involved in dealing with the situation will not be in a position to discuss any potential claim.

If you do not have insurance Southern Water may be able to assist you. Please write to us explaining what has happened and what items have been damaged, together with an indication of the likely cost of each item. You should remember that any compensation for damaged items would be limited to the cost of replacing on a like-for-like, not new-for-old basis.

## *Send your letter to:*

Liability Claims Co-ordinator  
Southern Water  
PO Box 41  
Worthing, West Sussex  
BN13 3NZ

## *What happens to your claim?*

It will be handled promptly and you will receive an acknowledgement giving a unique claim reference to be used in all further correspondence.

We will also tell you what action is being taken and who to contact if you have any further query.

On completion of our enquiries, we will write to tell you whether the Company accepts liability and if so, how much we are prepared to pay.

If you disagree with the decision, you may wish to seek independent legal advice.

## *If you have any further concerns regarding the flooding, please contact:*

**Southern Water**  
**Customer Service Centre**

Telephone:

**0845 278 0845**

Minicom:

**0845 275 0845**

**[www.southernwater.co.uk](http://www.southernwater.co.uk)**