



DON'T LET  
THE COST  
OF WATER  
WORRY  
YOU...

**SPEAK TO SOMEONE  
WHO CAN HELP**

**CCW**

The voice for water consumers  
Y corff sy'n rhoi llais i ddefnyddwyr dŵr



*Action for Warm Homes*

## HELP FOR CUSTOMERS STRUGGLING TO PAY

### I am in debt to my water company

#### Payment Matching

If you agree and stick to a payment plan with your water company they may reduce (or write-off) your debt

#### Grants

You may be eligible for a grant to clear your debt

### I have a low income and struggle to pay

#### Reduced Bills (Social Tariffs)

You could be eligible for a cheaper tariff which discounts your bills

### I need to use a lot of water

#### WaterSure

Your bill could be capped if you are a metered customer receiving income-related benefits and either have a large family or a member of your household has a medical condition which uses a lot of water

### I need help paying my bill

#### Flexible Payment Plans

Companies can offer flexible payment plans (weekly, fortnightly or monthly) and in some cases 'payment holidays' to help you through short-term financial difficulties

#### Water Direct

If you are in debt with your water company this gives you the option to pay your bills directly from your benefits