



Leep Networks (Water) Ltd

Household Retail Charges Scheme for Customers in England & Wales

2025 - 2026

This document contains the Leep Networks (Water) Ltd (LNWL – ‘the Company’) Charges Scheme for 2025/26 (the Scheme).

The Scheme is made by the Company pursuant to the provisions of the Water Industry Act 1991 (the Act) and of the Instrument of Appointment (the Licence) made under sections 11 and 14 of the Water Act 1989. By the Act and the Licence, the Company is authorised to fix, levy, demand and recover charges for any services provided in the course of carrying out its functions as a water undertaker and as a sewerage undertaker.

The charges contained in the Scheme are fixed by the Company and are effective from 1 April 2025 for a period of 12 months unless otherwise indicated.

The Scheme applies to the Company’s water supply and sewerage customers within the following postcodes. If you are unsure if the Company supplies your water and / or sewerage services, please use the Water UK ‘Find your supplier’ portal at <https://www.water.org.uk/customers/find-your-supplier>.

Postcodes

Charges are reflective of the local incumbent water and wastewater charges. The table below details all of the postcodes within our geographic areas and highlights the table that details the water and/or sewerage charges applicable to each post code.

Postcode	Grid Reference	Charges Scheme Table Water	Charges Scheme Table Sewerage
B4 7	SP 07793 87032	7	7
B92 0	SP 21006 81297	7	7
BA3 4	ST 66578 52638	19	1
BA12 8	ST 85731 45180	1	1
BD4 6	SE 18627 29847	13	13
BH11 9	SZ 04884 97180	19	1
BN15 0	TQ 16435 04804	8	8
BR2 8	TQ 41977 67333	5	5
BR2 9	TQ 41977 67333	5	5
BS16 7	ST 67534 77650	11	1
BS16 7	ST 67715 77098	N/A	1
CH41 1	SJ 31274 90370	12	12
CH41 1	SJ 31816 90246	12	12
CM7 5	TL 77062 26174	15	15
CM8 2	TL 81555 16529	15	15
CR0 4	TQ 31285 65446	3	3
CV11 6	SP 38405 90605	7	7
CV11 8	SP 38405 90605	7	7
CV21 3	SP 50927 75808	7	7
CV8 2	SP 29840 70686	7	7
CW1 4	SJ 68797 58316	12	12
CW7 3	SJ 65990 66801	12	12
DE3 9	SK 31135 35947	7	7
DE15 9	SK 24243 20140	17	7
DE55 4	SK 43433 54045	7	N/A
DL2 1	NZ 34026 14102	26	26
DL10 7	NZ 22528 00515	13	13
DN17 2	SE 87917 06692	15	7
DT1 1	SY 69197 90128	1	1
DY4 8	SO 94573 92739	17	7
DY4 9	SO 94573 92739	17	7
DY6 7	SO 90095 90315	17	7
E14 9	TQ 37536 79678	3	3
E16 4	TQ 39023 82695	3	3
GL20 6	SO 91988 32676	7	7
GL20 7	SO 91988 32676	7	7
GL3 4	SO 88506 17291	7	7
GL56 0	SP 20271 31789	3	3
HG1 4	SE 31844 56122	13	13
HP2 7	TL 08156 09187	16	3

Postcode	Grid Reference	Charges Scheme Table Water	Charges Scheme Table Sewerage
HP22 7	SP 84696 14838	<u>3</u>	<u>3</u>
HU18 1	TA 20778 47053	<u>13</u>	<u>13</u>
IG11 0	TQ 46983 82341	<u>18</u>	<u>3</u>
IP3 0	TM 17122 42481	<u>15</u>	<u>15</u>
KT16 9	TQ 03305 66914	<u>16</u>	<u>3</u>
KT19 8	TQ 20502 62543	<u>4</u>	<u>4</u>
L1 2	SJ 35339 90044	<u>12</u>	<u>12</u>
L31 1	SD 38919 01702	<u>12</u>	<u>12</u>
L5 7	SJ 34620 92685	<u>12</u>	<u>12</u>
L6 0	SJ 37788 93300	<u>12</u>	N/A
L6 1	SJ 36140 91205	<u>12</u>	<u>12</u>
L8 5	SJ 35090 88788	<u>12</u>	<u>12</u>
L24 1	SJ 43170 82608	<u>12</u>	<u>12</u>
L24 8	SJ 41460 83421	<u>12</u>	<u>12</u>
LE16 9	SP 74214 85721	<u>23</u>	<u>10</u>
LS10 1	SE 31215 32591	<u>13</u>	<u>13</u>
LU5 6	TL 03685 29923	<u>15</u>	<u>15</u>
M1 1	SJ 84625 98598	<u>12</u>	<u>12</u>
M1 5	SJ 83768 97572	<u>12</u>	<u>12</u>
M16 0	SJ 81855 95939	<u>12</u>	<u>12</u>
M17 1	SJ 81125 96520	<u>12</u>	<u>12</u>
M3 1	SJ 83890 99292	<u>12</u>	<u>12</u>
M3 4	SJ 83592 99042	<u>12</u>	<u>12</u>
M3 7	SJ 83509 98936	<u>12</u>	<u>12</u>
M4 7	SJ 854980 98085	<u>12</u>	<u>12</u>
M5 3	SJ 82197 97869	<u>12</u>	<u>12</u>
M5 4	SJ 82279 97290	<u>12</u>	<u>12</u>
M5 4	SJ 82551 97580	<u>12</u>	<u>12</u>
M5 4	SJ 82337 98204	<u>12</u>	<u>12</u>
M50 3	SJ 81099 97644	<u>12</u>	<u>12</u>
M50 2	SJ 80258 97411	<u>12</u>	<u>12</u>
M6 6	SD 81861 00339	<u>12</u>	<u>12</u>
ME4 4	TQ 77563 69623	<u>8</u>	<u>8</u>
ME16 9	TQ 72694 55346	<u>21</u>	<u>8</u>
MK5 6	SP 83140 36149	<u>15</u>	<u>15</u>
MK40 4	TL 01803 50338	<u>15</u>	<u>15</u>
N17 9	TQ 34645 89603	<u>2</u>	<u>2</u>
N4 2	TQ 32518 87666	<u>3</u>	<u>3</u>
NE37 2	NZ 30725 58786	<u>26</u>	<u>26</u>
NN8 1	SP 90839 68207	<u>15</u>	<u>15</u>
NN10 8	SP 96438 68107	<u>15</u>	<u>15</u>
NR18 0	TG 12972 03140	<u>10</u>	<u>10</u>
OX10 9	SU 60127 88559	<u>3</u>	<u>3</u>

