

Getting help with your water charges

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

If you get Universal Credit or are moving onto this set up monthly payments for your water & other important bills to fit with your UC pay day!

- **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 a higher % of household income after tax & housing costs. You could save as much as 20% off your bill.

- **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 an agreed payment towards your arrears, you may qualify for this scheme. If you keep to the payment plan Southern Water will also make payments 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!

Visit: www.southernwater.co.uk/account/help-paying-your-bill for more information