

SUMMARY OF OUR HOUSEHOLD CHARGES FOR 2019/20

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INTRODUCTION

This summary of household charges highlights the water and sewerage charges we will apply to household customers for 2019/20.

Water supply charges cover the cost of treating and supplying you with clean drinking water. Sewerage charges cover the cost of removing, treating and disposing of foul (used) and surface water (rain water) from your property. Also included is a charge for highway drainage.

WE HAVE TWO TYPES OF CUSTOMERS:

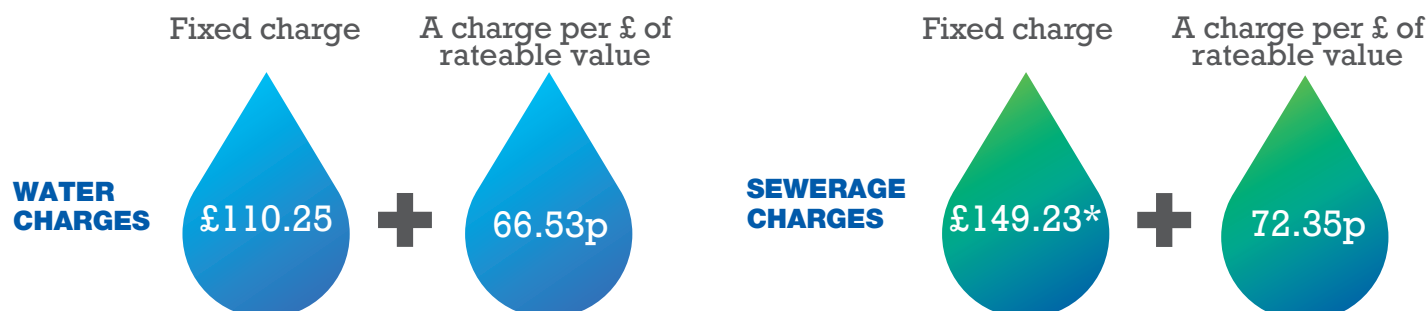
1. Unmeasured (where there is no water meter)
2. Measured (where the customer's property has a meter installed)

For more detailed information please refer to the Household Charges Scheme document.

CUSTOMERS WITHOUT A WATER METER

The charges for unmeasured customers consist of a fixed charge plus a charge based on the rateable value of the property. Rateable values (RV) were decided by the Valuation Office and can be different for every property. They were frozen in 1990 when Council Tax was introduced, and they have stayed the same since.

CUSTOMERS WITHOUT A WATER METER



*This charge is reduced to £81.93 if you are not connected for surface water drainage.

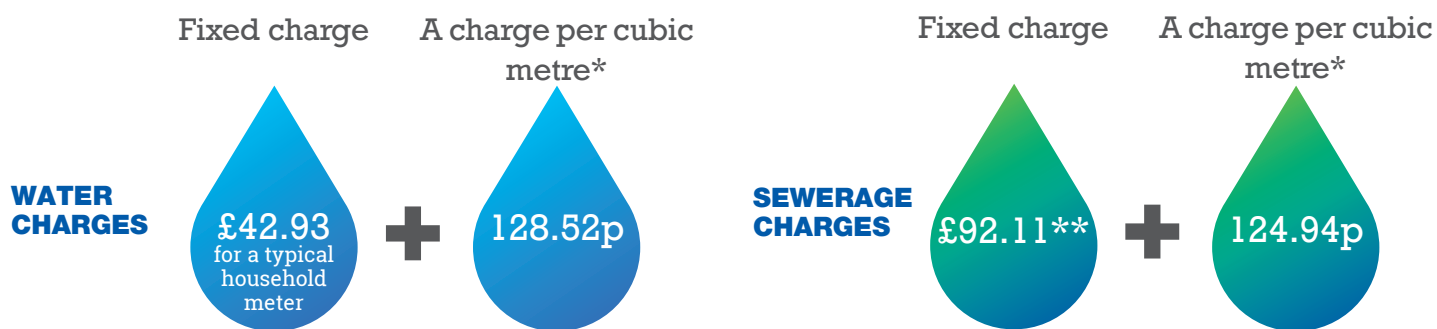
ASSESSED CHARGES

If you have requested a water meter and we have been unable to fit one (there can be many reasons for this) then we will apply either a standard assessed charge or a single occupier assessed charge.

We base our assessed charge on a water consumption estimate of 120 cubic meters per year. For single occupiers we assume 60 cubic meters per year.

	WATER	SEWERAGE (charges from one of these options will apply to each property)		
		FOUL AND SURFACE WATER DRAINAGE	FOUL ONLY	SURFACE WATER DRAINAGE ONLY
UNMEASURED SUPPLIES				
Properties charged as standard				
Fixed charge per property per year	£110.25	£149.23	£81.93	£99.39
plus RV charge per £rateable value	£0.6653	£0.7235	£0.7235	
Properties charged on an assessed basis				
Standard assessed charge per property per year	£166.32	£230.97	£171.07	£99.39
Single occupier assessed charge per property per year	£94.42	£165.17	£105.37	£99.39

CUSTOMERS WITH A WATER METER



*A cubic metre (m³) is 1,000 litres or 220 gallons. This is around the same as 12 baths of water. **This charge is reduced to £32.27 if you are not connected for surface water drainage.

