

LOWER WATER BILLS AND EXTRA SUPPORT



Do you know someone who receives Pension Credit? Or is state pension their only form of income? We could be able to lower their water bill by around 20 per cent.

More than 18,000 of our customers in these circumstances are now receiving lower bills. We know that every little helps to spread pensions that extra bit further, so we don't want our customers to miss out. You'll be pleased to hear that it's really simple. Customers could be eligible if:

- Wessex Water provides their water and/or sewerage services
- everyone in their household who is over 18 years old receives Pension Credit, or the state pension is their only income.

How can customers apply?

If you work with clients who are likely to be eligible, you can request copies of our simple application form by visiting partnerhub.wessexwater.co.uk or contacting us at communitypartners@wessexwater.co.uk.

Customers can also apply directly by contacting us on 0345 600 3 600 (Monday to Friday 8am to 8pm; Saturday 8am to 2pm) or visiting wessexwater.co.uk/pensioncredit to complete our online form.

NOT SURE IF THEY'RE ON PENSION CREDIT?

Customers can check if they're eligible to receive Pension Credit or obtain a letter as proof of their entitlement by contacting the Pension Service on 0345 606 0 265 or visiting gov.uk/find-pension-centre to look up their nearest branch.

PRIORITY SERVICES

We know that everyone has different needs, so we aim to give our customers extra support when they need it through Priority Services.

Through Priority Services, we can offer:

- additional assistance in the event of water supply interruptions
- bills and leaflets in braille and large print
- a security password system to protect against bogus callers.

It's free and easy to register - you can either go to wessexwater.co.uk/priorityservices or call 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm).

And you'll find that energy companies offer a similar service too.

Wessex Water
YTL GROUP



FOR YOU. FOR LIFE.