

We're here to help



Finding you the right support

The events over the last few years have meant lots of changes to finances. And today, over 19 million people in the UK feel worried when thinking about their financial situation.

With the uncertainty around what tomorrow brings, it's only natural to worry. But, if your finances are changing, and you think you might need support with your bills, we're here to help you stay in control.

This guide explains how we can support you.



See page 3 for all the different tariffs we offer, and use our handy interactive buttons from page 4 before you get in touch to give you an idea of the support available.

Here's how we can help...



If you're struggling with your bills, we offer an **Extra Care Assessment** to identify whether you are eligible for a discounted tariff and our other support schemes.

During the assessment, we'll also check for ways to maximise your income by advising what benefits your household may be entitled to and we'll also let you know about any additional support you may be entitled to such as the Warm Home Discount Scheme.



You can complete our Extra Care Assessment at anglianwater.co.uk/extra-care or you can speak to our Extra Care Support team on **0800 169 3630**.

Whichever way you choose to contact us, we'll ask you a few simple questions about your situation and make a recommendation for how we can help.

You can also complete an assessment on behalf of someone else if you both sign an authorisation form to cover the personal information being shared as part of the Extra Care Assessment

Our range of tariffs

We offer a range of tariffs for household customers covering both your water and wastewater.

Tariff	Tariff explained	Am I eligible?
LITE	These are aimed at helping customers who have a low disposable income and are struggling to pay our standard charges. Depending on your situation you may be able to get a discount of 25% on our LITE tariff or 50% on our Extra LITE tariff. Eligibility is based on a customer's water and sewerage charges as a proportion of household disposable income, less housing costs with consideration the number of people living at the property.	To be eligible for this tariff you'll need to have a water meter at home and be paying measured charges. If you don't currently have a meter at home, you can still apply for these tariffs, but you'll only get the discount if you get a meter fitted. If it's not possible to fit a meter at your property we can calculate an equivalent measured charge and you can get a discount against this assessed charge.
Extra LITE		
WaterSure	This tariff has a higher fixed rate than our standard tariff, but there's no charge for the water you use.	It's available if you receive a qualifying benefit and also get child benefit for 3 or more dependent children under the age of 19 living at your property. This tariff is also available to customers living with specific medical conditions which mean they use significantly more water at home (such as home dialysis.) To be eligible for this tariff you'll need to have a water meter at home and be paying measured charges.
AquaCare Plus	Our AquaCare Plus tariff has a higher fixed charge than our standard tariff, but there's a lower rate for the water you use.	To be eligible for this tariff you'll need to have a water meter at home, be paying measured charges and receiving one qualifying benefit.

Did you know

If less than 90% of the water you use flows back into sewers, or if you have a system at home for reusing grey water, you can apply for a sewerage discount.

You can also get discounted sewerage charges if surface water (like rain or melted snow) doesn't drain into public sewers but goes into a private soakaway, pond or river.

Click on the interactive buttons to see what support may be available to you.



**I have a
water meter**

This means you're metered.

**I don't have a
water meter**

This means you're non-metered.

Click which is applicable to you



**I don't receive
benefits**

I receive benefits

This means you receive one of the following benefits; Income Support, Income-based Jobseekers' Allowance, Income-related Employment and Support Allowance, Universal Credit.

How we can help you

Due to your circumstances and because you have a water meter, the following tariffs could be available to you;

- LITE
- Extra LITE
- WaterSure
- AquaCare Plus

When you get in touch with our Extra Care Assessment team they'll also be able to talk you through other ways we can help, for example...

- Temporary payment plans
- Payment breaks
- Pay direct from your benefits

Click here to find more about our flexible payment options.

Good news...



Because you have a water meter if you're metered you'll be saving money as you only pay for what you use. As a metered customer you're guaranteed to receive our best rates.

To find out if you're eligible for one of our tariffs and other ways we may be able to help, complete our Extra Care Assessment online at anglianwater.co.uk/extra-care or you can speak to our Extra Care Support team on **0800 169 3630**.

How we can help you

Because you have a water meter, the following tariffs could be available to you;

- LITE
- Extra LITE

When you get in touch with our Extra Care Assessment team they'll also be able to talk you through other ways we can help, for example...

