

Key water workers continue to be on hand to help throughout COVID-19 crisis

'We're keeping our distance, but still here for you' – that's the message from South East Water as almost its entire 250-strong Kent based contact centre has relocated to home working.

With water employees designated as key workers, a mammoth operation has been completed in just under two weeks to install the necessary equipment and systems to keep the call centre open by basing its staff at their homes.

In total more than 600 employees working in different roles across South East Water sites in Kent, Sussex, Surrey, Hampshire and Berkshire are based at home.

Customer Service Director Tanya Sephton said: "It has been a huge undertaking to make sure as many of our employees as possible are able to work from home and this has included our customer service staff, who are crucial to solve any issues and deal swiftly with water emergencies.

"While we are always happy to talk to our customers directly, our website also has a lot of information which answers general queries along with our social media channels and the self-service MyAccount online customer account portal which is quick and easy to use.

"You will still see South East Water staff in the community carrying out vital work including fixing burst pipes, critical maintenance and laying new water mains. They are designated key workers by the Government and will be practising social distancing in line with official the advice, so please, don't approach them.

"We are really proud of all our workforce which has pulled together during this unprecedented situation to make sure our essential workers carry on with their essential work [keeping the water supply going](#) for our customers."

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For more information contact Sarah Crowdy on 01634 276434 or email press.office@southeastwater.co.uk

For out of hours media calls please call 0333 000 0365 to arrange to speak with the duty press officer.