Postcode	Grid Reference	Charges Scheme Table Water	Charges Scheme Table Sewerage
OX11 0	SU 50788 90006	<u>4</u>	<u>4</u>
OX11 6	SU 50788 90006	<u>4</u>	<u>4</u>
OX11 7	SU 50788 90006	<u>4</u>	<u>4</u>
OX11 9	SU 52413 88446	<u>3</u>	<u>3</u>
OX12 9	SU 40031 89060	<u>3</u>	N/A
OX14 2	SU 50960 99390	<u>3</u>	<u>3</u>
OX18 3	SP 27764 05970	<u>3</u>	<u>3</u>
OX26 1	SP 57061 22214	<u>3</u>	N/A
OX26 6	SP 57061 22214	<u>3</u>	N/A
PE34 3	TF 62392 04370	<u>15</u>	<u>15</u>
PO19 6	SU 86550 06485	<u>6</u>	<u>8</u>
PO7 3	SU 67411 08814	<u>6</u>	<u>8</u>
PO7 5	SU 67411 08814	<u>6</u>	<u>8</u>
PO7 6	SU 67411 08814	<u>6</u>	<u>8</u>
PO7 7	SU 67411 08814	<u>6</u>	<u>8</u>
PR3 0	SD 49107 51254	<u>12</u>	<u>12</u>
PR3 5	SD 54040 34402	<u>12</u>	<u>12</u>
PE34 3	TF 62392 04370	<u>15</u>	<u>15</u>
PR3 0	SD 49107 51254	<u>12</u>	<u>12</u>
RG14 7	SU 47939 65495	<u>3</u>	<u>3</u>
RG2 0	SU 71433 70665	<u>3</u>	<u>3</u>
RH12 1	TQ 15406 30407	<u>8</u>	<u>8</u>
RH8 0	TQ 39460 52791	<u>14</u>	<u>8</u>
S43 3	SK 45640 74886	<u>7</u>	<u>7</u>
S45 8	SK 42019 62791	<u>7</u>	N/A
SE10 0	TQ 39571 78175	<u>4</u>	<u>4</u>
SE10 8	TQ 39571 78175	<u>4</u>	<u>4</u>
SE10 9	TQ 39571 78175	<u>4</u>	<u>4</u>
SE16 2	TQ 35630 79242	<u>3</u>	<u>3</u>
SE16 7	TQ 36306 78802	<u>3</u>	<u>3</u>
SK8 3	SJ 85851 85314	<u>12</u>	N/A
SL1 2	SU 96746 79933	<u>3</u>	<u>3</u>
SL6 1	SU 88791 81003	<u>16</u>	<u>3</u>
SL6 2	SU 88257 79439	<u>20</u>	<u>3</u>
SL6 8	SU 89266 81324	<u>16</u>	<u>3</u>
SL6 9	SU 89266 81324	<u>16</u>	<u>2</u>
SN4 0	SU 19420 85349	<u>3</u>	<u>3</u>
SN12 6	ST 90278 62935	<u>1</u>	<u>1</u>
SO22 6	SU 47511 31365	<u>8</u>	<u>8</u>
SO50 9	SU 43723 17835	N/A	<u>8</u>
SO51 0	SU 36816 23058	N/A	<u>9</u>
SP4 6	SU 14979 33809	<u>1</u>	<u>1</u>
ST5 6	SJ 82700 48800	<u>7</u>	<u>7</u>
SW4 8	TQ 29626 73958	<u>3</u>	<u>3</u>
SW11 4	TQ 29401 77566	<u>3</u>	<u>3</u>

Postcode	Grid Reference	Charges Scheme Table Water	Charges Scheme Table Sewerage
SW11 5	TQ 28800 77147	<u>3</u>	<u>3</u>
SW11 7	TQ 29681 77523	<u>3</u>	<u>3</u>
SW11 8	TQ 29401 77566	<u>3</u>	<u>3</u>
SW18 1	TQ 25641 74753	<u>3</u>	<u>3</u>
SW18 4	TQ 25641 74753	<u>3</u>	<u>3</u>
TA7 8	ST 32723 41377	<u>1</u>	<u>1</u>
TF2 9	SJ 71787 11196	<u>7</u>	<u>7</u>
TF11 9	SJ 71521 06779	<u>7</u>	<u>7</u>
TN25 6	TR 10871 38046	<u>21</u>	<u>8</u>
TQ12 5	SX 87101 69240	<u>25</u>	<u>25</u>
UB3 1	TQ 09434 79703	<u>16</u>	<u>3</u>
W12 7	TQ 23399 80676	<u>3</u>	<u>3</u>
WA9 5	SJ 50720 92787	<u>12</u>	N/A
WD24 4	TQ 10961 97558	<u>16</u>	<u>3</u>
WF10 5	SE 41379 24050	<u>13</u>	<u>13</u>
WR5 3	SO 85424 51643	<u>7</u>	<u>7</u>
WS6 7	SJ 98502 06568	<u>17</u>	<u>7</u>

Contents

Postcodes.....	2
1. Value Added Tax.....	7
2. Main types of charges and social tariffs	7
3. Liability to pay charges	8
4. How charges are applied	9
5. Other matters for customers paying metered charges.....	10
6. The WaterSure Scheme	11
7. Compulsory metering of water supplies	14
8. Payment of water and sewerage charges	14
9. Schedule of Household Charges	16
Table 1 – Wessex Water Region	16
Table 2 – Thames Region with legacy discount	17
Table 3 – Thames Region.....	18
Table 4 – Thames Region with legacy discount.....	19
Table 5 – Thames Region with legacy discount.....	20
Table 6 – Portsmouth Water Region	21
Table 7 – Severn Trent Water Region.....	22
Table 8 – Southern Water Region.....	23
Table 9 – Southern Water Region with legacy discount	24
Table 10 – Anglian Water Region with legacy discount	25
Table 11 – Bristol Water Region	26
Table 12 – United Utilities Region	27
Table 13 – Yorkshire Water Region	28
Table 14 – Sutton & East Surrey Region – Southern Area.....	29
Table 15 – Anglian Region	30
Table 16 – Affinity Water (Central) Region	31
Table 17 – South Staffs Region	32
Table 18 – Essex & Suffolk Region	33
Table 19 – South West Water Region – Single Service	34
Table 20 – South East Water (West) Region	35
Table 21 – Affinity Water (South East) Region	36
Table 22 – Severn Trent Water Region with legacy discount.....	37
Table 23 – South East Water (East) Region	38
Table 24 – Affinity Water (East) Region	39
Table 25 – South West Water Region – Dual Service.....	40
Table 26 – Northumbrian Water Region	41
Appendix 1 – Social Tariffs.....	42

1. Value Added Tax

The supply of water and waste services to residential customers is currently rated zero for VAT and charges in the Scheme are shown exclusive of VAT unless otherwise stated.

