

We're Here to Help

Community Engagement Team



YorkshireWater

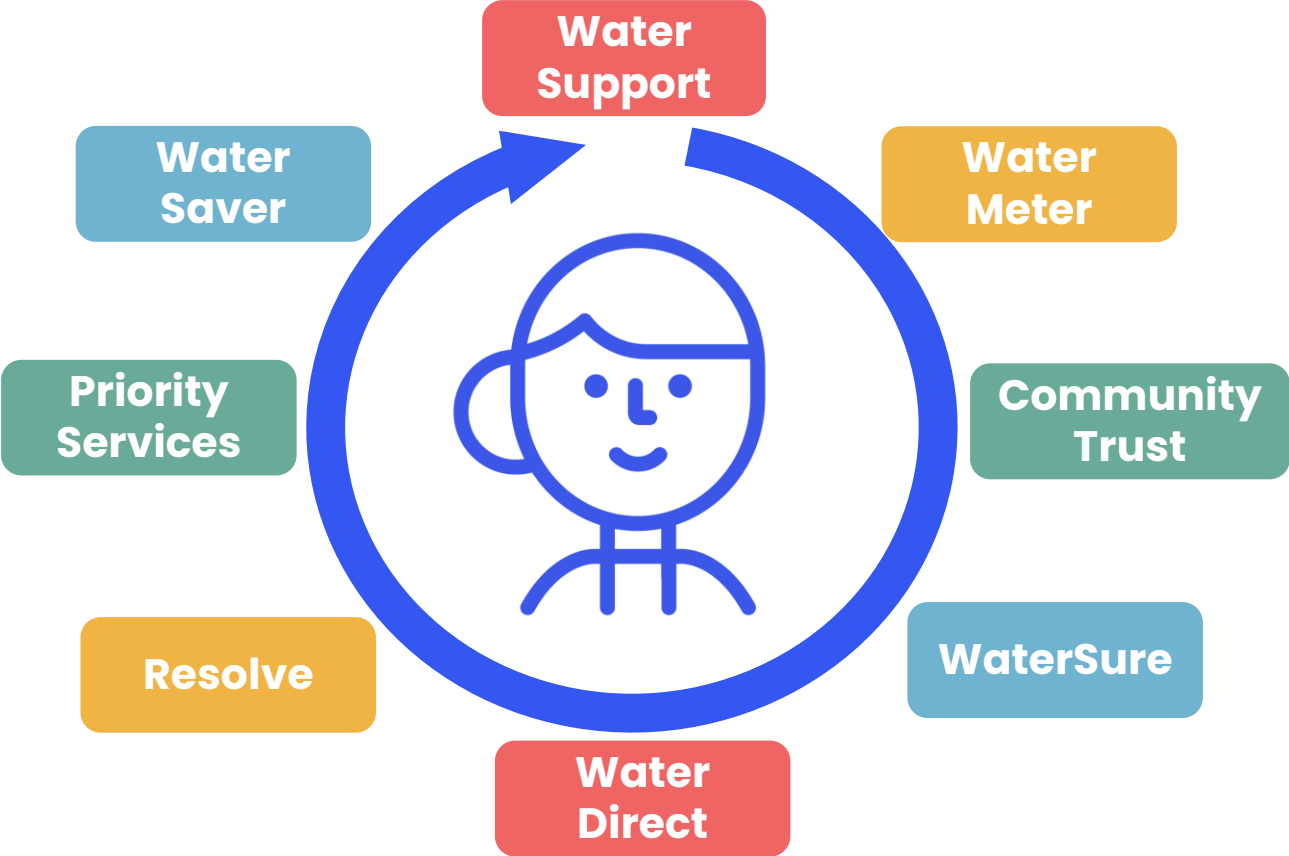
Helping customers pay their bills



We understand that people can worry about being able to pay their bills. So, for customers in this situation, we're here to help.

There are lots of ways we can help to make bills more affordable; from payment plans, capped charges and tailored arrangements if customers need to catch up on payments.

