



# Help with paying your bills

HOW IWNL CAN HELP IF YOU ARE WORRIED ABOUT YOUR BILLS

## Independent Water Networks

T: 02920 028711  
W: [iwnl.co.uk](http://iwnl.co.uk)

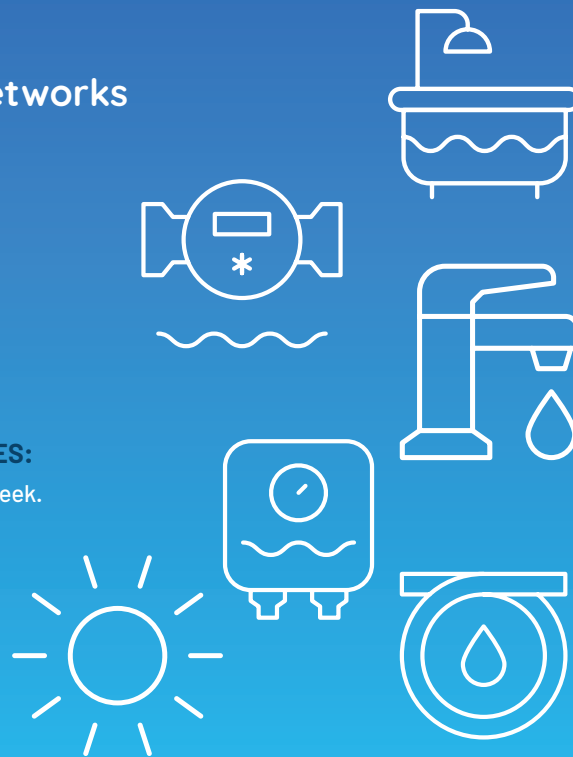
### Our office hours

**GENERAL QUERIES AND BILLING:**

Monday – Friday 8am – 8pm  
Saturday 9am – 1pm

**WATER OR DRAINAGE EMERGENCIES:**

Available 24 hours a day, seven days a week.



## Help with paying your bills

We understand sometimes it can be difficult to pay for all your household bills.

If you're worried about paying your bills, or think you might need a little extra support, we are here to help – please let us know as soon as possible.

Please get in touch with us as soon as you can if you are worried about paying your bills – we can only help if you let us know.

## WaterDirect

You may be able to arrange for your payments to be taken directly from your benefits under WaterDirect. This only applies if you are behind on payments with your water bill.

If you receive income support, job seekers allowance, pension credits, or Income Related Employment and Support Allowance from the Department for Work and Pensions (DWP), you may be eligible.

Contact the DWP for more details.



## Extra help and support we provide



### WaterSure scheme

WaterSure is a scheme designed to cap water bills for vulnerable customers who need to use a lot of water.

You may be eligible for the WaterSure scheme if you:

- receive Child Benefit for three or more children under 19 who live in your household; or
- someone in your household uses more water than average because of a medical condition

### Payment plans

A payment plan can help you spread the cost of your bills, over flexible payment periods, such as weekly, fortnightly or monthly.

If you're behind on payments, the payment plan will cover the cost of what you owe and your water usage.



### Breathing space

If you need a bit of time to get back on your feet, we may be able to pause your payments for a short while.

If you've had a change in personal circumstances that's had an unexpected impact on your income, you may be eligible.



## Free and independent advice

We understand at times it can be difficult to manage your finances. If you're having problems paying your bills, please contact us so to discuss how we can support you.

For free advice to help you manage your finances, these organisations offer confidential support:

### Step Change

Free, independent debt advice:

0800 138 1111  
stepchange.org

### Citizens Advice

General money, legal and consumer support.

03444 111 444  
citizensadvice.org.uk

### Money Advice Service

For debt advice and tools for managing budgets.

0800 138 7777  
moneyadviceservice.org.uk

## Our Priority Services Register

If you have a problem getting payment to us because of an illness or disability, please get in touch so that we can find a way to help.

We offer a Priority Services Register so you can tell us if you need a bit of extra support. It doesn't matter if it is a temporary or a permanent situation.

You could also nominate somebody to help you manage your account on your behalf, including dealing with account and billing queries, being contacted if bills are not paid, receiving bills and paying them for you.