

Consumer Council for Water, forwarded from One Voice Wales:

At this time of year some people find themselves struggling to manage their finances. We want to share with you details of the affordability assistance available to water customers in Wales

Every year we write to you to update you on affordability and other assistance available to water and sewerage customers in Wales. This year's updated [CCWater](#) information guide will hopefully help you raise awareness of assistance schemes in Wales through your work. Please have a read and share with your colleagues and customer facing teams. The guide explains different offerings available to low income and vulnerable customers - from social tariffs capping bills on income based criteria to additional service registers for people who need that extra bit of help with services at difficult times, and links for understanding what wider support is available. A key change this year is a new Wales-only company, that serves customers in Wrexham and mid Wales, known as [Hafren Dyfrdwy](#). Previously these customers were serviced by Dee Valley Water and Severn Trent Water. Not much has changed in their assistance offerings in Wales, but the company has now extended assistance through its social tariff to up to 90% reduction on the bill depending on eligibility and the income related information provided by the applicant (previously 30%). There are also some changes to the payment options available to their customers. Customers of the company are no longer able to pay by direct debit on a weekly and quarterly basis. Customers choosing to pay by a payment booklet are also no longer able to pay on a quarterly basis.

We hope this information guide will be particularly useful to you, whether it is through supporting your constituents, briefing and supporting your staff in their advisory roles, or simply informing you about assistance offerings for water customers in Wales. It provides easy access to contact details for companies, additional detailed information that is easily accessible online, and online application forms for assistance.

Information Guide – Help for water customers struggling to pay **Information Guide – Priority services for water customers**

If you would like to discuss this in more detail, or find out how the [Consumer Council for Water](#) can work with you, please get in touch to speak to us or to arrange a meeting.

Please contact me by emailing tom.taylor@ccwater.org.uk or our Policy Manager, Lia Moutselou, at lia.moutselou@ccwater.org.uk. Alternatively, you can phone [02920 379856](tel:02920379856).

The Consumer Council for Water is the statutory water consumer representative in Wales and England. We respond to queries and address complaints from water consumers in Wales. We have five Local Consumer Advocates and a policy team that support our advocacy and policy work in Wales.