

Not sure which scheme is for you?

Don't worry, we're here to help. Visit our website for more information or give us a call on the number below and we'll help find the right scheme for you.

If you don't think you qualify for any of our schemes or you're not sure, you can still get in touch and we'll do all we can to help.

Ready to apply? Great news!

You can apply online, or feel free to give us a call.

 yorkshirewater.com/helptopay

 **0345 124 24 24**



Worried about other bills?

You can also get free independent advice from:


stepchange.org


or your local
Citizens Advice

Need to get in touch



 **Visit our website**
yorkshirewater.com/helptopay

Get more from Yorkshire Water

Sign up to our mailing list and be the first to hear about:

- what we're up to
- our help and support services
- water saving advice
- top tips to avoid blockages

 yorkshirewater.com/sign-up

Other ways to contact us

 yorkshirewater.com/contact
Call us on **0345 124 24 24**

For billing enquiries we're open Monday to Friday **8am-6pm** and Saturday **9am-5pm**.
For water and sewerage enquiries we're open Monday to Saturday **6.30am-10pm** and Sunday **7.30am-10pm**.

We're open **24/7** for emergency calls.

Help paying your bill

We can support in lots of ways



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Yorkshire Water Services Limited, Western House, Halifax Road, Bradford, BD6 2SZ. Registered in England and Wales No.02366682

yorkshirewater.com



How we can help

We don't want anyone to worry about paying their water bill. Take a look at all the free ways we could help you save.

Do you have a water meter?

Being on a meter could make a huge difference to your bill, depending on the type of house you live in, because you only pay for what you use rather than a set price.

If you don't already have a meter, get in touch to see if we can fit one free of charge and start saving you money.

Our payment plans

We can set up a payment plan to help you pay in instalments. You can choose an arrangement that works best for you.



Our support schemes

Why not apply for one or more of our schemes below? It could help to reduce the amount you pay for your water bill.

WaterSure You can apply if:

- You have a water meter or would be happy to have one fitted.
- You claim an income-based benefit, (for example Universal Credit), and
- You need to use extra water (due to a medical condition or you have three or more children).

How it can help you:

Your bill will be capped at the average water bill amount, so if you use more than this, you won't need to worry.

WaterSupport You can apply if:

- You have a low household income, and
- Your annual water bill is higher than average.

How it can help you:

We may be able to reduce the amount you pay in line with our average water bill (if you're not sure, ask us and we'd be happy to check for you).

Water Direct You can apply if:

- You're on benefits. Please ask us and we can advise if you qualify.

How it can help you:

We can take payments directly from your benefit. This can help you to budget – less hassle, less worry!

Resolve You can apply if:

- You have more than 12 months of unpaid water bills.

How it can help you:

We can support you in paying off your debt within 12 months.

Community Trust An independent registered charity we work closely with to offer support.

You can apply if:

- You have arrears with Yorkshire Water between £50 and £2000.
- You have at least one priority debt such as rent or council tax.

How it can help you:

You may be awarded an amount direct into your Yorkshire Water account, to help pay off your water bill arrears.