

United Utilities Affordability Schemes 2023/2024

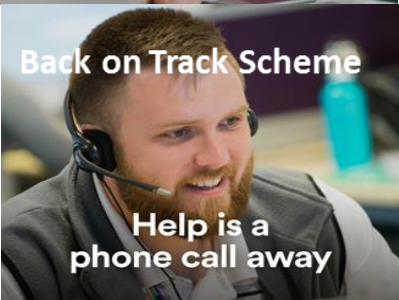


United Utilities Trust Fund

Trust us to be supportive

Trust Fund offering customers a one-off, restart grant to help clear their debts and start again

- If the customer has significant arrears as a result of a life event then they may qualify for a grant
- Customers in extreme multi debt situations may not qualify for a grant
- Customers should not have received a grant in the past two years
- Opportunity for White Goods too
- Debt advisors can apply for Bankruptcy or Debt Relief Order Fees for customer



Back on Track Scheme

Help is a phone call away

- Customer in receipt of a means tested benefit
- Have arrears from the previous year or prior

Or

- have a household income of less than £21,000 per year or a means tested benefit and be able to demonstrate a change in financial circumstances impacting customers' ability to pay within the last 6 months

Charging Bands 2023/2024

- Band 0 £96.00
- Band 1 £126.00
- Band 2 £216.00
- Band 3 £276.00
- Band 4 £372.00
- Band 5 £426.00
- Band 6 £516.00



Help is on hand

Financial help is on hand with our WaterSure scheme.

- Customer must be on a meter or fixed assessed volume charge
- Must be in receipt of a means tested benefit

And either

- Receive child benefit for three or more children under the age of 19 living at the same address

Or

- The customer, or a member of the household, has a medical condition which means they use a lot of water

Charge 2023/2024
£443.40



Payment Matching Scheme

- Customer must be able to pay their ongoing charges for the current year and also a minimum contribution towards their arrears of £4.20 per week.
- Customers must have at least two bills unpaid
- Set a payment plan on their account and commit to make regular payments in line with their plan

For every £1 the customer pays we match £1, and after 12 months we'll match every £1 they pay with £2*



Do you receive Pension Credit?

Pay less for your water!

- At least one person in the household MUST be in receipt of Pension Credit (Pension Savings Credit or Pension credit Guarantee) and
- anyone else in the household over 18 years old MUST either be in receipt of pension credit, or have state pension as their only income (**unless aged between 18 & 19 and still in full time education*).

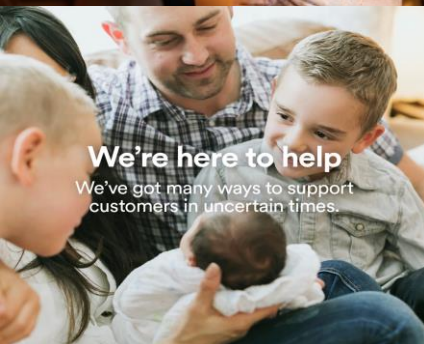
- The applicant must occupy the premises as their only home

Charges 2023/2024
 Single Occupiers £270.00
 Two or more occupiers £384.00



Financial support for life's surprises

Payments that fit around your life with... PayAsUGo



We're here to help

We've got many ways to support customers in uncertain times.

- Must be a United Utilities Customer and pay for their water directly
- In receipt of means tested benefits and/or household income is less than £21,000 year
- Their water account has been in place for at least 9 months
- There are no arrears on the account
- Customer has not had a payment break in the last year

Call 0345 672 2888 if not on a meter & 0345 672 2999 if on a water meter

We are also able to offer customers up to 8 week payment break if they are in the process of applying for Universal Credit. In this scenario the above criteria does not apply. Instead the customer must state that they are applying for Universal Credit and awaiting their first payment

The Pay As You Go payment option is ideal for customers with a fluctuating household income, such as self-employed customers or those on zero hour contract. You must make sure that a more flexible plan rather than a structured one is more beneficial for the customer, so please make sure you have discussed the customer employment status and their preferred payment frequency before you promote this option.

- Customers account must not be in arrears
- Customers are encouraged to download the **UU App or register for My Account** as this is the easiest way to make a payments and check their plan and balance
- Customers will receive payment receipts and reminder messages to their mobile to help them meet their payment plan milestones

- *All customers must fill in an affordability assessment to apply
- *Customers on a scheme must not use water supplied to the premises for Watering a garden (other than by hand) by means of any apparatus; or Automatically replenishing a pond or a swimming pool with a capacity greater than 10,000 litres.

Further details are available on our website for full details about how we can help [unitedutilities.com/services/your-bill/difficulty-paying-your-bill/](https://www.unitedutilities.com/services/your-bill/difficulty-paying-your-bill/)

The Affordability Teams can be contacted on 0800 072 6765 or via our web chat

We have recently launched a new dedicated phone line for debt advisors to speak to us regarding a clients situation on 0800 912 7236

Have you registered for the North West Hardship Hub?

It is a central place to find hundreds of schemes from many Organisations that are available to customers in the North West.

Advisors can register for free at www.hardshiphub.co.uk

