

## Information guide for advisers - Affordability help for water and sewerage customers

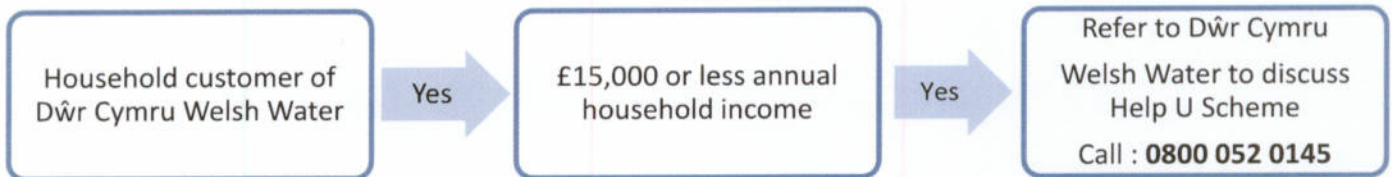


Dŵr Cymru Welsh Water

### Help U

Eligible customers will have their water and sewerage bill capped at (less than £200 a year in some cases).

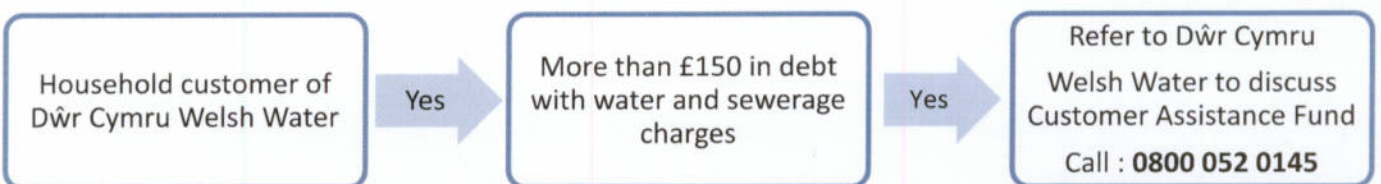
Eligibility:



A growing list of **organisations (i.e. Registered Social Landlords, local authorities, Charities, Money Advice agencies)** trained by Dŵr Cymru can refer eligible candidates directly to the company, speeding up approval. <https://www.dwrcymru.com/en/My-Account/Helpu.aspx>

### Customer Assistance Fund

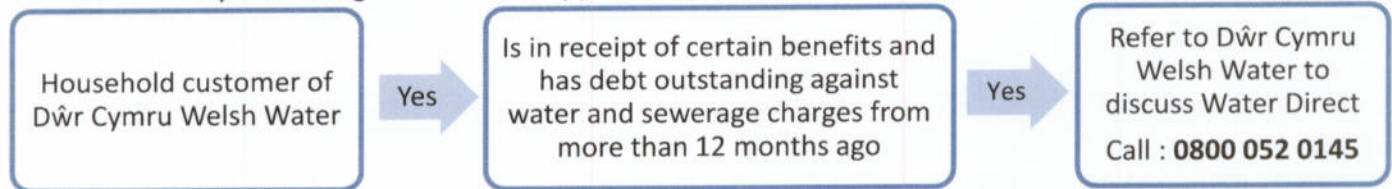
This scheme aims to encourage those already in debt to make regular payments and reduce their debt or the likelihood of further debt. Eligible customers need to make payments against a pre-agreed payment plan set by Dŵr Cymru Welsh Water for the current year's charges. Once the customer has made every payment for 6 months, the company will write off 50% of the customer's debt. If the customer continues to pay against the pre-agreed payment plan for a further 6 months, the company will then write off the remaining debt. Eligibility:



This scheme can benefit customers with a very low credit rating score. <http://www.dwrcymru.com/en/My-Account/Help-Paying-My-Bill/Customer-Assistance-Fund.aspx>

