

**Appendix 18h:
Table of Support to Provide
Financial Help to Customers**

Contents

1. Next AMP volumes of support with explanation

Scheme	Description	Numbers	Rationale for forecasted numbers by 2025
Free Meter Option	Promotion and take-up of metering for those in debt	2,000	Customer numbers in debt in May 2018 with a high RV was 8,000. The target relies on increased promotion and customer awareness. The increase assumes a 25% uptake.
Resolve	Payment matching to get back into payment habits	6,000	Based on the number of customers who historically are in debt and prepared to make future payments if debt is written off.
WaterSure	Tariff for vulnerable households with high water consumption	10,000	Assumes that an increase in promotion and awareness can increase the volume of household applications by 50%.
Community Trust	Charity awards	2,000	Based on the historical number of customers who are in debt and meet the criteria set by the charity.
WaterSupport	Social tariff	26,000	The funding is based on customer research which identified an increased amount of cross subsidy. It also includes a company contribution of £1m, increased from the previous value of £0.5m. Assumes the average amount reduced on each households bill is consistent with current levels.
Temporary Help	Part bill reduction	3,000	We know some customers do not engage with their water company in the first instance when in difficulty but seek advice through agencies such as Citizen's Advice. This is being piloted so numbers are estimated.
Fresh start	Live debt write-off	1,000	The volume is based on those we are able to identify as eligible and haven't paid their historical bills and are still living in the property.
Total		50,000	