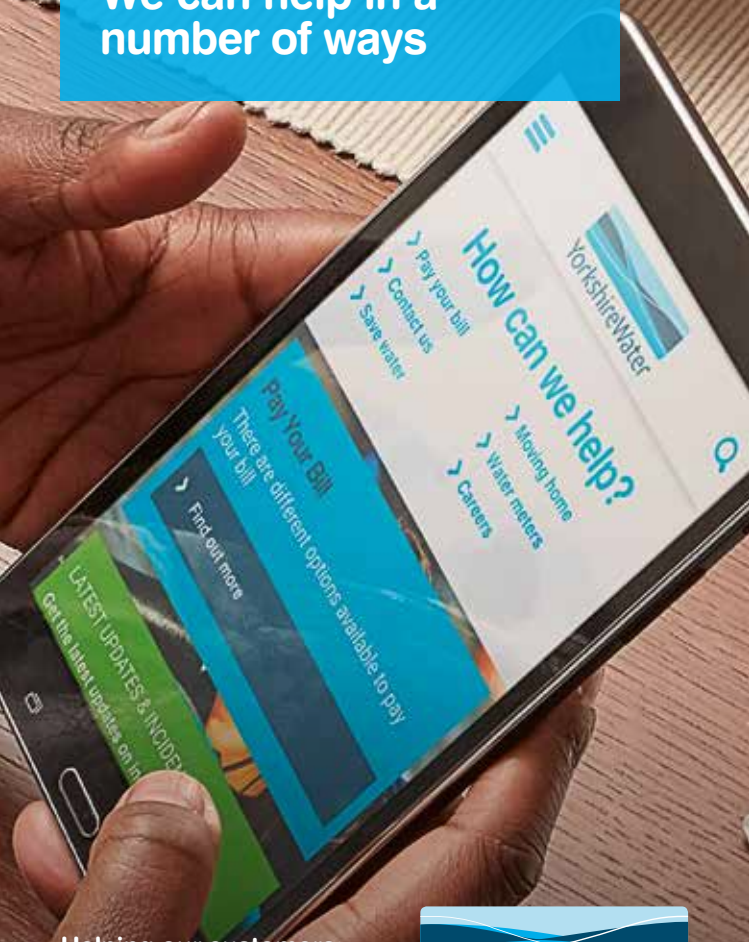


# Struggling to pay your bill?

We can help in a number of ways



Helping our customers:  
It's part of our Blueprint  
for Yorkshire



YorkshireWater

# It's never too late to ask for help



## Before you ignore your unpaid bill please call us first.

We offer various options to help you pay including our Resolve Scheme:

- Resolve could help you if you are having financial difficulty paying your water charges and have arrears from previous years.
- The Resolve Scheme is there to support you and requires a commitment from you to make regular payments over a 12 month period. If you can show that commitment we will then make awards towards your water arrears.
- To qualify for the Resolve Scheme you must be on a low income or non deductible benefits and have arrears over 12 months old.
- Alternatively if you're on Jobseekers Allowance, Employment and Support Allowance, Income Support or Pension Credit, we may be able to arrange for money to be deducted from your benefit and paid directly to us. Please contact us for more details.
- If you'd like some independent advice, a Citizens Advice Bureau or StepChange may be able to help you.

# Other ways we can help

## WaterSure scheme

WaterSure can help you if you have a water meter, are on an income based benefit, but need to use large amounts of water for essential purposes, for instance a medical condition or where you have three or more children.

If you are eligible, your bill will be capped at the average company rate so you won't be charged for the amount you've used if you have a meter.

## The Yorkshire Water Community Trust

This registered charity was set up to help people and families in real need, who are unable to pay their water charges to Yorkshire Water.

Its aim is to help people to break the circle of debt and their debt problems in the long term.

To be eligible you must be in a multiple debt/arrears situation that includes other utility bills for example gas/electricity, council tax, rent or mortgage payments.

## WaterSupport

Our WaterSupport Scheme helps customers who are on lower incomes to pay their water bills. If you're on a low household income and your annual water bill is more than the average then you may be eligible for help from WaterSupport to reduce the amount you pay.

You'll need to provide details of your household income to see if you're eligible, so make sure this information is close at hand before calling.



**For more help and information and for details of any of our payment options, please contact us on 0345 1 299 299**

## Free ways to contact us:



**Chat with us live on our website**



**Free callback service via our website**

No waiting around on hold, fill out a simple form and one of our advisors will call you back as soon as possible.



**Visit our website [yorkshirewater.com](http://yorkshirewater.com)**



**Tweet us [@YWHelp](https://twitter.com/YWHelp)**



**Contact us on Facebook**



**Spotted a leak? Report it at [yorkshirewater.com/leaks](http://yorkshirewater.com/leaks)**



**Call our free leakline number on 0800 57 35 53**

## Other ways to contact us:

Telephone

**0345 1 24 24 24**

Our contact centre is open for billing enquiries Monday to Friday 8am-8pm 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 hours a day for emergency calls.

24 Hour automated services

**0345 1 247 247**

(meter readings and payments)

Write to us

**PO Box 52, Bradford, BD3 7YD**

## Codes of Practice available:

- Our Customer Charter
- What if you need some extra help?
- What do we charge and why?
- Tell us what you think
- What if paying your bill is a problem?
- How do we manage your water supply?
- What happens if you've got a leak?
- Whose pipe is it?
- Where does your water go?
- Would a water meter be right for you?

Our Customer Charter details our service commitments, including the payments you're entitled to if we don't meet our promises.

**Visit [yorkshirewater.com/policies](http://yorkshirewater.com/policies) for details**