

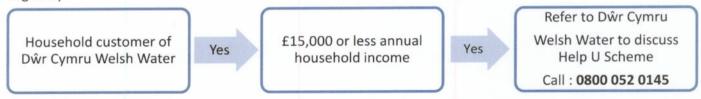
Information guide for advisers - Affordability help for water and sewerage customers



Dŵr Cymru Welsh Water

Help U

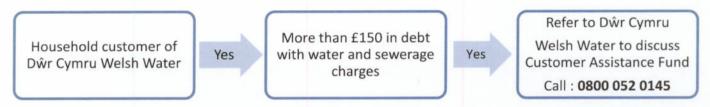
Eligible customers will have their water and sewerage bill capped at (less than £200 a year in some cases). Eligibility:



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:

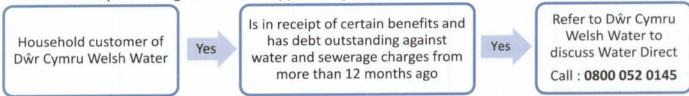


This scheme can benefit customers with a very low credit rating score. http://www.dwrcymru.com/en/My-Account/Help-Paying-My-Bill/Customer-Assistance-Fund.aspx



Water Direct

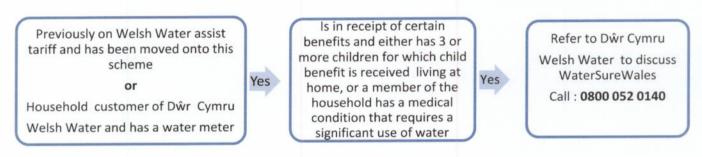
Working with the Department for Work and Pensions (DWP) this scheme offers the customer the option to pay water and sewerage charges through their benefits. If a successful application is made a £25 discount off their current year's charges will also be applied. Eligibility:



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:



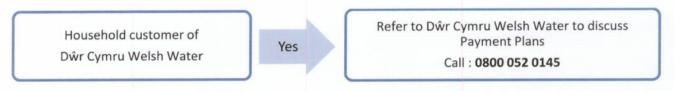
http://www.dwrcymru.com/en/My-Account/Help-Paying-My-Bill/WaterSure-Wales.aspx

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/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.**

Step hange	StepChange Debt Charity	www.stepchange.org	Tel: 0800 138 1111
NATIONAL DEBTLINE	National Debtline	www.nationaldebtline.org	Tel: 0808 808 4000
Debt Advice	Debt Advice Foundation	www.debtadvicefoundation.org	Tel: 0800 043 40 50
citizens advice	Citizens Advice	www.citizensadvice.org.uk	Tel: Call your local branch
christians against poverty	Christians against poverty	www.capuk.org	Tel: 0800 328 0006





Information Guide - Other assistance available for customers



Dŵr Cymru Welsh Water – Priority Services

Household customer of Dŵr Cymru Welsh Water

Who may have: a hearing impairment a sight impairment a speech impairment a cognitive impairment limited mobility Learning difficulties

Dyslexia Dyspraxia

Need water for medical reasons - such as home dialysis or needs to take regular

medication

English or Welsh not first language

or another reason as to why they may benefit from the additional help

Examples of available assistance:

Password Scheme - register a password which the water company will use if they need to call at your property.

Nominated contact - register for a relative, friend or carer to also be contacted about a bill or water emergency.

Home visits - ask for a home visit to discuss a bill, help if you are struggling to pay or any additional help you need.

Help with reading Your water meter.

Emergency water supply - if you have no water and cannot get to a collection point or need it for a medical reason.

Large print documents.

Braille documents.

E-mail contact.

Documents on audio tape/CD/MP3.

Text Relay.

Yes

Alternative language documents.

Welsh language services.

Interpreter services.

Call Dŵr Cymru Welsh Water to tell them of the help you need

Call: 0800 052 0145

You can also tell them of the help you need in writing – details are available online at https://www.dwrcym ru.com/en/My-Account/Here-to-Help.aspx

Yes

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