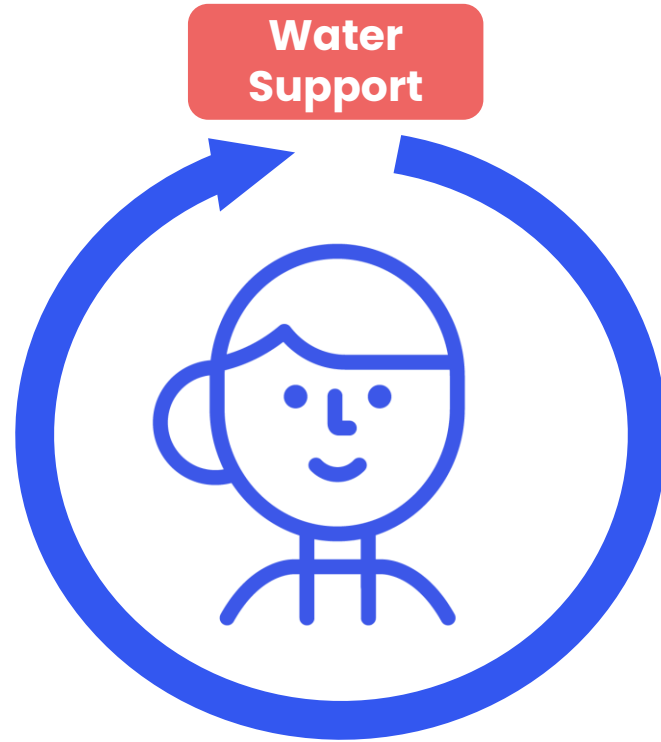
Summary of Support Schemes



WaterSupport

Our Social tariff that helps low-income household's paying bills over the annual average for Yorkshire Water.

Average saving for a customer is £207.16 per year



WaterSupport

Who would qualify for this tariff?

Customers that are on a low household income

and have a yearly water charge over £350.00

Both metered and unmetered properties

When working out the net household income, there are 4 benefits that we do not take into consideration:

- Child Benefit
- Personal Independent Payment
- Disability Living Allowance
- Attendance Allowance

Customers with savings over £16,000 do not qualify

Water Support can be awarded from 1 to 3 years depending on a customer's circumstances.

WaterSupport charges are £350.00 for 2022/23.

WaterSupport Proof of Income

Bank Statement	Income received (dated within last 3 months)
Pay Slip	Salary payment
Any Letter from DWP	Name of benefit and amount received
Child and Working Tax Document	Income received (dated within last 12 months)
Self Employed Send Either/Or	Self assessment tax return
	All pages of Child Tax letter
	Letter from accountant with proof of income on letter headed paper, signed and stamped
Universal Credit (Screen Shot)	Full name and address and full break down of their UC claim
Non Dependant Child	So we don't take non dependant's income into account, just record a contribution

Water Meter

We like to offer our customers a choice as to how they are charged for their water.

For some, a water meter could help save money.



£221 - £351



£351 - £482



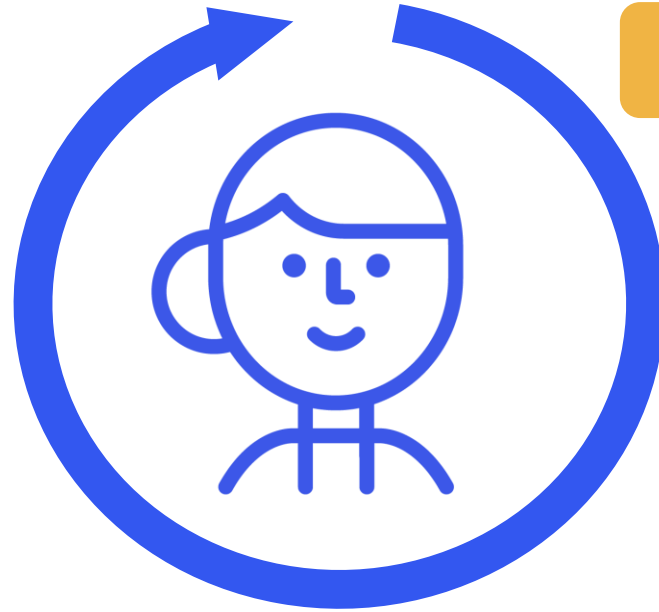
£482 - £612



£612 - £742



£677 - £808



**Water
Meter**

Water Meter

Water meters are installed free of charge and can take up to 90 days from date of application.

Water meters are fitted with an automatic meter reader and are read remotely.

If for any reason a meter cannot be installed, we can bill customers on an Assessed Charge.

Water meters record in cubic meters and customers will be charged for water used in their property, plus standing and sewerage charges.

If a tenant has lived in a property for over 6 months no consent is required from the owner to have a water meter installed.

If less than 6 months a tenant needs permission from the owner.

Customer's have up to 2 years to trial a water meter. If a customer decides to revert back this can be done within a 2 year period.

The water meter will remain at the property and the next occupier will automatically be billed on metered charges.

