

Support

We can help if you're struggling
to pay your water bill



 **United
Utilities**
helping life flow smoothly

We're here to help

If you're struggling to pay your bill, please let us know.

We won't judge and we won't preach. Instead, you'll receive a friendly ear from the team who are specially trained to handle sensitive issues and are dedicated to helping you get back on track.

We've included details on how we can help, so call us to make sure you receive the right support:

- **Back on track** if you're behind with your water bill payments and on benefits, we can provide an affordable bill depending on your circumstances.
- **Help to pay** if you receive Pension Credit and are struggling to make payments, you can apply to have your bills capped at an affordable amount, based on your income and outgoings, and this will include us looking at all possible ways of reducing your charges.
- **Payment matching plus** if you've built up a lot of debt, for every £1 you pay we'll match it with £1 too. After six months, for every £1 you pay, we'll pay £2. If you continue to make regular payments for two years we'll clear any remaining debt.
- **Restart grant** if you're in real financial difficulty, you may qualify for a one-off payment from our Trust Fund to help clear your debts.
- **WaterSure** if you have a water meter, receive benefits and use a lot of water due to ill health or having a large family, we can cap your annual bill regardless of how much water you use.

If you're about to apply for Universal Credit and are worried about your water bill, please give us a call - we can delay your water bill payments for up to 8 weeks until your first UC payment arrives.

Don't forget, a water meter could be one of the easiest ways to reduce your water bill and we fit them for free. Visit unitedutilities.com/meters for details.



Talk to us now at
0800 072 6765

