

## **Getting help with your water charges**

Contact Southern Water's Affordability Team on 0800 027 0363 or email [payless@southernwater.co.uk](mailto:payless@southernwater.co.uk) if you are having problems paying your water bills.

**Water Direct** – if you are behind with your water charges you can pay your water bill directly from income based benefits.

## **WaterSure Tariff – you may be eligible for this cheaper tariff if -**

you have a water meter and receive certain benefits **and**

- Have 3 or more children under 19 in full time education at home OR
- Have a medical condition requiring you to use more water than usual

## **Essentials Tariff**

A discounted tariff for customers on low incomes where water costs are 3% or more of household income after income tax and housing costs.

## **Discount if you receive Pension Credit**

If anyone in your household receives State Pension Credit you may be eligible for a discount of as much as 20% off your water bill.

## **New Start scheme**

If you have arrears and set up a payment plan for your on-going water charges plus a minimum of £3.70 per week towards your arrears, you may qualify for this scheme. If you keep to the payment plan Southern Water will match the payments you make towards your arrears.

Please ask them for further information as other rules apply to the New Start Scheme too.

**Other support and changeover tariffs may also be available. Please ask them!**