The application of VAT is subject to changes in legislation and VAT will be applied as and when the Company is legally required to do so.

2. Main types of charges and social tariffs

Measured Charges

Measured charges are paid by occupiers of properties where a water meter provided by the Company has been installed. There are two elements to the charges: a standing charge and a charge per cubic metre.

The income recovered from all measured water customers reflects the costs of supplying water to the group as a whole. Similarly, the income recovered from all measured sewerage customers reflects the costs of supplying sewerage services to the measured group as a whole.

All customers connected to our sewers pay for highway drainage in our metered sewerage tariffs. Most customer will also pay for surface water drainage, but there are reductions in charges for those customers who discharge no surface water to our network.

Sewerage charges are based on the amount of water measured by the meter. An allowance is made in recognition of the fact that some water will be used but not returned to the sewer (the Non-Return to Sewer Allowance). This varies between 2.5% and 10%, depending upon the geographic location of the property. In some cases, the allowance is applied directly to the measured volume; in others, the allowance is built into the applicable tariff.

The WaterSure Scheme

In line with The Water Industry (Charges) (Vulnerable Groups) Regulations 1999 made by the Secretary of State for the Environment, the Company offers a WaterSure Scheme to the following groups of metered customers in receipt of one of a range of specified benefits and who either:

- a) have three or more children under the age of 19 for whom they receive child benefit normally living with them; or
- b) suffer from, or have someone living with them who suffers from, certain medical conditions which cause a significant additional volume of water to be used.

Our WaterSure Scheme means that qualifying customers paying for their water using a meter but having high water use will pay no more than a maximum figure based on average yearly consumption in the region in which they live.

More information about our WaterSure Scheme can be found in Section 6.

Social Tariffs

Where customers are experiencing financial difficulties, they may be eligible to go onto a social tariff. We mirror the social tariffs offered by the incumbents across all our geographical regions and assess eligibility using the incumbent's eligibility criteria.

If you are experiencing financial hardship and would like to apply for the social tariff, please contact us on 0300 373 3540 or email hello@leeputilities.co.uk and we will guide you through the application process. Information will be required about your income and expenditure, and we may request evidence of any benefits you may be in receipt of.

Further information on Social Tariffs may be found in [Appendix 1](#).

3. Liability to pay charges

Water charges

Water charges are payable for a property if a supply of water is available for use in connection with that property. It is not necessary for the property itself to be connected to the water supply.

Sewerage charges

Sewerage charges are payable for a property where the property benefits from the fact that it drains either directly or indirectly to a public sewer for which the Company is responsible or it benefits from facilities that drain as such. Drainage includes surface water drainage such as the rainwater from a roof and also highway drainage.

Water and sewerage charges are payable by the occupier of premises

Unless there is an agreement between the Company and somebody else to pay charges for a property, legally the occupier of the property is liable to pay the charges. In the case of a tenanted property, it is not sufficient for there to be a clause in the tenancy agreement that the landlord will pay the charges: the landlord must have confirmed in writing to the Company that she or he will pay the due charges. Tenants are advised to check that there is such a written agreement with their landlord.

What will happen if the third party does not pay as they have agreed?

Where there is an agreement between the Company and a person other than the occupier of a dwelling to pay water and sewerage charges for that dwelling and payment is not made within 28 days of the due date, or by any other time which might have been agreed, the Company will pursue payment from the occupier of the property (if this results in Court Action the occupier may be able to apply to the Court to have the person the occupier considers should have paid the charges added to the legal action and that Court may make an Order for payment against that person).

Who is the “occupier” of a property?

In the Scheme the term “occupier” of a property means in addition to any person in actual occupation of a property, any person who:

- a) maintains an existing or newly constructed property in a condition such that it can be more readily used for its intended purpose; or
- b) maintains for residential accommodation a property which does not include exclusive occupation of one or more facilities for cooking, washing or sanitation (such as bedsits, holiday or student hostels, or other accommodation for short term accommodation or letting); or
- c) has sufficient control over the property to owe a duty of care towards those who come lawfully onto any part of that property.

Liability for charges for unoccupied properties

Measured water and sewerage charges are based on the volume of water recorded by the meter. Therefore, where a metered property is unoccupied and unfurnished or furnished and no water is being recorded by the meter, only the measured water and sewerage standing charges will be payable by the owner of the property. Where a property is unoccupied for a period of more than four weeks due to exceptional circumstances (such as death or long-term hospitalisation) we will waive all charges from the time the property became unoccupied. We may require the provision of suitable evidence before making this allowance.

Liability for charges on change of occupancy

If a customer paying measured charges fails to provide at least two working days' notice that they are vacating the property, that customer will continue to be liable for charges until the date of whichever of the following occurs first:

- a) where the customer informs the Company of their vacating the property less than two working days before, or at any time after they cease to occupy it, the 28th day after the Company is informed of the vacation; or
- b) the day on which the meter would normally have been read for the charges to be determined; or
- c) the day on which any other person informs the Company that they have become the new occupier of the property.

Where a customer telephones the Company to notify it of their vacation of the property on the day of that vacation, the Company will close a meter account based on a meter reading provided by the customer. If the customer is unable to provide a reading and is agreeable to closing and settling their account based on an estimated closing bill provided by the Company, the account will be closed using that estimate.

Where an occupier of a property who is liable to pay measured charges vacates the property without notifying the Company and a new occupier takes up residence also without notifying the Company, once the Company becomes aware of the new occupier it will take meter readings to establish average daily use. This average daily use will then be used to calculate charges due from the new occupier between the date they occupied the property and date of the first meter reading taken by the Company.

Liability for charges when the person responsible for payment applies for bankruptcy

Where an Order for Bankruptcy has been made in respect of a person liable to pay water and sewerage charges and that person remains resident in the property for which a debt for water and sewerage charges was subject to the Order for Bankruptcy, that debt will be limited to charges outstanding up to the date of the Order for Bankruptcy. Any charges outstanding in respect of the current financial year will be apportioned on a daily basis up to, and including, the date of the Order for Bankruptcy. Any charges for services provided after the Order for Bankruptcy shall become due on the next day of occupation after the Order for Bankruptcy and will be payable by the person responsible for the payment of water and sewerage charges in respect of the property in question on the same terms as payments would apply had the property been newly occupied on that day.