Our fixed water charges cover the cost of metering, meter reading and billing.

WATERSURE

If you or someone in your household receives certain benefits or tax credits and you live in a property with a water meter, there are government regulations to protect you. In addition to the above, to qualify for WaterSure you must have at least three or more children up to 19 years old for whom who are able to claim child benefit, or someone in your household who has a medical condition which means they use a lot of water. If this applies to you, you do not have to pay more than the average bill and you could save money. Please visit our website at www.nwl.co.uk/your-home/tariffs-and-charges.aspx for further details.





SURFACE WATER DRAINAGE

If no surface water from your property drains into our sewers you are entitled to claim an allowance if you are currently paying sewerage charges. To apply for an allowance, please visit our website at www.nwl.co.uk/your-home/tariffs-and-charges.aspx or call our bill enquiries number on **0345 733 5566**.

PAYMENT OF CHARGES

We offer a wide range of ways to pay and to help you plan your budget.

Whatever the circumstances, we have a variety of payment plans to suit your needs. Our team of customer advisors can be reached on **0345 733 5566** and will be happy to provide you with information you need.

DIRECT DEBIT DISCOUNT

Pay by Direct Debit and receive a discount of up to £7.50 a year, starting from your next bill (£3.75 each for water and sewerage).

NEED HELP TO PAY YOUR CHARGES?

We understand that sometimes life's ups and downs means that some customers may find themselves in a difficult financial situation.

So we can make sure we are giving you the best possible support for your individual circumstances, please contact us on **0345 733 5566** or online on the '**contact us**' page of the website. We are here to help.

We encourage all customers experiencing payment difficulties to contact us to discuss their situation. We work with independent agencies and charities to help assess ability to pay bills and offer help, tailored to a customer's particular circumstances where affordability issues have been identified.

SUPPORT AVAILABLE

Flexible payment plans and a dedicated help line

We have a wide range of ways to pay monthly instalments and budget plans to help you spread the cost of your water bill. We also have a free dedicated help line on **0800 121 4608**, where our experienced advisors can talk through your payment options with you. This could be a short term payment plan solution for you or even a payment holiday if you have a break in income.

We also work closely with **StepChange Debt Charity** which offers free independent budgeting advice. It can provide you with confidential advice on your benefit entitlement and outgoings. You may be eligible for a reduction in your current charges. Contacting StepChange is the first step to see if you qualify. Talk to them on freephone **0800 138 1111** or use their online tool available at **www.stepchange.org**.

Please get in touch

We would really like to help you. The earlier you talk to us the more options we have to help.

Telephone: **0150 224 9137**

Email: **supportplus@nwl.co.uk**

We have two schemes available to our customers who are struggling to pay their household bills.

Reduced tariff

We could reduce your current water bill by as much as 50% if your household income is less than £16,105 and your annual water bill is more than 3% of your total household income after housing costs, or if you have completed a financial assessment with an organisation such as StepChange and your household income is not sufficient to cover your essential bills, or you are in receipt of pension credits.

Arrears support

We may be able to write off a proportion of your water debt over a two year period.

It is really easy to apply for our schemes. There are no forms to complete, all you need to do is contact us on **0345 733 5566** or at **supportplus@nwl.co.uk**.

WATER DIRECT

If you are in arrears and receive one of the following benefits, we can apply to the Department for Work and Pensions to take a regular amount from your benefit and pay it directly to us: Income Support, Income Based Jobseekers Allowance or Pension Credit.

The advantages of Water Direct are:

- Current charges are paid along with your arrears.
- The annual discount of up to £7.50 may be applied to your bill (£3.75 for water and £3.75 for sewerage).
- Recovery action will be put on hold while you are on this scheme.
- Northumbrian Water can apply on your behalf.

WATER METERS

Saving money is a priority for most households. A water meter can help you save money because:





- You have more control over your bills as you only pay for what you use.
- The installation is, in most cases, free.
- You become more water efficient, reducing waste and helping conserve valuable water resources.
- If you have not made any savings after the first 24 months of installing a water meter you can switch back to the unmetered tariff.

To see if you would save money by switching to a meter, please see our leaflet 'calculating your water use and what it may cost' or complete the water usage calculator on our website and compare results with your unmetered bill.

For more information visit

www.nwl.co.uk/your-home/your-account/considering-a-water-meter.aspx.

CONTACT US

-  **0345 733 5566** for bill enquiries
-  **0345 717 1100** for a water or sewerage emergency
-  **@nwater_care**
-  Webchat or email us at **www.nwl.co.uk**