



## A helping hand with your water bill

**Don't suffer in silence - that's the message from United Utilities if you're struggling to pay your water bill.**

"If you're going through a tough financial patch and are finding it hard to pay your water bill, please get in touch with us on **0800 072 6765**. We're easy to talk to and the sooner you call, the quicker we can get you the right support to prevent you falling further into debt," says Jane Haymes from United Utilities.

"We're already helping more than 100,000 customers in this way so it's well worth picking up the phone."

One scheme, called Payment Matching Plus, promises to make you debt free within two years.

Jane adds "If you've built up a lot of debt, our Payment Matching Plus scheme will get you back on track. For every £1 you pay we'll put in £1 too and after six months we'll increase our contribution to £2. We'll then clear any remaining debt if you continue to make regular payments for two years."

If you're receiving Pension Credit and struggling to make payments, you can apply to United Utilities for their Help to Pay scheme. This caps your bill at a reduced amount based on your income and outgoings.

If you're struggling to make water bill payments due to losing your job or having to pay out for an unexpected emergency, the company's Payment Break scheme can help by delaying your payments for an agreed period. Any delayed payments are then spread over a longer period of time.

United Utilities can also help if you're applying for Universal Credit by delaying your water bill payments for up to eight weeks while you wait for your first UC payment to arrive.

Jane also commented "If your home has more bedrooms than people, it's also worth considering a water meter as it's one of the easiest ways to make a big saving on your bill. We fit them for free and you can even switch back to your old bill within two years if for whatever reason you're not making a saving."

The United Utilities affordability team can be contacted on 0800 072 6765.

You can find more information about all of the company's schemes on their website. A form is also available on this webpage for customers who would prefer to submit their details online rather than calling and United Utilities' affordability team will give you a call back.

