



Dŵr Cymru
Welsh Water

Here for You, Not for Profit

COST OF LIVING SUPPORT
STAKEHOLDER PACK



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INTRODUCTION

At Welsh Water, we are committed to putting the needs of our customers first. That means supporting the most vulnerable in society and providing help to those who need it most.

With many challenges facing lots of our customers, like the rising cost of living, many of the most vulnerable people are facing an anxious future.

We never want any of our customers to worry about being able to afford their bills. There are lots of ways Welsh Water can help, through social tariffs, debt schemes, and expert support and advice.

BUT WE NEED YOUR HELP.

Our Here for You campaign raises awareness of our support available for customers who are financially, or otherwise, vulnerable. We'd love your support to help spread our campaign messages.

Please help us reach vulnerable people and make them aware of the support we can offer.





TARIFFS

Our tariffs are designed to help keep water bills low for people who genuinely struggle to pay. We have two tariffs we can offer customers depending on their circumstances...

HELPU

HelpU lends a helping hand to low income households. When a customer qualifies for HelpU, we cap their water bill so they'll never pay over a certain amount for the year.

Customers qualify for HelpU if...

- The household's combined annual income is on or under the threshold for the household size.
- The water supply to their home is for domestic use only.
- Someone in the household receives a means-tested benefit.

WATERSURE WALES

If you have a water meter fitted, you may be able to lower your bill through our WaterSure Wales tariff.

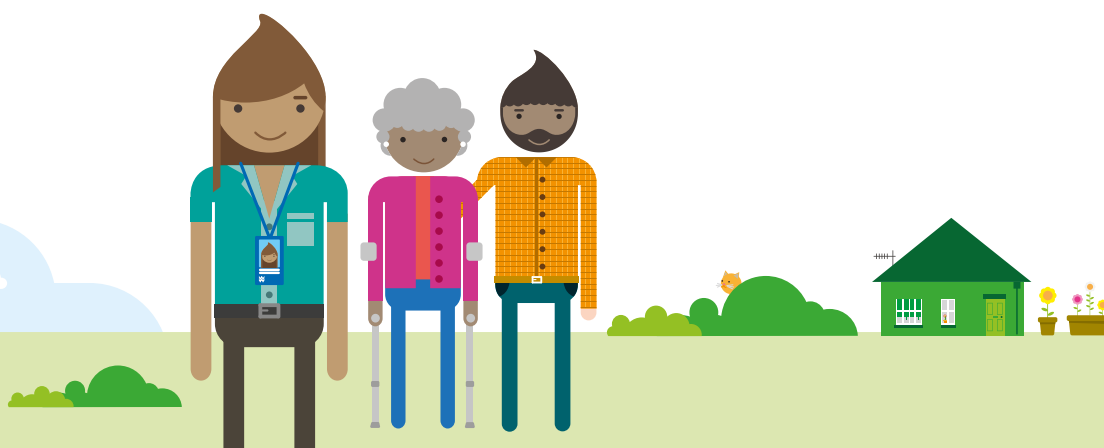
Customers qualify for WaterSure Wales if...

- They're receiving a qualifying benefit or tax credit and either.
- Have 3 or more children under the age of 19 living at home who they can claim Child Benefit for.
- A member of the household has a medical condition that requires significant use of extra water.



Find out more at
dwrcymru.com/SupportWithBills

T&Cs' available on our website dwrcymru.com





DEBT SCHEMES

Our Debt schemes are designed to help customers manage their arrears payments in an affordable way so they can regain control of their finances. We have two options available to help customers clear their debts...

CUSTOMER ASSISTANCE FUND

This helps those in severe financial hardship to clear debt and get on top of their payments within 12 months.

How does it work?

We'll set up a monthly, fortnightly or weekly payment plan for the customer's charges for the year. Once the customer has made payments for 6 months, we will pay off 50% of their initial arrears. Once the customer makes payments for a further 6 months, we'll write off any remaining debt.

