

Could you be paying less for your water bill?

Many people in North Herts don't realise they could get help with their water bills. If you're on a **low income**, **claiming benefits**, or **managing a tight budget**, your water company may be able to reduce what you pay.

In our area, Affinity Water supplies clean water and sends the main bills, while Anglian Water looks after drainage and sewerage. Both companies offer schemes to lower costs.

Remember you **cannot be disconnected from your water supply** but if you are struggling to pay your bill talk to [Affinity Water](#) or [contact us](#).

Check to see if you qualify for a Low Income Fixed Tariff (LIFT)



Affinity Water's [LIFT scheme](#) (Low Income Fixed Tariff) caps bills for those on low incomes or receiving certain benefits. If your total household income (excluding benefits) is under £22,225, or if you get means-tested benefits like Universal Credit or Pension Credit, your **clean water bill could be capped at £160.80 a year**. If you also receive council tax support, this could drop to just £108.00.

If you are eligible for LIFT - then you will automatically get a reduction on the waste water part of your bill (From Anglian Water).

To apply, enter your postcode and upload evidence on Affinity's website or call 0345 357 2401.

Water Sure

If you have a water meter, you might save even more. The [Water Sure](#) scheme caps metered charges for those on specific benefits with either three or more children under 19 or a medical need for extra water. If your actual usage is lower, you'll pay the smaller bill.



If you need extra support with communication, access, physical or mental health needs, check out the [Priority Services Register](#).





Should you get a water meter?

- You have the legal right to request a water meter
- Installation is usually free
- Your water company should install it within about 3 months
- Your new bill will include a standing charge and a charge for the water actually used
- A water meter can be useful if you live in a flat and your bill is shared ~ you only pay for the water that **you** use.
- Having a Smart Water meter could help detect leaks early

You can check how much you would save on a water meter using this [tool](#).



And finally.....did you know?

- Sometimes your contract with your landlord can include your water rates as well as your rent (this is particularly true for Settle tenants).
- The housing element of your benefit payment **does not include water rates**. This means you need **to take action** to make sure you're paying the water rates as well.
- If you don't take action to pay your water rates and they are part of your rent, **this could lead to eviction** (as rent arrears are a priority debt).
- It might be better to have a separate water bill with Affinity Water because this is a non-priority bill that it cannot lead to eviction and water cannot be cut off. Of course companies can still take you to court to collect this debt.
- If you do decide to do this make sure your landlord removes the water rate element from your bill.

- If you are struggling to pay your water bill, talk to [Affinity Water](#) and ask them for help.
- Or contact us for help or advice. 

If you need further help or advice:



[Check out our website for more information](#)



[Email us via our website ~ www.northhertscab.org.uk](mailto:www.northhertscab.org.uk)



Or call us on 01462 689801