4. How charges are applied

The previous section explained legal liability to pay charges. This section sets out how the Company will apply the charges contained in the Scheme.

Measured charges

Where the occupier of a property at which a meter has been installed is liable to pay water and/or sewerage charges the standard measured charges will apply.

The standard measured charges will also apply where a customer moves into a property at which a meter has been installed previously.

Water charges

For measured water charges, the fact that a property might receive its water through a shared private service pipe does not affect liability to pay the standard charges in full and no reduction will be made to the standard charges.

Sewerage charges

For customers liable to pay sewerage charges, the full foul, surface water and highway drainage sewerage tariff will be applied to their accounts unless they apply in writing to pay the foul and highway drainage sewerage only tariff. The foul and highway drainage sewerage only tariffs for our

inset areas are set out in the Summaries at the start of this document.

The fully abated foul and highway drainage sewerage-only tariff will be applied to an account only when the Company is satisfied that the property draining to the Company's sewers has no surface water drainage connection to those sewers. Where a customer has taken steps to reduce the surface water ingress to our sewerage network, the Company may agree to a reduction in the surface water element of the drainage charges.

Once the Company has confirmed a customer's entitlement, the foul and highway drainage sewerage-only tariff will be applied to a customer's account from the start of the charging year in which a written application is received.

Private sewers

For measured sewerage charges, the fact that a property might drain to a public sewer via an intermediary private sewer for which the occupier is wholly or jointly responsible does not entitle the occupier to any reduction in the standard sewerage charges.

Customers are advised that when considering buying a property to ask their solicitors to specifically check whether the property drains to a private sewer before it drains to a public sewer.

Measured sewerage charges and water used externally which may not be returned to a sewer

When calculating measured sewerage charges, a Non-Return to Sewer Allowance will be given against the volume of water recorded by the meter in recognition of the fact that not all water used will be returned to a sewer. This varies between different geographic areas.

The value used is based on the average amount of water a domestic property will use which will not be returned to a sewer. As with all averages, some properties might be able to show that more water is not returned to a sewer. As long as the customer can prove to the company that more of the water that they use does not go into a sewer we may be able to offer a more generous allowance.

If metered customers intend to use large amounts of water externally for garden watering, swimming pool and garden pond replenishment, or any other external use where water is not returned to a sewer and do not wish to pay sewerage charges on this water, they must pay to have a sub-meter installed on the pipework immediately before the tap which will be used for external use.

Their charges will then be calculated as follows:

- water and sewerage charges will be raised on the volume of water derived by deducting the reading on the sub-meter from the reading on the main meter. A further charge for water will be raised on the volume of water measured by the sub-meter. The relevant standing charges for the main meter will be payable in addition to the volume charges.

Concessionary Charges

This Charges Scheme does not provide for reduced charges to community groups in respect of surface water drainage from their premises.

5. Other matters for customers paying metered charges

Leakage from underground pipework

Where a meter is installed externally it will record any leakage from the private underground service pipe between the meter and a property. If this happens a large bill may result. Provided certain criteria are met, the Company may grant a leakage allowance where a customer has received a large bill because of leakage.

Different criteria for leakage allowances apply to service pipes serving dwellings only and service pipes serving commercial properties or mixed-use properties. Full details of the Company's policies on leakage allowances are set out in its Code of Practice on Leakage for Customers.

Copies of this document can be obtained free of charge from our website.

Issuing of bills when it has not been possible to read a meter

Should the Company not be able to read a meter when required, an estimated bill will be issued. The estimate will be based on past consumption at the property for the period for which the bill is issued.

Customers receiving an estimated bill may read their meters and return the bill with their reading written on it or telephone 0300 373 3540 to provide the Company with their meter reading. A replacement bill based on the customer's reading will be issued.

Customers may also provide a reading through their online account at <https://myaccount.leeputilities.co.uk/login>. If the difference in readings is significant, we may request a photograph of the meter.

Customer requested meter readings

Where a customer requests a meter reading outside the normal reading programme and not at change of tenancy then a fee of £40.80 (incl. VAT) will be charged during normal working hours (8am to 5pm Monday to Friday) and £60 (incl. VAT) outside normal working hours. This fee will not apply if the customer is physically unable to read the meter.

Queries over the accuracy of a meter

In accordance with the provisions of the Water (Meters) Regulations 1988, a customer who believes the meter supplying their property is faulty may require the Company to test the accuracy of a meter.

Customers are asked to call the Company on 0300 373 3540 if they consider that their meter is incorrectly recording use. The Company will investigate the matter and if it considers that the meter is incorrectly recording use will fix or replace the meter as soon as possible.

If the Company considers that the meter is correctly recording use, but a customer believes that the meter is faulty, the customer can ask the Company to provide an application form for the meter to be tested. The meter will be sent to a Trading Standards approved test centre for testing and a new meter will be installed. There will be a charge for this if the test shows that the meter is correctly recording use.

A copy of the test results will be sent to the customer. If these confirm that the meter which was tested falls within the prescribed limits of error as set out in the Measuring Equipment (Cold-Water Meters) Regulations 1988 a charge of £70 will be payable.

If the meter is found to have been over-recording use in accordance with the Water (Meters) Regulations 1988 it will be deemed to have begun to have registered use incorrectly from the date of the last but one meter reading taken by the Company (unless it can be shown that it became faulty at a later date). Charges will be amended back to that date based on meter readings taken by the Company from the meter installed when the faulty meter was removed for testing.

If a meter serving a property other than a dwelling is found to have under-recorded use the Company reserves the right to recover any additional charges which may be due for the period from the date the meter is deemed to have become faulty. In so doing it will use readings taken from the meter installed when the faulty meter was removed to calculate what the level of use was in the period in question. The Company will not seek to recover additional charges from a domestic property if a meter has been under-recording.

6. The WaterSure Scheme

Who qualifies for the WaterSure Scheme?

