



Help with paying your bills

How we can help if you're worried about paying your bills

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.



Contact us



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 get 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.



Social Tariffs

Our Social Tariff is aimed at customers struggling with paying their water bills. It offers discounts on water bills to low-income households that meet certain criteria. If your income is below average and you need help, please fill out our application form on our website and we'll check if you're eligible.

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

Free and independent advice

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

Step Change

Free, independent debt advice:

0800 138 1111
www.stepchange.org

Citizens Advice

General money, legal and consumer support.

03444 111 444
www.citizensadvice.org.uk

Money Advice Service

For debt advice and tools for managing budgets.

0800 138 7777
www.moneyadviceservice.org.uk



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.

Our Priority Services Register

If you can't make a payment due to illness or disability, please reach out. We want to help you find a solution.

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 someone you trust to help manage your account. This includes handling account and billing questions, receiving bills and paying them for you.

Contacting us

General account queries and billing



Phone us on: 02920 028711



Visit our website: www.iwnl.co.uk



Chat to us live: www.iwnl.co.uk/contact-us



Write to us at: IWNL, Driscoll 2, Ellen Street, Cardiff, CF10 4BP



Send us a WhatsApp message by scanning the below QR code:



Our opening hours are:

Monday to Friday - 8am - 8pm

Saturdays - 9am to 1pm

Water or drainage emergencies

Available 24 hours a day, seven days a week

Phone us on: 02920 028711