Apply via our website or call us

Over 40,000 Meters are installed per year

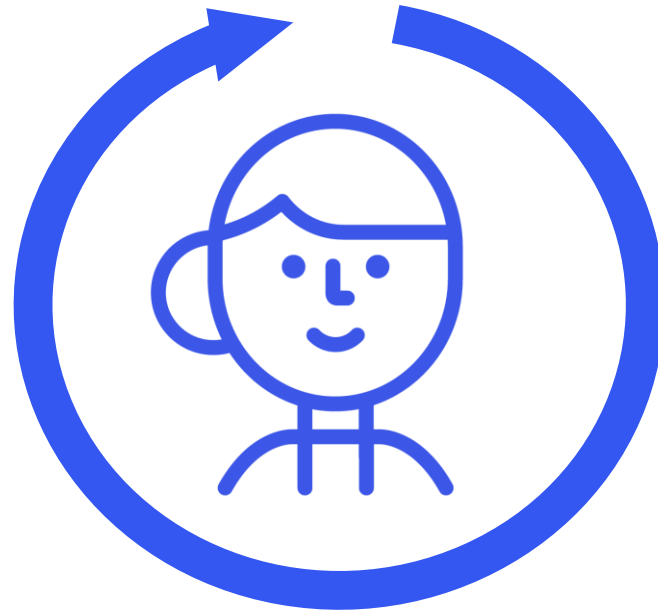


Community Trust

Community Trust helps customers who have arrears with Yorkshire Water.

Managed by an independent board of trustees, successful applicants will receive an award towards their water arrears.

**Average award is
£469.50**



**Community
Trust**



Community Trust

Customers must have water arrears between £50 - £2000

They'll provide information about their income, outgoings and have at least one other priority debt of over £50

What is a priority debt?

- **Rent**
- **Mortgage**
- **Council Tax**
- **Gas**
- **Electric**
- **HMRC Income Tax**

After a successful Trust award, customers cannot apply again within 2 years. If 2 Trust awards have been granted, then they cannot reapply again until 5 years after the second award.

Where successful, customers will be awarded up to £750.

Awards are made the same day the decision is made.

An application form needs to be completed and returned directly to the Trust by post or email, including proof of income and at least one priority debt, must be dated within last 3 months.

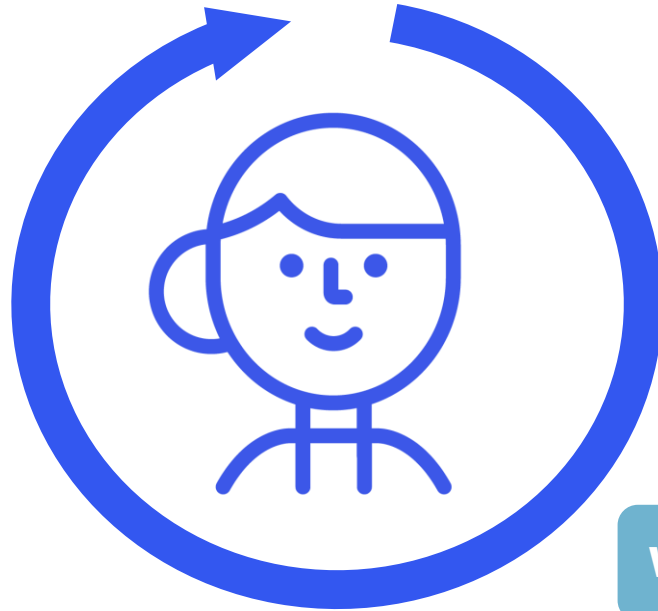
E-mail address: ywcommtrust@loop.co.uk

1,907 customers received award in 2021/22

WaterSure

This scheme helps low income customers cap their water bills if they have a large family or someone with a medical condition.

**Average saving is
£499.94 per year**



WaterSure



YorkshireWater

WaterSure

To qualify for this scheme, customers must have:

- A water meter
- Be high users of water
- And also be in receipt of an income-based benefit

They must also have either:

- Any medical condition that requires them to use more water

Or

- Have three or more dependent children under the age of 19

What is classed as an Income-Based Benefit?

- Working Tax Credits
- Child Tax Credits (**excluding family element only**)
- Pension Credit
- Income Support
- Income Based Job Seekers Allowance
- Income Related Employment and Support Allowance
- Housing Benefit
- Universal Credits

Every 12 months a renewal process happens automatically. We check to ensure the customer has made a saving. If not, we'll amend the charges to bill them at the cheaper amount.

