



Hello,

Following the success of our recent Affordability summit we wanted to reach out and share with you the various support options available to our customers. We know it's a difficult time for households across the North West and we recognise cost of living pressures mean some customers are struggling to make payments for the first time.

As someone who may be helping people with their household debts, we thought this information may be useful for you when recommending the support we have available.

We're already helping more than 200,000 households with their payments and we want to do even more. That's why we've put in place the largest package of support across the water sector with £280 million of financial assistance between now and 2025.

We've explained more about all the ways we can help below, and our advice to customers who are struggling with their payments is to get in touch so we're aware of this and can help.

Ways to get in touch

We want to make it as easy as possible for our customers to apply for support and they can do this by calling us on [0800 072 6765](tel:08000726765) or completing our online form using the link below.

[APPLY FOR SUPPORT](#)

New dedicated phone line for the debt advice community

If you provide debt advice to people across the North West and require further information about any of our schemes please call our dedicated helpline number on [0800 912 7236](tel:08009127236).

Nikki joins the team!

Look out for our new Outreach & Engagement Manager who will be helping to spread awareness of our affordability schemes amongst the debt advisor community.

Nikki Carney has worked in various customer service roles since joining United Utilities 14 years ago, most recently leading a team helping customers to tackle short and long term debt.

"I'm really looking forward to being out and about, meeting up with new and existing partner charities and other organisations so that together we can make sure that our customers are aware of all the ways we can support them with their bill payments," said Nikki.





Lower bill tariffs and arrears clearance schemes

Payment Matching

For customers who have fallen behind with their payments and are struggling to catch up, we offer a Payment Matching scheme to help. This means that for every £1 the customer pays, we'll match it with £1 too, with our contribution increasing to £2 if the customer continues to make payments until their debt is cleared. Customers can apply online via the link below or by calling us the number above.

[APPLY ONLINE](#)

Watersure

If a customer has a water meter and receives benefits, and needs to use a lot of water due to ill health or having a large family, our WaterSure scheme caps their annual bill, regardless of how much water they need to use.

[ADVICE HERE](#)

Back on Track

Customers who are either receiving benefits or on a low income and are struggling to pay their bills can benefit from this scheme. Depending on their income and outgoings, their bill will be reduced to make it more affordable.

FIND OUT MORE

Help to Pay

Our Help to Pay scheme provides a bill discount for low income pensioners receiving Pension Credit. You can find out more about our Help to Pay scheme by clicking the link below.

FIND OUT MORE

Trust Fund

Customers in real financial hardship could qualify for a one-off payment from our Trust Fund to help clear their water debts and start afresh. Customer can apply via the Trust Fund website.

VISIT THE TRUST



Other ways to reduce bills and make payments more manageable

Cheaper with a meter

A water meter can be one of the easiest ways to lower bills. We fit them for free and the majority of customers who switch save at least £150 a year compared to their existing bill. We also offer a 'lowest bill guarantee' which means during the two year trial they won't pay more and any savings they make are

theirs to keep. At the end of the trial the customer can stay on meter charges if they've made a saving or switch back to their old fixed bills, there's nothing to lose.

FIND OUT MORE

Save water, reduce bills

Making small changes to how you use water in the home can make a big difference to both water bills (if the customer has a meter) and energy bills too. Around £300 of an annual gas and electricity bill is spent on heating water so using less hot water will reduce energy bills too.

Customers can visit our online tool Get Water Fit, for plenty of hints and tips, and to order some FREE water saving gadgets.

GET WATER FIT

Flexible ways to pay

We offer flexible payment plans to help make bills more affordable. Customers can make weekly, fortnightly or monthly payments, or choose from a range of other ways to pay. They can also choose to pay direct from their benefits via the Water Direct scheme. To discuss this further the customer needs to speak to our affordability team on [0800 072 6765](tel:08000726765).

FIND OUT MORE

PayAsUGo

Our PayAsUGo scheme offers a more flexible approach to payments. Now, instead of paying the same amount on the same day every month, the customer has the option to pay different amounts whenever they wish. The scheme can be of particular interest to those customers on temporary or short term contracts who are not paid on a regular basis.

FIND OUT MORE

Direct Debit

By setting up a direct debit, the customer can spread their payments over the year into more manageable amounts. They can pay weekly, fortnightly, monthly – the choice is theirs. We'll also give the customer a £5 discount for paying in this way. The customer can set up a direct debit online or by calling [0345 672 2888](tel:03456722888).

SET UP A DIRECT DEBIT

Hardship Hub

The Hardship Hub contains details about financial support schemes offered by suppliers across a wide range of sectors including gas, electricity, water, telecoms, housing associations councils and local charities. You can find out more about our Hardship Hub by clicking the link below.

VISIT THE HARDSHIP HUB

You play a key role in identifying and supporting people across the North West who are struggling with debt and we hope that by working together, we can provide support to even more customers who need help with their water bills.

Many thanks

Michelle Atkinson
Revenue Director



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