Under Regulations made by the Secretary of State for the Environment (referred to in this section as the Regulations) the Company operates a WaterSure Scheme for the following

groups of metered customers:

Customers who are in receipt of one or more of the following benefits (or who have someone else resident in their household in receipt of the benefit):

- Council tax benefit
 - Housing benefit
 - Income support;
 - Income-based job-seeker's allowance;
 - Working Tax Credit;
 - Child Tax Credit (except for families in receipt of the family element only);
 - Pension Credit;
 - Universal Credit.
- i) the qualifying person has three or more children under the age of 19 for whom they receive child benefit normally living with them in the property; or
- ii) has, or has someone else living with them who has, one of the following medical conditions:
- desquamation (flaky skin loss);
 - weeping skin disease (eczema, psoriasis, varicose ulceration);
 - incontinence;
 - abdominal stomas;
 - Crohn's disease;
 - ulcerative colitis;
 - kidney failure requiring home dialysis (unless a contribution towards the cost of water used in dialysis is made by the health authority).

and as a result of that condition, the person affected is obliged to use a significant additional volume of water.

In addition to the prescribed illnesses set out above, customers in receipt of a qualifying benefit or Tax Credit benefit and who have, or who have living with them someone who has, another medical condition or illness which involves significant extra use of water may qualify for assistance on production of a certificate given by a registered medical practitioner which confirms their condition or illness.

The WaterSure Scheme will not be available:

- a) where the premises for which water and sewerage charges are payable is not the only or principal home of the consumer and any other qualifying person; or
- b) where premises are not used solely as a person's home, the other use is the principal use of the premises; or
- c) where water supplied to the premises is used to water a garden by means other than a hand-held hosepipe or for automatically replenishing a swimming pool or pond with a capacity greater than 10,000 litres.

How much is the WaterSure Scheme?

A customer registered on the WaterSure Scheme will pay an annual charge which is the lower of either:

- a) the standing and volume charges for water and/or sewerage services due on the actual

volume of water recorded by the meter installed at the property; or

- b) the average household bill for water and/or sewerage services in the local area.

In practice a customer registered for the WaterSure Scheme will be asked to pay the average household bill charge. At the end of the year the Company will review the level of use at the property during the year. If the amount of water used means that the customer would have paid a lower annual amount by paying the basic measured water and sewerage tariffs rather than the average household bill charge, any over-payment will be refunded. Where a customer is only eligible for the WaterSure Scheme for part of the year, the amount payable will be worked out on a daily basis.

The local area is defined as the area served by the local incumbent water and / or sewerage company.

Payment of the WaterSure Scheme

Charges may be paid by instalments:

- at a customer's own bank or building society (some banks now charge for this service) or via their bank's or building society's internet or telebanking facilities;
- at any branch of Natwest (National Westminster Bank Plc);
- by Direct Debit;
- by phoning us with your debit or credit card details;
- by Standing Order;
- by cheque posted to **Leep Networks (Water) Ltd, Level 2, Metro, 33 Trafford Road, Manchester M5 3NN** (but please do not send cash through the post); and
- through our website at <https://myaccount.leeputilities.co.uk/login>.

If you have difficulty making payment by any of the options listed above or would prefer to make a cash payment or to pay more frequently then please call our Customer Service Team on 0300 373 3540 so that we can discuss your requirements and agree a suitable payment option.

Registering for the WaterSure Scheme

A form to register for the WaterSure Scheme can be obtained by telephoning our Accounts Helpline on 0300 373 3540.

A customer will not qualify for the WaterSure Scheme until the Company has received a completed form together with the required evidence of entitlement. Evidence will be as set out in the Regulations and will be:

For customers with three or more children.

Photocopies of the latest notice of entitlement or order book showing that child benefit is payable to a resident of the property in respect of three or more children under the age of 19 who reside in the premises in question and a copy of the customer's latest entitlement notice for the benefit or tax credit (for benefits, said notice must be dated less than 12 months before the date of the application for assistance; and for tax credits, the notice must be dated less than six months before the date of the application for assistance).

For customers with a qualifying medical condition.

Where the illness concerned is one of those listed, details of the medical condition which makes them eligible; what treatment they are receiving, if any; how the condition causes them to use more water than they would use if they did not have the condition; the name and address of their medical practitioner; and a copy of the customer's latest entitlement notice for the benefit or tax credit (for benefits, said notice must be dated less than 12 months before the date of the application for

assistance; and for tax credits, the notice must be dated less than six months before the date of the application for assistance).

Where the illness is not one of those listed a certificate signed by a registered medical practitioner which confirms the illness, the name of the person who has the illness, the date on which the certificate is given and the name and address of the registered medical practitioner; how the condition causes them to use more water than they would use if they did not have the condition; and a copy of the customer's latest entitlement notice for the benefit or tax credit (for benefits, said notice must be dated less than 12 months before the date of the application for assistance; and for tax credits, the notice must be dated less than six months before the date of the application for assistance).

The registration form will include a section authorising the Company to contact Jobcentre Plus or the customer's doctor to verify the information on the form. The Company will verify claims where it has any doubts as to whether the required criteria are met and, to meet the requirements of Ofwat, it will also carry out random audits of an appropriate percentage of applications annually by verifying applications with Jobcentre Plus or doctors to deter fraudulent applications.

Qualifying time

Customers may register for the WaterSure Scheme at any time in the charging year and provided they are eligible for the WaterSure Scheme at the time of applying, the WaterSure Scheme will be applied from the start of the billing period in which the application is made.

A registration will end on a date 12 months after it commenced, unless that is part way through a billing period, in which case it shall end at the end of that billing period. Customers will be required to re-register for the WaterSure Scheme if they remain eligible for the Scheme after 12 months. The Company will automatically send out a new registration form to all customers registered for its WaterSure Scheme two months before their eligibility expires.

If customers do not re-register, or no longer qualify, their accounts will be transferred automatically to the standard measured tariffs at the start of the billing period following the one in which the 12-month registration period expires.

Where the Company is notified part way through the charging year that a customer no longer qualifies for the WaterSure Scheme, that customer's account will revert to the standard measured tariffs at the start of the billing period following the one in which the customer ceases to be eligible for assistance.

There is no limit to the number of years a customer may be on the WaterSure Scheme subject to the required criteria being met annually.

7. Compulsory metering of water supplies

The Company has powers under the Water Industry Act 1991 to require certain categories of property to be metered. All premises in the Company's areas of appointment will be metered.

8. Payment of water and sewerage charges

Measured water and sewerage charges

For domestic customers, we will typically send you a bill every three months and expect you to make payment within 14 days. The Company reserves the right to read meters and issue bills on a monthly basis.

If you are concerned about your ability to pay and would like to explore support or payment options please call 0300 373 3540 or email hello@leeputilities.co.uk. We are keen for our customers to avoid

debt, so the sooner you contact us the sooner we can help.

