





## 1

Saving water at home helps the environment and may help reduce your bills if you use a water meter. Saving hot water can also reduce energy bills. You can only be supplied by your regional water company. You cannot change to another water supplier as the water industry is not deregulated in the same way as the gas and electricity industries.

If you are billed on rateable value of your home, your water charges are fixed. You may be able to save on bills by opting to have a free water meter installed or by joining certain schemes or tariffs. You can save money on water in ways other than simply restricting your use of water.

## 2

Water companies offer a variety of discount schemes for certain customers. The following water companies discounted bills to people receiving Pension Credit (PC,



## 5

Some water companies have Financial Hardship Funds that can offer help if you are in difficult circumstances towards water debts or other household expenses such as bills and essential household items.

Help is discretionary and Funds set their own eligibility criteria. Contact your water company, local Age UK or Age Cymru, or Citizens Advice for information.

## 6

If you buy water or sewerage services from another person or company, for example, your landlord, instead of directly from a water or sewerage company, you are protected by maximum water resale rules.

Anyone reselling water or sewerage services should not charge more than the amount they are charged by the water company, plus a reasonable administration charge. Maintenance costs for water or sewerage pipework are not included in this. Costs are usually recovered through the tenant's rent or by separate agreement.

## 7



Tenants with a fixed term tenancy of six months or more have the right to have a water meter fitted, but they may need their landlord's permission to have an internal meter fitted if plumbing has to be altered.

In \_\_\_\_\_ ,

Different water companies calculate the assessed charge in different ways. It can be based on the number of occupants, type of property, number of bedrooms, or average household charge.

All companies offer a single person assessed charge to closely reflect what a single person would have paid if it was possible to install a meter. Once you know the charge, compare it with your current bill





England or Wales go to [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

In England telephone 0800 144 8848

In Wales telephone 0800 702 2020

National network of advice centres offering free, confidential, independent advice, face to face or by telephone.

[www.ccwater.org.uk](http://www.ccwater.org.uk)

Telephone 0300 034 2222 (England) Mon-Fri 08.30-17.00

Telephone 0300 034 3333 (Wales) Mon-Fri 08.30-17.00

Independent voice for water consumers. If you are not satisfied with the way a water company deals with your complaint, contact CCW.

[www.gov.uk/government/organisations/environment-agency](http://www.gov.uk/government/organisations/environment-agency)

For information and update reports on drought and flooding in England.

<https://naturalresources.wales/>

Provide information and reports on drought and flooding in Wales.

[www.ofwat.gov.uk](http://www.ofwat.gov.uk)

Telephone 0121 644 7500

Independent regulatory body who monitor and regulate water companies

[www.trustmark.org.uk](http://www.trustmark.org.uk)

Telephone 0333 555 1234 Mon-Fri 09.00-17.00

Find builders, pl e

Age UK provides advice and information for people in later life through our Age UK Advice line, publications and online. Call Age UK Advice to

