

WE'RE HERE TO HELP...

If you're experiencing difficulty paying your water bill, alternative options are available if you act now.

Water Direct

If you're in receipt of Income Support, Job Seekers Allowance, Pensions Credit or Employment Support Allowance, the Benefits Office can arrange for payments to be made directly to us at Anglian Water. This would cover both your current charges and arrears, which includes any County Court Claims. For further information, please contact your local DWP Office or you can call us free on **0800 975 5574**.

Anglian Water Assistance Fund

If you're not in receipt of any of the above, we may still be able to help. You may be eligible to apply to the Anglian Water Assistance Fund. Charis Grants is an independent organisation which provides assistance to our customers who are experiencing financial hardship. You can find further details and download an application form on our website anglianwater.co.uk/assistance or alternatively you can call **01733 421060** to request an application form.

LITE

We have also recently introduced a new tariff named **LITE**, designed to help people with low disposable income.

Those who are eligible for the tariff will be offered a discount on their water bill which will be determined according to individual circumstances and assessed by the Central and East Northamptonshire Citizens Advice Bureau. The Bureau will also be able to provide additional support and services, should you need them.

You can apply for **LITE** by calling us on **0800 97 555 74** where we'll go through some preliminary eligibility checks and if eligible will refer you to the Bureau for a full assessment. Alternatively you can apply online anglianwater.co.uk/LITE

Step Change Debt Charity

Anglian Water also works with Step Change Debt Charity a free, independent and impartial agency who can offer confidential debt advice and practical help. You can call them free on **0800 138 11 11**, Mon - Fri 8am to 8pm, Sat 8am to 4pm or visit www.stepchange.org

StepChange
Debt Charity

Independent help & advice

You can also get independent help from:

- **Citizens Advice**
www.citizensadvice.org.uk
- **National Debt Line**
0808 808 4000 www.nationaldebtline.org
- **Money Advice Service**
0300 500 5000 www.moneyadviceservice.org.uk
- **A solicitor**

We can save you money...

If you're on a meter we offer a number of different tariffs you may be able to opt on to. We can also install water saving products free of charge to help you save money on your water and energy bills.

Not on a meter? The average household saves approx £100 a year by switching to a meter. Meters are installed **free of charge** and you can switch back anytime within the first 2 years.

You could save up to **£100** a year by switching to metered water



Visit anglianwater.co.uk for more information or call us on **0800 169 3630** to find the best option for you.