T&Cs' available on our website dwrcymru.com

WATER DIRECT SCHEME

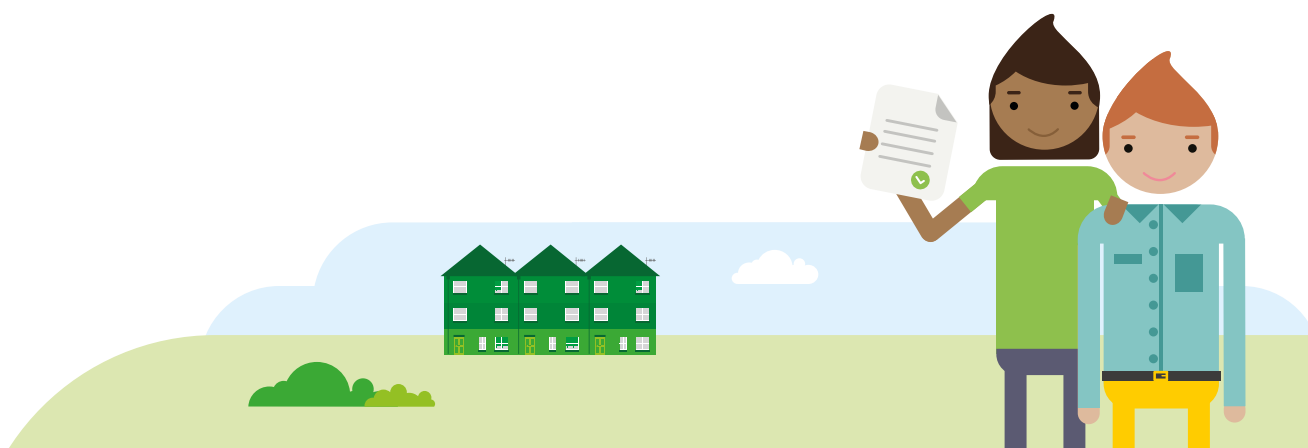
Water Direct allows customers to pay their charges directly through their benefits, reducing their arrears over time.

How does it work?

We work with the Department for Work and Pensions (DWP) so payments towards reducing arrears are made automatically through their benefits meaning the customer never needs to worry about missing a payment. We'll also give the customer a £25 discount off their charges for the year.



Find out more at dwrcymru.com/HelpWithBills





PRIORITY SERVICES

We offer additional support and peace-of-mind for customers who might need bespoke services or a helping hand from time to time via our Priority Services Register. It's completely free to join and customers benefit from...



PRIORITY CONTACT

If a customer's water supply is interrupted we'll make sure we contact them as a priority.



NOMINEES

Customers who have difficulties communicating can nominate a relative, friend or carer to talk to us or receive correspondence on their behalf.



BOTTLED WATER

In case of a supply interruption we'll also provide free bottled water to the customer's home.





ACCESSIBLE BILLS

Bills can be provided in large print, coloured backgrounds for customers with dyslexia, braille, or audio format. We can arrange for bills to be read over the phone, sent to a nominee, or we can visit customers at home to discuss bills and payments.

PASSWORD SCHEME

To help customers feel safe in their homes they can choose a password for Welsh Water to use when we need to visit, or contact them. This helps protect customers from bogus callers who claim to be working for us.

ACCESSIBLE CONTACT

- Customers who use text phones can access our Text Relay Service (via the Next Generation Text Service) on 18001 **0800 052 0145**. This free service converts speech into text.
- Customers can also talk to us through Live Chat, Facebook or Twitter.
- Our online billing service, My Account allows customers to view bills and make payments quickly and easily online.
- The Accessibility settings in the main menu of our website can be used to change the text, language, and colour.



Find out more at
dwrcymru.com/PriorityServices





WATER METERS

Switching to a water meter can help reduce water bills for some customers, making their payments more affordable. We offer free installation and the option to switch back to an unmeasured bill within two years if the customer changes their mind.*

Typically, water meters benefit people who live alone, have a small family, or are generally very water efficient.

Switching to a water meter also means customers are contributing to water saving and reducing their carbon footprint, as homes with a water meter tend to use less water overall. We also support customers with plenty of tips and advice around how to save water and money by being water efficient at home. Customers can find out whether they'd benefit from switching to a water meter by using the Water Consumption Calculator on our website.

*This option is only available to customers who have switched from unmeasured to a metered supply. If a customer moves into a property which already has a meter, this option is not available.

WATER SAVING TIPS

- Take showers instead of baths to save 20 litres of water.
- Wrap your pipes to protect them from freezing and bursting in cold weather.
- Turn off the tap when brushing your teeth to save 10 litres of water.
- Make sure appliances like dishwashers and washing machines are run on a full load in 'eco' mode.
- Visit our website for more water saving tips dwrcymru.com/SaveWater



Find out more at dwrcymru.com/WaterMeter





WORKING IN PARTNERSHIP

Our Community team are always looking to form partnerships with like-minded organisations, finding ways to work together and support one another.

