

Support

We can help if you're struggling
to pay your water bill



We're here to help

If you're struggling to pay your bill, please let us know.

We won't judge and we won't preach. Instead, you'll receive a friendly ear from the team who are specially trained to handle sensitive issues and are dedicated to helping you get back on track.

Here are some of the ways we can help:

- **Back on track** - if you're finding it difficult to pay your water bill and receiving benefits we can help; we also have additional help for those on a low income who have been financially affected by COVID-19.
- **Help to pay** - if you receive Pension Credit, and all other adults in your household receive Pension Credit or state pension, you can apply to have your bills capped at an affordable amount.
- **Payment matching** - if you've built up a lot of debt, for every £1 you pay we'll match it with £1 too, with our contribution increasing to £2 if you continue to make payments until your debt is cleared.
- **Restart grant** - if you're in real financial difficulty, you may qualify for a one-off payment from our Trust Fund to help clear your debts.
- **WaterSure** - if you have a water meter, receive benefits and use a lot of water due to ill health or having a large family, we can cap your annual bill.
- **Universal Credit** - if you're about to apply for Universal Credit and are worried about your water bill, we can delay your water bill payments for up to 8 weeks until your first UC payment arrives.
- **Payment break** - if you're struggling with your bill due to losing your job or having to pay out for an unexpected household emergency, our Payment Break scheme can help by delaying your payments for an agreed period of time.

Don't forget, a water meter could be one of the easiest ways to reduce your water bill and we fit them for free. Visit unitedutilities.com/meters for details.



Talk to us now at
0800 072 6765



Water for the North West