



ccw

The voice for water consumers
Llais defnyddwyr dŵr

Struggling to pay your water bill?

Your water company can help

ccwater.org.uk



If you're having problems paying your water bill, don't struggle alone.

Your water company has a range of support for customers. They will be happy to help find what works best for you.

All water companies offer:

- a social tariff scheme which can help reduce your bills if you're on a low income
- flexible payment plans (weekly, fortnightly or monthly)
- payment breaks to help with short-term financial problems
- the option to pay your water and sewerage charges through your welfare benefits if you are already in debt with your water company
- **WaterSure bill cap scheme** – for customers who get income-related benefits who have a water meter, and either a large family or someone in the household with a medical condition who uses lots of water

Could a water meter be right for you?

Get in touch with your water company so they can make sure you receive the help you need. You will find their contact details on your water bill.

A water meter is a good idea for many households – it can cut bills by hundreds of pounds in some cases.

See if you would be better off with a water meter by using the Consumer Council for Water (CCW)'s free water meter calculator:



[ccwater.org.uk/
watermetercalculator/](https://ccwater.org.uk/watermetercalculator/)



[ccwater.org.uk/
households/
help-with-my-bills/](https://ccwater.org.uk/households/help-with-my-bills/)

You can also check if you're receiving all the benefits you're entitled to – and if you could get a charitable grant – by using our Benefits Calculator and Grants Search.

All of these free tools and more advice on getting help with your water bill can be found on CCW's website:

It's always best to contact your water company directly so they can make sure you receive the support you need.

You can also call the Consumer Council for Water for free advice on 0300 034 2222