### Water Direct

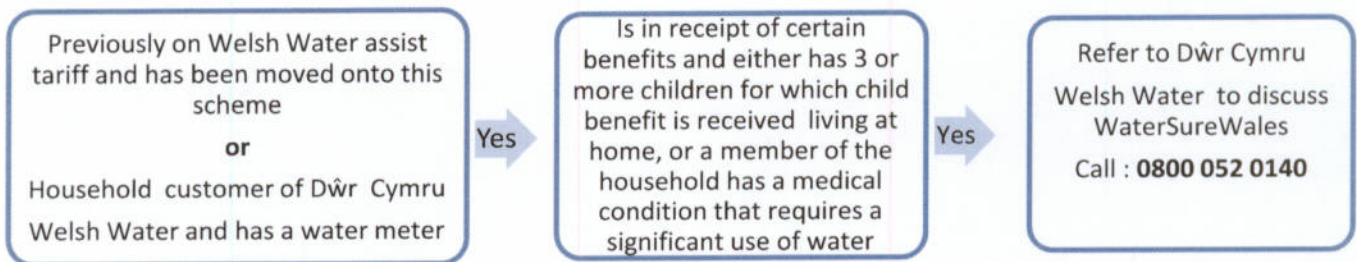
Working with the Department for Work and Pensions (DWP) this scheme offers the customer the option to pay water and sewerage charges through their benefits. If a successful application is made a £25 discount off their current year's charges will also be applied. Eligibility:



<http://www.dwrcymru.com/en/My-Account/Help-Paying-My-Bill/Water-Direct.aspx>

### WaterSure Wales

Available to customers in receipt of certain benefits and which have either a large family or a member of the household with a medical condition that requires a significant use of water. The water and sewerage bill is capped at £319.95(2018/19). Those customers who have a water meter fitted as a requirement of this scheme have an unlimited time to which they can revert back to unmetered charges. Eligibility:



<http://www.dwrcymru.com/en/My-Account/Help-Paying-My-Bill/WaterSure-Wales.aspx>

### Payment Plans

**Direct Debit** – Weekly, Monthly, Half Yearly, Full Payment options available. Eligibility:



**Payment Card or Booklet** – Weekly (for non-metered customers only), Fortnightly, Monthly. Eligibility:



Options to apply online for all the above schemes are available on <http://www.dwrcymru.com/en/My-Account/Help-Paying-My-Bill.aspx>



## CCWater financial help advice

**Consider switching to a meter.** As a “rule of thumb” if a property has more bedrooms than people living there then it’s definitely worth checking if it would help reduce the bill. Use our online calculator to find out any potential savings. <http://www.ccwater.org.uk/watermetercalculator/>.

**Customers who are supplied by two different companies can receive assistance from both of them on the different scheme they offer. The billing company should take care of this for the customer.**

### Boost income

**Use the benefit calculator and grants search tools on our website** to help identify opportunities to increase income. <http://www.ccwater.org.uk/savewaterandmoney/benefits-calculator/>  
<http://www.ccwater.org.uk/savewaterandmoney/grants-search-tool/>

If a customer needs further independent specialist advice regarding the above or if they need help resolving a complaint, please call the Consumer Council for Water on **0300 034 3333**.

### Other organisations that can help if you are struggling with debt

Struggling with debt isn’t something to be ashamed of. It can happen to anyone at any time and is often caused by circumstances outside of your control. The following debt advice agencies understand this and help thousands of people who are in debt every year and can give you **the best advice for free**.



StepChange Debt Charity

[www.stepchange.org](http://www.stepchange.org)

Tel: 0800 138 1111



National Debtline

[www.nationaldebtline.org](http://www.nationaldebtline.org)

Tel: 0808 808 4000



Debt Advice Foundation

[www.debtadvicefoundation.org](http://www.debtadvicefoundation.org)

