

# WATER WITHOUT THE WORRY

Giving you that extra support when  
you need it



"My household income is less than £16,105 could I get a reduction?"



"If your water bill is 3% or more of your net income you may be entitled to up to 50% off."

"You are working outside my property to maintain water pipes but I am worried I will not have access to and from my home."



"We can work with you to make sure that our maintenance work is completed and you have the access to your home that you need."

"My household income is not enough to pay my essential bills."



"We may be able to help you by reducing your current charges by up to 50%."

"I'm so far behind with my payments I'll never be able to pay it back."



"We have a number of different instalment options for you and may even be able to write part of your debt off."

"I'm thinking about having a water meter but I am not too sure if it will save me money?"



"Our advisors have up to date comparison information to see if you can save money. They are free to install too."

"I am using so much water as I have a big family."

"With our WaterSure scheme, we may be able to cap your water bills and guarantee that you will not pay more than a set amount."



"My supply has gone off but I am unable to go out to get bottled water."



"In the event of a water supply interruption we can arrange for bottled water to be delivered to your door."

"I am on benefits and struggling to budget."



"We can make deductions directly from your benefit to pay for your water."

"My partner has an illness that means we use so much more water than usual."



"You may qualify for a capped water bill every year that promises to bill you a set amount."

**We can help. Talk to us.**



## Are you struggling with other bills?

Speak to our charity partner StepChange Debt Charity. It is the UK's largest provider of free, independent debt advice, helping thousands of people every week overcome debt problems.

You can get expert tailored advice by ringing the freephone helpline on **0800 138 1111**.

Advisors are available Monday to Friday between 8.00am and 8.00pm and Saturday from 8.00am until 4.00pm. You could also go online anytime and use the Debt Remedy tool at **[www.stepchange.org](http://www.stepchange.org)**. The charity provides a range of managed debt solutions and, where appropriate, supports people through an insolvency process.



**[www.eswater.co.uk/supportplus](http://www.eswater.co.uk/supportplus)**  
**0800 121 4605**

If English is not your first language, we offer a free translation service. Deaf and hearing impaired customers can contact us using TextRelay - just prefix any of our listed numbers with **18001** and a TextRelay operator will join the call.

**ESSEX & SUFFOLK**  
**WATER** *living water*

**Step**change  
Debt Charity