

## What else we can do to help

We offer a range of other services, they can be found by visiting [www.nwl.co.uk](http://www.nwl.co.uk) or calling **0345 733 5566**.

We can provide bills and literature in Braille, large print, audio and Easyread.

Deaf and hard of hearing customers can contact us using Text Relay – just prefix any of our listed numbers with **18001** and Text Relay operator will join the call.

If you need a continuous supply of water because of a medical condition that we will provide you with bottled water if there is an interruption to your water supply.

Visit our website:

[www.nwl.co.uk/supportplus](http://www.nwl.co.uk/supportplus)



Call us:  
**0345 733 5566**



Tweet us:  
**@NWATER\_CARE**



Prefer to email us?  
Please email [SupportPLUS@nwl.co.uk](mailto:SupportPLUS@nwl.co.uk)



Live Chat:  
Talk to one of our expert customer advisors online with Live Chat between 9.00am and 5.30pm (Monday to Friday) and 9.00am to 12.00noon (Saturday).



By post:  
Northumbrian Water, Abbey Road.  
Pity Me, Durham, DH1 5FJ

If English is not your first language we offer a free telephone translation service. Let us know which language you require and we will arrange for an interpreter to join the call to assist.

In partnership with

**Step**Change  
Debt Charity

**TAKE THE  
FIRST STEP**  
talk to us.

*Need a little  
extra help  
paying your bill*

In partnership with

**Step**Change  
Debt Charity

# need a little extra help...

We understand that sometimes life's challenges mean that some customers may find themselves in a difficult financial situation. If any of the situations outlined in this leaflet apply to you, then talk to us.

## I'm struggling to pay my household bills

We could help you by reducing your water bill by as much as **50%**.

It's really easy to apply, all you need to do is contact StepChange Debt Charity for a **FREE** personal action plan and then send it through to us when you're done.

Not only that, StepChange Debt Charity will also provide you with practical debt solutions to help you with all of your other bills.

Take the first step and get your **FREE** personal action plan now by talking to them on freephone **0800 138 1111** or by using their online tool **WWW.STEPCHANGE.ORG**

## I'm so behind on my water bill that I'll never be able to pay it back...

We can help. We have a number of different options available and we could write-off a proportion of your debt.

Take the first step and talk to us on **0345 733 5566**.

## I'm on a water meter and use lots of water due to an illness or large family...

We may be able to help you if you or someone in your household receives certain benefits or tax credits and you have a large family or a medical condition that involves high water use.

Take the first step and talk to us on **0345 733 5566**.

## I would like to pay my bill directly from my benefits...

If you are behind with your payments and receive one of the benefits below, you may be able to have your payments taken directly from your benefit.

- Income Support
- Income Based Job Seekers Allowance
- Income Based Employment and Support Allowance
- Pension Credit
- Universal Credit

Take the first step and talk to us on **0345 733 5566**.

Are any of these you?

## I'm thinking about switching to a water meter to help me save money...

They are free to install.

Use our online calculator to find out how much money you would save by switching and then apply at **WWW.NWL.CO.UK**

## Are you struggling with other bills?

Then speak to our charity partner StepChange Debt Charity. They are the UK's largest provider of free, independent debt advice, helping thousands of people every week overcome debt problems. Expert tailored advice is given via a Freephone helpline Monday to Friday 8am-8pm and Saturday 8am-4pm, or online at any time via their Debt Remedy tool at **WWW.STEPCHANGE.ORG**

The charity provides a range of managed debt solutions and, where appropriate, supports people through an insolvency process.