

# HELP AND SUPPORT AVAILABLE TO YOU

## TALK TO US

We understand that sometimes life's challenges mean that some customers find themselves in a difficult situation.

To make sure we can give you the best possible support for your individual circumstances, please talk to us as soon as possible.

## SUPPORTPLUS REDUCED TARIFF SCHEME

We have three SupportPlus tariffs available, and they may be able to reduce your bill by up to 50%. These tariffs are perfect for you, if:

- Your total household income is less than £16,105 (£19,565 for customers in a London Borough) and your annual water bill is more than 3% of your net household income (after housing costs, rent or mortgage payments).
- A member of your household receives Pension Credit, and your annual water bill is more than 3% of your net household income (after housing costs, rent or mortgage payments).

Or

- Your income is not enough to cover your essential bills - in this case you will need a financial assessment from an independent debt advice organisation, such as StepChange Debt Charity, along with your application.

We may also be able to offer a one off opportunity to reduce your arrears by writing off part of your debt and help you get back on track if you have built up debt over a number of years.

## WE CAN HELP

Contact us to discuss the many payment options we have for you. This may include:

- Setting up a payment arrangement to help you spread your bill.
- Helping you reduce your arrears.
- Reducing your bill.
- Paying from your benefits.

## WATERSURE

WaterSure may be able to help you reduce your bill if your water is supplied by a meter. You need to be in receipt of certain means tested benefits or tax credits and you have to use large amounts of water. Customers on the WaterSure scheme will not be billed more than the average household bill.

## SWITCH TO A WATER METER

Water meters can save you money as your bill is based on the amount of water you use and are usually fitted free of charge. They are not the same as pre-payment meters. You can change back if you don't make a saving within two years.

## APPLY FOR WATER DIRECT

If you are in arrears and receive one of the benefits in the form overleaf, you may be able to have your payments taken directly from your benefit. If you would like to apply to the Department for Work and Pensions (DWP) for this scheme, please complete the form and return to us.

## WHAT HAPPENS IF YOU DON'T PAY?

It is important you contact us, we really want to help you. We share payment information with Credit Reference Agencies so if you don't contact us and your account remains unpaid it could impact your ability to obtain credit in the future.

We may also proceed with legal action which will result in additional costs being added to your account.

For more information on our privacy policy visit [www.eswater.co.uk](http://www.eswater.co.uk).

## INDEPENDENT FREE DEBT ADVICE

Help with budgeting and problem debt is available through free debt advice services we work in partnership with.

If you are seeking independent debt advice, please let us know. We'll give you the time you need to deal with your water arrears.

### STEPCHANGE DEBT CHARITY

Friendly skilled advisors from the UK's largest debt help organisation offer free impartial debt advice and solutions. You can reach them on **0800 138 1111** (free including from mobiles) or by visiting [www.stepchange.org](http://www.stepchange.org).

## OTHER HELP CAN BE REACHED AT:

### CITIZENS ADVICE BUREAU

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or call **03444 111 444**.

### NATIONAL DEBTLINE

[www.nationaldebtline.org](http://www.nationaldebtline.org) or call **0808 808 4000**.

You can also find more information on support available through [www.eswater.co.uk](http://www.eswater.co.uk).

### ADDITIONAL SUPPORT

We have a Priority Services register if you have an illness or restricted mobility and need assistance if there is a problem with your water supply. Bills and leaflets are available in Braille, large print and Easyread formats, or on CD, please contact us for more details.

## CONTACT US

☎ By phone: **0345 782 0111**

💻 Online: [www.eswater.co.uk](http://www.eswater.co.uk)  
Through web chat

✉ By post:  
Essex & Suffolk Water,  
PO Box 292, Durham,  
DH1 9TX

Follow us: [@eswater\\_care](https://twitter.com/eswater_care)

Please tick the benefit you receive:

- ☐ Income Support
- ☐ Income Based Jobseekers Allowance
- ☐ Income Based Employment & Support Allowance
- ☐ Pension Credit
- ☐ Universal Credit

I declare the information supplied is true and correct. For the purpose of processing my application, I consent to you sharing information regarding my account with my local DWP office and understand you will be applying on my behalf.

Signature: .....

Date: .....

Account no: .....

Your name: .....

Address: .....

Telephone no: .....

Date of birth: .....

National Insurance No: .....