Payment arrangements for measured charges

The easiest way to pay your bill is by direct debit from your bank or building society. You can set up a direct debit for either monthly payments or for the total bill value. Simply complete the Direct Debit form with your bill and we will do the rest. We review fixed direct debit payment levels at least once per year to ensure your payments are adequate to clear your balance and expected usage over the forthcoming 12 months and advise in writing if any change to a fixed direct debit is required. We may also adjust your payments more frequently than this if we identify significant changes in consumption during the year.

The following payment options are available to our customers:

- at a customer's own bank or building society (some banks now charge for this service) or via their bank's or building society's internet or telebanking facilities;
- at any branch of Natwest (National Westminster Bank Plc);
- by Direct Debit;
- by phoning us with your debit or credit card details;
- by Standing Order;
- by cheque posted to **Leep Networks (Water) Ltd, Level 2, Metro, 33 Trafford Road, Manchester M5 3NN** (but please do not send cash through the post); and
- through our website at <https://myaccount.leeputilities.co.uk/login>.

If you have difficulty making payment by any of the options listed above or would prefer to make a cash payment or to pay more frequently then please call our Customer Service Team on 0300 373 3540 so that we can discuss your requirements and agree a suitable payment option.

Direct Payments from Benefit

If customers are in receipt of Income Support, income-related Employment and Support Allowance, Job Seekers' Allowance or Pension Credit and the account is currently in arrears they can ask Jobcentre Plus to arrange to pay their water and sewerage charges directly to the Company under the Water Direct Scheme.

The Company supports fully the Water Direct Scheme and is committed to accepting direct payments where customers wish to pay this way.

Customers interested in using the Water Direct Scheme should contact their local Jobcentre Plus office or call our Customer Services Team on 0300 373 3540.

Failure to pay charges when they are due

If you are unable to pay your water and sewerage bill when due, please contact us. We want to help and can discuss payment options with you. If we do not receive payment when it is due, there are a number of steps that we will take to recover the money owed. These steps and the options to pay are set out in our Code of Practice and Procedure on Debt Recovery which is available on our website at <https://www.leeputilities.co.uk/regulatory-statements>.

9. Schedule of Household Charges

Table 1 – Wessex Water Region

Valid from 1 April 2025

Water		
Meter Size	Standing charge	Volumetric charge
	per annum	per cubic metre
20mm	£29.00	309.02p
25mm +	£81.00	309.02p
WaterSure Water		
£299.00		

Sewerage			
Meter Size	Full standing charge	Abated standing charge *	Volumetric charge*
	per annum	per annum	per cubic metre
20mm	£68.00	£41.00	279.81p
25mm	£280.00	£144.00	279.81p
30mm	£449.00	£226.00	279.81p
40mm	£608.00	£304.00	279.81p
50mm	£1,102.00	£543.00	279.81p
65mm	£1,596.00	£783.00	279.81p
80mm	£2,792.00	£1,363.00	279.81p
100mm	£4,829.00	£2,351.00	279.81p
* The abated charge is payable where no part of the property is connected for surface water drainage			
WaterSure Sewerage			
£306.00			

[Back to Postcodes](#)

Table 2 – Thames Region with legacy discount

Valid from 1 April 2025

Water		
Meter size	Standing charge per annum	Volumetric charge per cubic metre
Single Households		
All	£60.76	235.06p
WaterSure Water		
£337.00		

Sewerage		
Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
£123.71	£76.06	147.06p
* The abated charge is payable where no part of the property is connected for surface water drainage. Surface Water Drainage is £47.65 per annum for a single household.		
WaterSure Sewerage		
£302.00		

[Back to Postcodes](#)

Table 3 – Thames Region

Valid from 1 April 2025

Water		
Meter size	Standing charge per annum	Volumetric charge per cubic metre
Single Households		
All	£63.96	247.43p
WaterSure Water		
£337.00		

Sewerage		
Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
Single Households		
£130.22	£80.06	154.80p
* The abated charge is payable where no part of the property is connected for surface water drainage. Surface Water Drainage is £50.16 per annum for a single household.		
WaterSure Sewerage		
£302.00		

[Back to Postcodes](#)

Table 4 – Thames Region with legacy discount

Valid from 1 April 2025

Water		
Meter size	Standing charge per annum	Volumetric charge per cubic metre
Single Households		
All	£63.96	240.01p
WaterSure Water		
£337.00		
Sewerage		
Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
£130.22	£80.06	150.16p
* The abated charge is payable where no part of the property is connected for surface water drainage. Surface Water Drainage is £47.65 per annum for a single household.		
WaterSure Sewerage		
£302.00		

[Back to Postcodes](#)

Table 5 – Thames Region with legacy discount

Valid from 1 April 2025

Water		
Meter size	Standing charge per annum	Volumetric charge per cubic metre
Single Households		
All	£60.76	247.43p
WaterSure Water		
£337.00		

Sewerage		
Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
£123.71	£76.06	154.80p
* The abated charge is payable where no part of the property is connected for surface water drainage. Surface Water Drainage is £47.65 per annum for a single household.		
WaterSure Sewerage		
£302.00		

[Back to Postcodes](#)

Table 6 – Portsmouth Water Region

Valid from 1 April 2025

Water		
Meter size	Standing charge per annum	Volumetric charge per cubic metre
15mm	£29.76	88.12p
20mm	£34.76	88.12p
25mm	£98.34	88.12p
40mm	£193.71	88.12p
50mm	£241.69	88.12p
80mm	£348.91	88.12p
100mm	£859.36	88.12p
WaterSure Water		
£120.19		

Valid from 1 July 2025

Water		
Meter size	Standing charge per annum	Volumetric charge per cubic metre
15mm	£43.97	112.05p
20mm	£43.97	112.05p
25mm	£131.15	112.05p
40mm	£254.77	112.05p
50mm	£316.95	112.05p
80mm	£455.93	112.05p
100mm	£1,117.57	112.05p
WaterSure Water		
£158.61		

[Back to Postcodes](#)

Table 7 – Severn Trent Water Region

Water				
Meter Size			Standing charge	Volumetric charge
All			per annum	per cubic metre
			£50.17	260.80p
WaterSure Water				
£321.23				
Sewerage				
Property type	Surface water charge	Full standing charge	Abated standing charge	Volumetric charge*
	per annum	per annum	per annum	per cubic metre
Detached and link-detached	£65.20	£122.00	£56.80	150.04p
Semi-detached	£43.46	£100.26	£56.80	150.04p
Other household	£21.74	£78.54	£56.80	150.04p
* The Abated charge is payable where no part of the property is connected for surface water drainage. The Charge includes highways drainage at £17.48 per annum plus foul drainage at £39.32 per annum				
WaterSure Sewerage				
£234.66				

