

Did you know... About AquaCare Plus?

What is AquaCare Plus?

This tariff is for domestic customers on a water meter, who may experience difficulty in paying the water bills.

The tariff has a higher annual standing charge while the charge per cubic metre is lower than the standard rate.



How can I apply?

To check your eligibility, fill out an application form and send it back to us with supporting documentation to IWNL, Driscoll 2, Ellen Street, Cardiff, CF10 4BP.

You can also call us on 02920 028711.



Are you eligible?

If you live in the Anglian Water region, and you, or someone in your household is on one or more of the benefits listed below, you could be eligible for lower water charges, on our AquaCare Plus tariff.

- Council Tax Benefit
- Housing Benefit
- Income Support
- Income-based Job Seeker's Allowance
- Working Tax Credit
- Child Tax Credit (except for families in receipt of the family element only)
- Pension Credit
- Income Related Employment and Support Allowance Universal Credit

Independent Water Networks

T: 02920 028711

W: iwnl.co.uk

Our office hours

GENERAL QUERIES AND BILLING:

Monday – Friday 8am – 8pm

Saturday 9am – 1pm

WATER OR DRAINAGE EMERGENCIES:

Available 24 hours a day, seven days a week.

