

# QUICK GUIDE TO SCHEMES



To put people at  
the heart of  
everything  
we do

You can  
rely on us

**WaterSure** If you have a water meter and use a lot of water because of a medical condition or there are at least three children in your home, you might be able to get help with this scheme. Successful customers will receive capped bills @ £350.00 per year for 2023/24.

**Water Meter** More bedrooms than people? Depending on water usage and how many people are in your home, you could save money with a water meter. Free to install and 2-year trial period.

**WaterSupport** If you have a low household income and your annual water bill is more than £350.00, you might be able to get help with this scheme. Successful customers will receive a reduced bill @ £350.00 per year for 2023/24.

We'll make  
a lasting  
impression

**Resolve** If you're struggling to catch up on previous bills, our Resolve scheme could help you become debt-free within 12 months. You'll pay your bill regularly at an affordable amount.

**Water Direct** If you receive a deductible income-based benefit, we can take payments directly from your benefits. Less hassle, less worry!

**Yorkshire Water Community Trust** if you have Yorkshire Water arrears between £50 - £2000, with at least one other priority debt (over £50), you might be able to get an award towards water arrears. (Other priority debt: Rent, Mortgage, Council Tax, Gas, Electricity or HMRC Income Tax)

We'll lead by  
example

## Priority Services Register

If you require additional services, such as a nominee, bills in large print, braille or audio. Other support includes; meter readings, bottled water delivery, notice in writing, or by visit, if there is an incident in your area.

<https://www.yorkshirewater.com/bill-account/help-paying-your-bill/>

