

WaterSure

Check if you're eligible for the **WaterSure** scheme. This is for people who:

- are on a water meter
- have a **medical condition** meaning they need to use more water **or** have **3 or more** children

and

Receive **1** or more of the following:

- Income Support
- Universal Credit
- Housing Benefit
- Pension Credit
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Working Tax Credit
- Child Tax Credit (of more than the family element amount)

You can apply online at
www.nwl.co.uk/watersure

If You Need Help to Apply

If you need help to apply for any of the schemes mentioned in this leaflet you can contact **Northumbrian Water** at

supportplus@nwl.co.uk

Our you can contact **Stockton & District Advice & Information Service** on

01642 633877

or

support@stockton-cab.co.uk

citizens
advice

01642 633877
stockton-cab.co.uk

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Registered Address: Stockton & District Advice & Information Service, 32 Dovecot Street, Stockton-on-Tees, TS18 1LN
Registered charity number 1105391.

Help With Your Water Bills

If you're struggling with your water bills you might be eligible for help



citizens
advice

Stockton
& District

Low Income Discount

If you have a **low income** or are in receipt of **Pension Credit** then you could get a reduction in your water bill.

To qualify you must:

- have a household income of less than £23,933 **or** receive Pension Credit

and

- have a water bill that is more than 3% of your income, after housing costs have been paid

If you qualify you'll be eligible for a reduction of up to **50% off** your water bill.

There's a calculator you can use to see if you qualify online at **www.nwl.co.uk/bill-help**

If it shows you qualify you'll be able to apply straight away

Bill Discount

If you're **struggling to afford your essential outgoings** you may be able to get a reduction of up to **50% off** your water bill.

To qualify you'll need to have **more outgoings than income**, also known as a deficit budget.

The scheme lasts for **2 years** and there's **no maximum amount of income**. It's based on your household circumstances.

If you have any **water arrears**, these are put **on hold** while you're making the reduced payments.

You'll need to provide **proof of your income** and apply through a **Money Adviser**.

Arrears Support

If you've got **water arrears** you might be eligible for help towards these.

If you've been on the **Bill Discount** scheme for **2 years** and you're still struggling then Northumbrian Water may **write off** some or all of your arrears.

You'll need to have been making payments towards your reduced bill.

Only arrears that **haven't been subject to enforcement proceedings** will be considered.

You'll need to provide **proof of your income** and apply through a **Money Adviser**.