- Temporary payment plans
- Payment breaks
- Pay direct from your benefits

**Click here to find
more about our flexible
payment options**

Good news...

Because you have a water meter you'll be saving money as you only pay for what you use. As a metered customer you're guaranteed to receive our best rates.

To find out if you're eligible for one of our tariffs and other ways we may be able to help, complete our Extra Care Assessment online at anglianwater.co.uk/extra-care or you can speak to our Extra Care Support team on **0800 169 3630**.

Not on a meter? **Most customers save at least £150 by switching!**

Having a meter gives you more control over your water consumption and your bill. We're also rolling out smart meters across our region which allows you even greater control as well as helping you spot potential leaks in your home.

A metered tariff allows you greater control over your bill by making sure you only pay for the exact amount of water you've used, and you could save more money by using less water at home. Having a metered tariff also gives you access to a range of tariffs that can help you manage your bill payments.

And if you decide that being on metered charges isn't for you, you can switch back anytime in the first two years, and we'll guarantee you won't pay more than your unmeasured charges during this period.

Click which is applicable to you



**I don't receive
benefits**

I receive benefits

This means you receive one of the following benefits; Income Support, Income-based Jobseekers' Allowance, Income-related Employment and Support Allowance, Universal Credit.

How we can help you

When you get in touch with our Extra Care Assessment team they'll be able to talk you through some of the ways we can help, for example we could offer you...

- Temporary payment plans
- Payment breaks
- Pay direct from your benefits

We may also be able to offer you the following tariffs but these are only available if you have a water meter and paying measured charges.

- LITE
- Extra LITE
- WaterSure
- AquaCare Plus

**Click here to find
more about our flexible
payment options**

Good news...

If you don't have a water meter and would like one fitted, let us know. We'll go through this in your Extra Care Assessment.

To find out if you're eligible for one of our tariffs and other ways we may be able to help, complete our Extra Care Assessment online at anglianwater.co.uk/extra-care or you can speak to our Extra Care Support team on **0800 169 3630**.

How we can help you

When you get in touch with our Extra Care Assessment team they'll also be able to talk you through some of the ways we can help, for example we could offer you...

- Temporary payment plans
- Payment breaks
- Pay direct from your benefits

Click here to find more about our flexible payment options

If you need more time to pay your bill

We offer payment breaks to give you a little breathing space if you need it, to give you time to pay your instalments or outstanding bill.

If you're in long-term care or in hospital

We will suspend your billing if you are in long-term care or hospitalisation for at least 3 months.

Anglian Water Assistance Fund

Our assistance fund offers direct support for those going through the most challenging times. The fund is available to clear your arrears if you are terminally ill, or in a crisis situation that is affecting your income.

To find out if you're eligible for one of our tariffs and other ways we may be able to help, complete our Extra Care Assessment online at anglianwater.co.uk/extra-care or you can speak to our Extra Care Support team on **0800 169 3630**.



Help with arrears

If you are in arrears and need an affordable way to pay your water bill, we can help by giving you the option to pay in affordable instalments to pay off your ongoing charges and contribute towards your arrears.

More time to pay

We offer payment breaks to give you a little breathing space if you need it, to give you time to pay your instalments or outstanding bill.

If you're in long-term care/in hospital

We'll suspend your billing if you're in long-term care or hospitalisation for at least 3 months.

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Getting support

Our contact centre is open 6 days per week, 8am to 8pm Monday to Friday and 8am to 4pm on Saturdays. Call us on **03457 919 155**. You can also manage your account yourself through **MyAccount**. This allows you to view and pay your bills, set up a direct debit, enter meter readings and generate bills, register for Priority Services Register and access support services.



Pay your way

We offer a range of payment schemes and channels to help you pay your water bill in the best way that suits you. We operate an extensive range of convenient and free to use.

Payment channels

- Direct Debit/Standing Order
- QR Code Open Banking Bank Transfer
- Bank Transfer
- Credit/Debit Card

Counter Payments – If you prefer to make payments over the counter, you can pay at Barclays, Paypoint, Payzone and the Hartlepool Cash Office.

Payment schemes

You can pay your bill by weekly, fortnightly or monthly instalments on 1st, 8th, 15th or 22nd of the month.