



Extra support

From South West Water



Finding the right

Across the South West, our teams work with hundreds of families to give them the extra support they need with their bills and water services.

If you or anyone you know needs help, it's really important to be aware of all of the support services and options available.

Here's a list of our services and how they can help:

- **The Priority Services Register** p4
Extra care and support for you or a loved one.
- **WaterSure tariff** p6
A capped tariff making water more affordable.
- **WaterCare tariff** p8
A reduction on your metered bills for low income households.
- **Flexible payment plans** p10
To help you manage payment of your bills.
- **Debt management and support** p12
Get back on track with help from ReStart, WaterDirect or FreshStart.
- **WaterCare+** p14
A personalised service to help check you're receiving all the support available to you.

support



If you or your family need extra support,
there are options available –
and they're here to be used.

The Priority Services Register

Free, practical support when you need it most

The Priority Services Register is for anyone who could be at risk if there's a problem with their water supply. This could be for many different reasons – like you have a physical disability or you are recovering from an injury.

If you feel like you'd benefit from some extra practical help with your bills, give us a call and we can talk through your options.

How we can help:

Emergency water deliveries

If your water suddenly stops, we'll make sure you get a back-up delivered quickly.

Different ways to get your bill

We can send your bill and other important information in large print, Braille or audio CD. Alternatively, we can read and explain it to you over the phone. Or send it to a carer, friend or relative.

Peace of mind with our password scheme

If we need to come to your home, we can arrange to use a password. So you can be reassured we're a genuine visitor.

Help reading your meter

We're also happy to read your meter for you, if you find this difficult.

How to register:

It only takes a few minutes to sign up for our priority services.

If you're an account holder or nominated carer, you can also register on behalf of someone else.

Register online

-  Visit www.southwestwater.co.uk
-  Tweet us @**SWWHelp**
-  Send us a message on Facebook @**SouthWestWater**

Register over the phone

-  Call us on **0344 346 1010**
We're available 8am – 6pm Monday to Friday
and 9am – 1pm on Saturday.
-  Chat with us on WhatsApp



*The Priority Services Register
is quick to join
and you can even do it on behalf of someone else.*

WaterSure

Capped water bills, however much you use

If you already have a water meter but are finding it hard to save, our WaterSure tariff could help. If you qualify, we'll cap your yearly bill regardless of the amount of water you use.

Is it for me?

WaterSure is designed for our customers on means-tested benefits who need to use lots of water.

This could be for a number of reasons. For instance, you could have three or more dependants under the age of 19 living in your home. Or you might have a water-dependent medical condition.

How can I apply for WaterSure?

-  Visit **www.southwestwater.co.uk** and complete the application form.
-  Speak to someone in our billing team on **0344 346 1010**. We're available 8am – 6pm Monday to Friday and 9am – 1pm on Saturday.
-  Text relay: please ring **18001** followed by **0344 346 1010**
-  Minicom: **0800 169 9965**



We have a range of different tariffs
to help you get back on track.

WaterCare

Discounts for low-income households

Our WaterCare tariff is available to customers on means-tested benefits who either use a water meter or are already on assessed charges because you can't have a meter.

In addition, your equivalised weekly income must be less than £295.

What does 'Equivalised' mean?

Equivalised income means we're not just taking into account how much you earn. But also the size of your household.

For example, an income of £295 goes further for a single person than it would for parents with three children. We'll work out your equivalised income with you, based on the details you supply.

Is it for me?

You only need to fill in one application form to see which tariffs you qualify for. It only takes a few minutes to do and is completely confidential.

 Complete it online at www.southwestwater.co.uk

 Alternatively, give us a call on **0344 346 1010** and we can talk through the best options for you.

How does it work?

Once we've worked out if you qualify, we'll offer you a reduction on your bill.

This ranges from a **15%** discount up to **85%**.



We don't want anyone worrying
about their water bill.

Flexible payment plans

Helping to spread the cost of your bill

If you're struggling to pay your bills, we can set up a payment plan to help spread the cost.

Is it for me?

Our payment plans are available to everyone.

Putting a plan in place can be particularly helpful if your income changes week-by-week.

How does it work?

 Call us on **0344 346 1010** and we can chat through the best option for you.

This could include moving to a weekly, fortnightly or monthly plan.

We can also talk about whether there's an easier way for you to pay your bills, such as direct debit, standing order or over the counter at your local bank.

If you are currently applying for any means-tested benefits, please let us know and we can put your account payments on hold until your application is complete.





Flexible payment plans
help you spread the cost,
and plan ahead.

Debt support

Here to help you deal with debt

In the last few years, we've helped thousands of people across the South West. And we're here for you too.

ReStart:

For customers who are struggling to repay debt

If you're feeling overloaded and can't pay the money you owe us, don't worry. We can help you clear your water debt with our payment matching scheme.

How does it work?

Each week you make an agreed payment. In turn, we'll write off a percentage of the money you owe us until your debt is completely cleared.

How can I apply?

 Call our special debt helpline on **0800 234 6317**. Together we can help work out a plan to get you back on track.

WaterDirect:

Better budgeting for customers on income support

WaterDirect is run together with the Department for Work and Pensions (DWP). It's a simple way to take better control of your money.

How does it work?

The scheme allows you to pay off your debt directly from your benefits payments.

How can I apply?

 Call our special debt helpline on **0800 234 6317** and we can help arrange this for you.

Alternatively, you can sort it with Jobcentre Plus. Please let us know if you do this and we'll pause any debt collection until you know whether your application has been successful.

FreshStart:

Our debt clearance fund

The FreshStart fund can help if you're new to debt and are dealing with a life changing event, such as bereavement or unemployment.

It's designed to give you the time to adjust to your new circumstances. So we can either clear your debt or give you short-term help with mounting bills.

How can I apply?

 Call our billing helpline on **0344 3461010** and we can help you find the best way forward.



WaterCare+

Clear, straightforward advice

If you're struggling, we can help you with our Watercare+ service. One of our friendly experts will spend time with you, either over the phone or face-to-face, to talk through your options and make sure you're getting the best support when and where you need it most.

As part of this we'll:

- Check you're getting all the benefits available to you.
- Make sure you're on the lowest possible tariff for your home.
- An expert can visit you at home and suggest simple ways you can reduce your water and energy use.

Is it for me?

Anyone can apply for a **WaterCare+** assessment. Or you may be referred to us by one of our partners or your benefits team.

How can I apply?

 Call us on **0344 346 1010** and ask to speak to a Watercare+ specialist.





We understand that **talking about
money can be difficult.**

But whatever the situation **we'll help
in any way we can.**

The right help for you

We often find the best way to sort out a problem is by talking it through. We can help you make sense of your options and discuss practical solutions that could help.

**If you're still unsure about what is best for you
please speak with us and let us help.**

-  Call us on **0344 346 1010**
We're available 8am – 6pm Monday to Friday
and 9am – 1pm on Saturday.
-  Contact us via Relay UK through the app or by dialling **18001**
before the number above.
-  We also have a minicom for textphone users on
0800 169 9965.