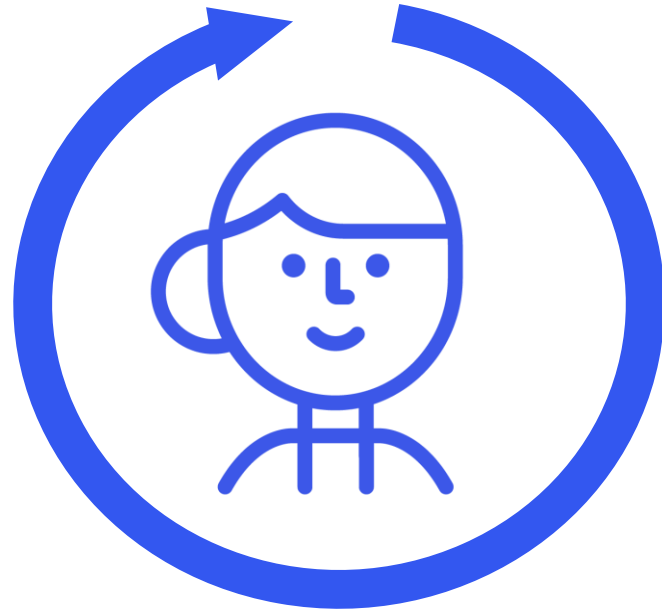
WaterSure charges are £87.50 per quarter/£350.00 per annum for 2022/23.

WaterSure Evidence Required

Bank Statement	Income received (dated within last 3 months)
Any Letter from DWP	Name of benefit and amount received
Child and Working Tax Document	Income received (dated within last 12 months)
Medical Reasons	Letter from doctor
	Prescription
	Label from medication
Family Reasons	All pages of Child Tax Credits letter or bank statement showing Child Benefit payments and dates of birth of dependant children

Water Direct

If a customer receives a deductible income-based benefit, They may be able to apply for our Water Direct Scheme if they have over £75 of water arrears.



**Water
Direct**



Water Direct

What is a deductible income-based benefit?

- **Universal Credits**
- **Income based Jobseekers Allowance**
- **Income related Employment and Support Allowance**
- **Pension Credit**
- **Income support**

Yorkshire Water can arrange for the Department for Works and Pensions to deduct a fixed amount directly from a customer's benefit. Deductions are based on their current yearly water charges, plus **£3.85 per week** is deducted for arrears.

Customers don't need to make payments themselves and having Water Direct will stop any recovery action on their arrears.

It makes it easier for customers, as we will take payments directly from their benefit.

Resolve

The Resolve scheme can help customers who are struggling to catch up on previous bills.

**Average write off
is £528 per
quarter**

Resolve



Resolve

To qualify for Resolve

Customers must be on a low income, struggling to pay and have at least 12 months Yorkshire Water arrears.

Provide details for income and expenditure

Agree regular payments for a minimum of 12 months.

Becoming debt free

As customers make payments, awards towards their arrears will be added to the account. This will be done every three months.

By the end, all arrears will be cleared, leaving the customer with only their ongoing charges to pay.

Resolve is a one off payment scheme.

Customers will only be offered this scheme once. If a customer fails the scheme, Resolve will not be offered again.

2087 customers completed Resolve in 2021/22

Priority Services

The Priority Services Register is free and there to help our customers who require further assistance.

When a customer signs up for our Priority Services, we can make things a little easier for them by providing help through a range of additional services.