Tel: 0800 043 40 50



Citizens Advice

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Tel: Call your local branch



Christians against poverty

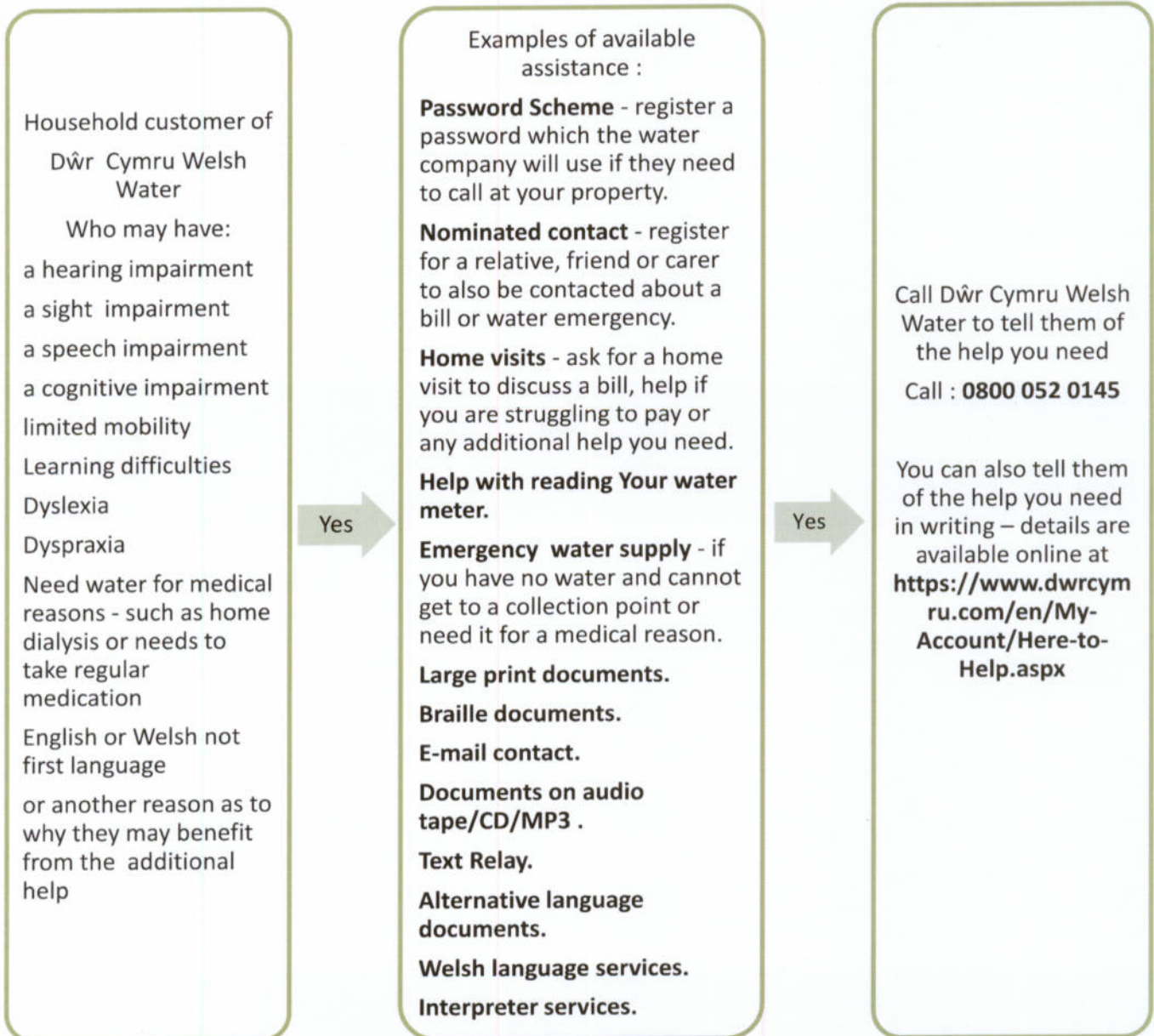
[www.capuk.org](http://www.capuk.org)

Tel: 0800 328 0006

Information Guide – Other assistance available for customers



Dŵr Cymru Welsh Water – Priority Services



If you need other help not listed please tell the company of the help you need