[Back to Postcodes](#)

Table 8 – Southern Water Region

Valid from 1 April 2025

Water		
Meter Size	Standing charge per annum	Volumetric charge per cubic metre
All	£38.06	275.30p
Watersure Water		
£281.00		

Sewerage			
Meter Size	Full standing charge	Abated standing charge *	Volumetric charge
	per annum	per annum	per cubic metre
15mm	£104.80	£63.92	379.40p
20mm	£104.80	£63.92	379.40p
25mm	£456.37	£63.92	379.40p
40mm	£848.82	£63.92	379.40p
50mm	£1,045.04	£63.92	379.40p
80mm	£2,026.16	£63.92	379.40p
100mm	£2,614.83	£63.92	379.40p
* The abated charge is payable where no part of the property is connected for surface water drainage. Foul standing charge is £43.48 / annum Highway Drainage standing charge is £20.44 / annum			
Watersure Sewerage			
£421.00			

Table 9 – Southern Water Region with legacy discount

Valid from 1 April 2025

Sewerage			
Meter Size	Full standing charge	Abated standing charge *	Volumetric charge
	per annum	per annum	per cubic metre
15mm	£101.66	£62.00	379.40p
20mm	£101.66	£62.00	379.40p
25mm	£442.68	£62.00	379.40p
40mm	£823.36	£62.00	379.40p
50mm	£1,013.69	£62.00	379.40p
80mm	£1,965.38	£62.00	379.40p
100mm	£2,536.39	£62.00	379.40p
* The abated charge is payable where no part of the property is connected for surface water drainage. Foul standing charge is £43.48 / annum Highway Drainage standing charge is £20.44 / annum			
Watersure Sewerage			
£421.00			

[Back to Postcodes](#)

Table 10 – Anglian Water Region with legacy discount

Valid from 1 April 2025

Water		
Meter Size	Standing charge	Volumetric charge
	per annum	per cubic metre
All	£52.25	260.76p
WaterSure Water		
£310.00		

Sewerage				
Full standing charge	Abated standing charge *	Highways drainage	Foul water	Volumetric charge
per annum	per annum	per annum	per annum	per cubic metre
£116.25	£67.25	£23.00	£44.25	227.29p
* The abated charge is payable where no part of the property is connected for surface water drainage. Surface Water is charged at £49.00 per annum.				
Watersure Sewerage				
Full		Abated		
£323.00		£274.00		

[Back to Postcodes](#)

Table 11 – Bristol Water Region

Valid from 1 April 2025

Water		
Meter size	Standing charge per annum	Volumetric charge per cubic metre
All	£62.40	161.95p
WaterSure Water		
£234.36		

[Back to Postcodes](#)

Table 12 – United Utilities Region

Valid from 1 April 2025

Water		
Meter Size	Standing charge	Volumetric charge
	per annum	per cubic metre
All	£24.46	273.30p
WaterSure Water		
£275.52		
Sewerage		
Full standing charge	Abated standing charge *	Volumetric charge
per annum	per annum	per cubic metre
£150.05	£49.56	201.40p
WaterSure Sewerage		
Full	Abated	
£322.31	£221.82	
* The abated charge is payable where no part of the property is connected for surface water drainage		

[Back to Postcodes](#)

Table 13 – Yorkshire Water Region

Valid from 1 April 2025

Water		
Meter Size	Standing charge	Volumetric charge
	per annum	per cubic metre
N/A	£50.54	211.95p
WaterSure Water		
£212.00		

Sewerage		
Full standing charge	Abated standing charge *	Volumetric charge**
per annum	per annum	per cubic metre
£107.26	£29.19	270.85p
WaterSure Sewerage		
£279.00		

[Back to Postcodes](#)

Table 14 – Sutton & East Surrey Region – Southern Area

Valid from 1 April 2025

Water		
Meter Size	Standing charge	Volumetric charge
	per annum	per cubic metre
All	£27.20	170.25p
WaterSure Water		
£229.57		

[Back to Postcodes](#)

Table 15 – Anglian Region

Valid from 1 April 2025

Water		
Meter Size	Standing charge	Volumetric charge
	per annum	per cubic metre
All	£52.25	268.82p
WaterSure Water		
£310.00		

[Back to Postcodes](#)

Table 16 – Affinity Water (Central) Region

Valid from 1 April 2025

Water		
Meter Size	Standing charge per annum	Volumetric charge per cubic metre
All	£36.36	151.96p
WaterSure Water		
£209.81		

[Back to Postcodes](#)

Table 17 – South Staffs Region

Valid from 1 April 2025

Water		
Meter Size mm	Standing charge	Volumetric charge
	per annum	per cubic metre
<80	£58.93	170.01p
80	£201.09	170.01p
100	£215.73	170.01p
WaterSure Water		
£218.65		

[Back to Postcodes](#)

Table 18 – Essex & Suffolk Region

Valid from 1 April 2025

Water		
Meter size mm	Standing charge per annum	Volumetric charge per cubic metre
0-25	£61.96	197.23p
26-50	£78.66	197.23p
51-100	£245.29	197.23p
>100	£661.96	197.23p
WaterSure Water		
£289.81		

[Back to Postcodes](#)

Table 19 – South West Water Region – Single Service

Valid from 1 April 2025

Water (single service)		
Meter size	Standing charge	Volumetric charge
	per annum	per cubic metre
All	£83.45	271.29p
WaterSure Water		
£263.68		

Sewerage (single service)				
Meter size	Full Standing charge	Abated Standing Charge	Volumetric charge Full	Volumetric charge Abated
	per annum	per annum	per cubic metre	per cubic metre
All	£102.84	£77.65	427.11p	378.88p
* The abated charge is payable where no part of the property is connected for surface water drainage.				
WaterSure Sewerage				
£361.31				

[Back to Postcodes](#)

Table 20 – South East Water (West) Region

Valid from 1 April 2025

Water		
Meter Size	Standing charge	Volumetric charge
	per annum	per cubic metre
15mm	£45.48	207.58p
20mm	£67.06	207.58p
25mm	£77.84	207.58p
40mm	£116.24	207.58p
50mm	£134.96	207.58p
WaterSure Water		
£251.56		

[Back to Postcodes](#)

Table 21 – Affinity Water (South East) Region

Valid from 1 April 2025

Water		
Meter Size	Standing charge per annum	Volumetric charge per cubic metre
All	£36.36	247.00p
WaterSure Water		
£289.35		