Customers can apply via our website

<https://www.yorkshirewater.com/bill-account/priority-services-register/>

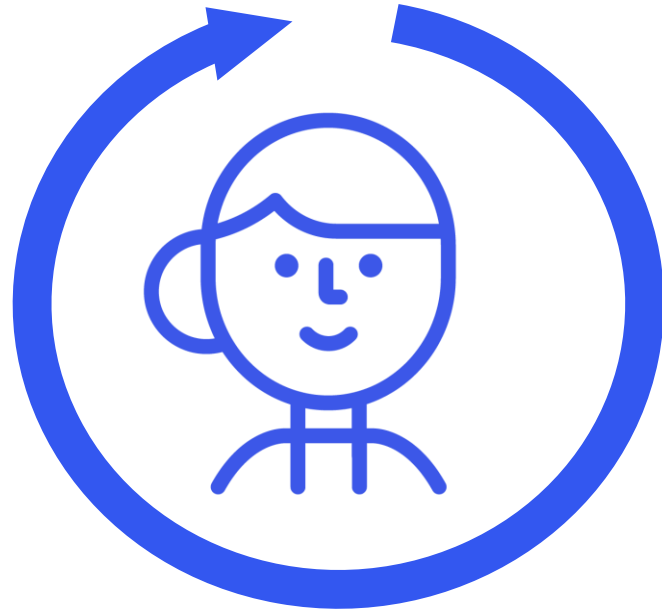
Or contact us by phone on

0800138 78 78

We have over 91,000 customers signed up to PSR

We're Here to Help - Awareness

Priority Services

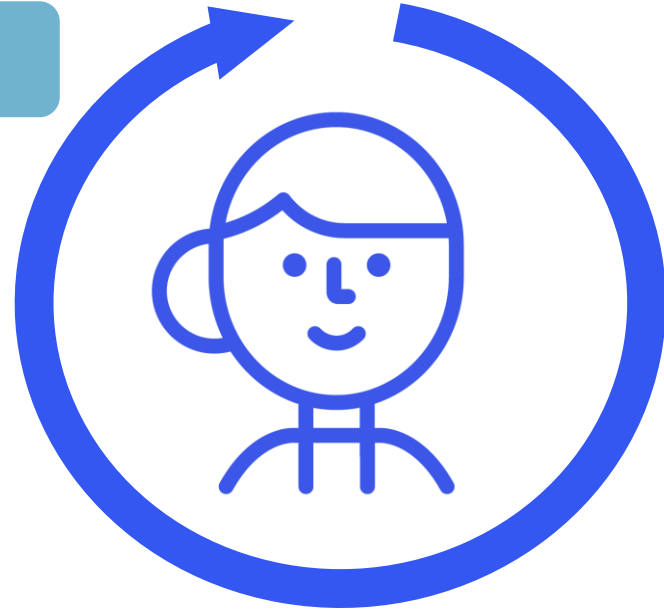


Water Saver

We offer a range of free products for customers to order helping them save water and money.

These packs can be ordered via the website yorkshirewater.com

**Water
Saver**



Water Saver

Order your pack
yorkshirewater.com

Free products available to help save water



LeakyLoo Toilet Leak
Detection Strips



1.2L Buffalo
Cistern Bag



8L Shower
Regulator



4 Minute Shower Timer

Summary of Support Schemes and Tariffs

Water Support

Metered or unmetered properties with annual charges over £350.00 & on a low income.

Water Direct

Arrears over £75 and in receipt of a deductible benefit.

Water Meter

If your house has more bedrooms than people, there could be a saving, there is a 2 year trial.

Resolve

Over 12 months of arrears, on a low income, chance to be debt free

Community Trust

Water arrears between £50-£2000 along with another priority debts.

Priority Services

Additional free service to help customers who need extra support.

WaterSure

Metered properties with high consumption. Getting an income based benefit and have either a medical condition or 3-plus dependent children.

Water Saver

Free efficiency packs and products for the home.

How to Contact Us

Web: www.yorkshirewater.com/bill-account/help-paying-your-bill/

Free call-back online: via the website

Call: 0345 124 2424

Write: PO Box 52, Bradford, BD3 7YD

Tweet Us: @YWHelp

Check out our social media channels



You can
rely on us

WaterSure If you have a water meter and use a lot of water because of a medical condition or there are at least three children in your home, you might be able to get help with this scheme. Successful customers will receive capped bills @ £350.00 per year for 2022/23.

Water Meter More bedrooms than people? Depending on water usage and how many people are in your home, you could save money with a water meter. Free to install and 2-year trial period. u

WaterSupport If you have a low household income and your annual water bill is more than £350.00, you might be able to get help with this scheme. Successful customers will receive a reduced bill @ £350.00 per year for 2022/23.

Resolve If you're struggling to catch up on previous bills, our Resolve scheme could help you become debt-free within 12 months. You'll pay your bill regularly at an affordable amount.

Water Direct If you receive a deductible income-based benefit, we can take payments directly from your benefits. Less hassle, less worry!

Yorkshire Water Community Trust if you have Yorkshire Water arrears between £50 -£2000, with at least one other priority debt (over £50), you might be able to get an award towards water arrears. (Other priority debt: Rent, Mortgage, Council Tax, Gas, Electricity or HMRC Income Tax)

We'll lead by
example

Priority Services Register

If you require additional services, such as a nominee, bills in large print, braille or audio. Other support includes; meter readings, bottled water delivery, notice in writing, or by visit, if there is an incident in your area.

<https://www.yorkshirewater.com/bill-account/help-paying-your-bill/>