Get in touch with us to take advantage of our range of free services designed to help local businesses and organisations provide support and advice to households in vulnerable circumstances.

Our free services include:

WELSH WATER PARTNER TRAINING

Where employees at your business will learn how to apply for our services on behalf of your clients or customers, supporting them onto the correct tariff or scheme with Welsh Water. We can also deliver free refresher training whenever it's needed.

WELSH WATER PARTNER AWARENESS TRAINING

Where employees at your business will learn more about the support we can offer customers and will learn how to signpost them towards the correct support or advice from Welsh Water. We can also deliver free refresher training whenever it's needed.

EVENTS & PRESENTATIONS

We'd love to exhibit and present information about our range of services at conferences or events you host for your stakeholders, clients or customers. We're also happy to provide guest speakers for your live or virtual events.

ONE-TO-ONE APPOINTMENTS

We can provide clients or customers with direct access to our services at one-to-one appointments booked by yourselves.



Find out more about free support services for businesses at dwrcymru.com/WorkingInPartnership





NEWSLETTERS & BLOGS

Please feel free to use the below copy in your newsletter or on your website.

Share
this copy



Worried about your finances?

It can be an uncertain and stressful time with the recent increases in the cost of living. But did you know you may be able to make savings on your water bill? Welsh Water has a team dedicated to supporting customers with financial challenges and the company supports thousands of people each year, with customers saving an average £230 off their water bill.

Here are some top tips from the team at Welsh Water:



REMEMBER YOU'RE NOT ALONE:

Financial challenges are more common than you might think; you're not alone. We support over 147,000 customers through our tariffs each year.



ASK FOR HELP:

A solution starts with a conversation. We have a wonderful team of experts who can help find a solution that works for you. We understand that you might be finding things difficult and we are here for you. Not only can we help – we want to help.



GO ONLINE:

You might not be ready to speak with us in person, and that's okay. We understand that conversations about money can be very personal. If you'd rather go online, you can find all the forms you need at dwrcymru.com/SupportWithBills



USE WATER WISELY:

You can make every drop of water count by doing things like taking showers instead of baths and only filling the kettle with as much water as you need for your cuppa. Not only does being water efficient help save water – it reduces the energy needed to heat the water to begin with. dwrcymru.com/SaveWater



WHILE WE'VE GOT YOU...

Support comes in many forms, not just financial. You might benefit from the additional free services Welsh Water offers; like accessible bills or bottled water delivered if there's ever an interruption to your water supply. These services could help anyone, be it a person living with a disability or illness, a family with young children, or an elderly or isolated neighbour. Find out more at dwrcymru.com/PriorityServices



SOCIAL MEDIA

We'd love it if you could share our social posts, or make use of the copy and content below to post from your own social channels. We will be posting lots of messages about financial advice and support so please follow us on [Facebook](#), [Twitter](#), and [LinkedIn](#) and share any posts you see.

Click here to download social images →



Worried about paying your water bill? Don't suffer in silence – we want to help. If you qualify for free school meals then you could also be eligible for financial support – with up to £230 off your water bill. dwrcymru.com/SupportWithBills



If your outgoings are starting to add up and you're having money worries – @DwrCymru are here for you. Reach out to find out if you could qualify for financial support – visit dwrcymru.com/SupportWithBills



Worried about paying your water bill? Don't suffer in silence – @DwrCymru are here for you and want to help. You could save up to £230 off your water bill. Find out if you qualify for financial support at dwrcymru.com/SupportWithBills



Financial challenges are more common than you might think – if you're struggling financially, you're not alone. Welsh Water support thousands of customers every year. Find out about your financial support options at dwrcymru.com/SupportWithBills



Did you know you could save up to £230 on your water bill? Read more about @DwrCymru tariffs and find out if you could qualify to save money on your bills. dwrcymru.com/SupportWithBills



Behind on your water bill? Don't panic; @DwrCymru has a range of financial support options to help you clear your arrears in 12 months. Get back in control of your finances at dwrcymru.com/SupportWithBills



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USEFUL LINKS

dwrcymru.com/SupportWithBills

dwrcymru.com/PriorityServices

dwrcymru.com/WaterMeter

dwrcymru.com/WorkingInPartnership

CONNECT WITH US



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If you want to know more or have
any questions, please get in touch:
press@dwrcymru.com