[Back to Postcodes](#)

Table 22 – Severn Trent Water Region with legacy discount

Valid from 1 April 2025

Water				
Meter Size		Standing charge		Volumetric charge
All		per annum		per cubic metre
		£50.17		252.98p
WaterSure Water				
£321.23				

Sewerage				
Property type	Surface water charge	Full standing charge	Abated standing charge	Volumetric charge*
	per annum	per annum	per annum	per cubic metre
Detached and link-detached	£65.20	£122.00	£56.80	145.54p
Semi-detached	£43.46	£100.26	£56.80	145.54p
Other household	£21.74	£78.54	£56.80	145.54p
* The Abated charge is payable where no part of the property is connected for surface water drainage. The Charge includes highways drainage at £17.48 per annum plus foul drainage at £39.32 per annum				
WaterSure Sewerage				
£234.66				

[Back to Postcodes](#)

Table 23 – South East Water (East) Region

Valid from 1 April 2025

Water		
Meter Size	Standing charge	Volumetric charge
	per annum	per cubic metre
15mm	£45.48	274.03p
20mm	£67.06	274.03p
25mm	£77.84	274.03p
40mm	£116.24	274.03p
50mm	£134.96	274.03p
WaterSure Water		
£316.16		

[Back to Postcodes](#)

Table 24 – Affinity Water (East) Region

Valid from 1 April 2025

Water		
Meter Size	Standing charge per annum	Volumetric charge per cubic metre
All	£36.36	247.00p
WaterSure Water		
£259.30		

[Back to Postcodes](#)

Table 25 – South West Water Region – Dual Service

Valid From 1 April 2025

Water (dual service)				
Meter size	Standing charge		Volumetric charge	
	per annum		per cubic metre	
All	£59.51		271.29p	
WaterSure Water				
£263.68				
Sewerage (dual service)				
Meter size	Full Standing charge	Abated Standing Charge	Volumetric charge Full	Volumetric charge Abated
	per annum	per annum	per cubic metre	per cubic metre
All	£75.65	£50.46	427.11p	378.88p
WaterSure Sewerage				
£361.31				
* The abated charge is payable where no part of the property is connected for surface water drainage.				

[Back to Postcodes](#)

Table 26 – Northumbrian Water Region

Valid from 1 April 2025

Water			Sewerage			
Meter Size	Standing charge	Volumetric charge	Full standing charge	Abated standing charge *	Surface Water drainage	Volumetric charge
	per annum	per cubic metre	per annum	per annum	per annum	per cubic metre
15mm	£59.96	152.54p	£124.93	£44.71	£80.22	135.23p
20mm	£59.96	152.54p	£124.93	£44.71	£80.22	135.23p
25mm	£59.96	152.54p	£124.93	£44.71	£80.22	135.23p
40mm	£76.66	152.54p	£124.93	£44.71	£80.22	135.23p
50mm	£76.66	152.54p	£124.93	£44.71	£80.22	135.23p
80mm	£243.29	152.54p	£124.93	£44.71	£80.22	135.23p
100mm	£243.29	152.54p	£124.93	£44.71	£80.22	135.23p
WaterSure Water			WaterSure Sewerage			
£203.17			£237.37			
			* The abated charge is payable where no part of the property is connected for surface water drainage. The charge represents Highways Drainage only.			

[Back to Postcodes](#)

Appendix 1 – Social Tariffs

A Social Tariff is designed to assist those having difficulty paying for their services. Generally, eligibility for the tariff is based on an assessment of income and expenditure and the proportion of household income spent on water & wastewater services, with upper limits placed on the amount of income and savings. Those in receipt of certain benefits may also qualify. There is a wide range of such tariffs in use and as the Company operates nationwide it is not practical to fully detail all such tariffs in this document. Please be assured, however, that we will match the tariffs offered by the incumbent company at each location. We have included here links to the incumbent charges scheme for further details.

Please note that, in many cases, these links will include information relating to other tariff types or forms of financial support. This Charges Scheme only deals with Social Tariffs based on reducing bills from the date of acceptance onto the scheme in accordance with the terms & conditions in each case.

If you believe you qualify for a reduction in your water and/or sewerage bills or you wish to discuss other support options, please contact us on 0300 373 3540 or email hello@leeputilities.co.uk.

At some locations the Company only supplies one service. If you are in one of those locations you will need to directly contact your supplier for the other service.

Region	Website	Tariff Name
Affinity Water	https://www.affinitywater.co.uk/billing/lift	Low-Income Fixed Tariff (LIFT)
Anglian	https://www.anglianwater.co.uk/services/extra-support/tariff-options/lite/	LITE/Extra Lite
Bristol water	https://www.bristolwater.co.uk/home/account-and-services/bills-and-payments/struggling-to-pay	Assist / Pension Credit Social Tariff
Essex & Suffolk Water	https://www.eswater.co.uk/services/extra-support/financial-support/low-income-discount/	Low Income Discount
Northumbrian Water	https://www.nwl.co.uk/lowincomediscount	Low Income Discount
Portsmouth Water	https://www.portsmouthwater.co.uk/customer-services/help-with-my-bills/	Helping hand
Severn Trent	https://www.stwater.co.uk/my-account/help-when-you-need-it/help-with-paying-your-bill/big-difference-scheme/	The Big Difference Scheme
South East Water	https://www.southeastwater.co.uk/help/priority-services/help-paying-your-bill/	Social Tariff
South Staffordshire Water	https://www.south-staffs-water.co.uk/household/my-bills-and-payments/my-bill-explained/other-charges-and-tariffs/assure-tariff	Assure Tariff

Region	Website	Tariff Name
South West Water	https://www.southwestwater.co.uk/household/help-support/financial-support	Financial Support
Southern Water	https://www.southernwater.co.uk/help-and-support/what-if-i-cant-pay-my-bill/	Essentials
Sutton & East Surrey	https://seswater.co.uk/your-account/paying-your-bill/help-paying-your-bill/#watersupportscheme	Water Support
Thames Water	https://www.thameswater.co.uk/help/account-and-billing/financial-support/waterhelp	WaterHelp
United Utilities	https://www.unitedutilities.com/my-account/your-bill/difficulty-paying-your-bill/how-we-can-help/back-on-track/	Back On Track
Wessex Water	https://www.wessexwater.co.uk/bills-and-accounts/our-charges#charges-for-support-schemes	Assist
Yorkshire Water	https://www.yorkshirewater.com/media/v2vfftyh/new-awareness.pdf	WaterSupport

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