

Leep Networks Water Limited



Household Retail Charges Scheme

2026-27

February 2026



leep utilities™

Contents

Executive Summary.....	5
1. Introduction	6
2. Relationship with Incumbent Undertakers.....	6
3. How Charges Are Applied to Your Property	6
4. Reviewing the Charges That Apply to You	7
5. Areas Covered by this Scheme.....	7
6. Value Added Tax (VAT).....	7
7. Types of Charges and Available Support.....	7
7.1 Measured Charges	7
7.2 WaterSure Scheme.....	7
7.3 Social Tariffs	8
8. Liability for Charges.....	8
8.1 Water and Sewerage Charges	8
8.2 The Occupier	9
8.3 Unoccupied Properties	9
8.4 Change of Occupancy	10
8.5 Bankruptcy	10
9. How Charges are Applied	10
9.1 Measured charges	10
9.2 Water Charges	10
9.3 Sewerage charges	10
9.4 Private sewers.....	10
9.5 Non Return to Sewer Allowance	11
9.6 Concessionary Charges.....	11
10. Other Matters for Metered Customers.....	11
10.1 Leakage on Private Pipework	11

10.2 Estimated Bills	11
10.3 Customer Requested Meter Reads	12
10.4 Meter Accuracy Disputes	12
11. Compulsory metering of water supplies	12
12. Payment of water and sewerage charges.....	12
12.1 Billing Frequency	12
12.2 Payment Methods	12
12.3 Difficulty Paying.....	13
12.4 Direct Benefit Payments (Water Direct).....	13
12.5 Failure to Pay Charges.....	13
13. Complaints.....	14
14. The WaterSure Scheme	14
15. 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.....	23
Table 8 – Southern Water Region	24
Table 9 – Southern Water Region with legacy discount	25
Table 10 – Anglian Water Region with legacy discount.....	26
Table 11 – Bristol Water Region	27
Table 12 – United Utilities Region.....	28
Table 13 – Yorkshire Water Region	29
Table 14 – Sutton & East Surrey Region	30
Table 15 – Anglian Region.....	31
Table 16 – Affinity Water Region	32

Table 17 – South Staffs Region.....	33
Table 18 – Essex & Suffolk Region.....	35
Table 19 – South West Water Region.....	36
Table 20 – South East Water Region.....	38
Table 21 – Severn Trent Water Region with legacy discount	39
Table 22 – Northumbrian Water Region.....	40
Table 23 – Bournemouth Water Region	41
Table 24 – Cambridge Water Region.....	42
Appendix 1 – Social Tariffs	43

Executive Summary

This document sets out the Household Retail Charges Scheme (“the Scheme”) for Leep Networks (Water) Ltd (“LNWL” or “the Company”) for the charging year 1 April 2026 to 31 March 2027.

The Scheme is made in accordance with the Water Industry Act 1991, the Company’s Instrument of Appointment, and Ofwat’s Charging Rules for New Appointments and Variations (NAVs). It sets out how LNWL fixes, levies, and recovers charges for household water and wastewater services within its appointed areas.

LNWL applies household charges that mirror those of the relevant incumbent water and/or sewerage company for each property it supplies. This ensures customers are no worse off than they would be if supplied directly by the regional incumbent, in line with statutory and licence requirements.

Charges under this Scheme take effect from 1 April 2026 and apply for a period of 12 months, unless otherwise stated.

All household customers supplied by LNWL are billed on a metered basis. LNWL is responsible for ensuring that the correct charges are applied to each property and will confirm the applicable charges if requested.

1. Introduction

This Household Retail Charges Scheme (“the Scheme”) sets out the charges applied by Leep Networks (Water) Ltd (“LNWL” or “the Company”) for water and wastewater services provided to household customers for the charging year 1 April 2026 to 31 March 2027.

The Scheme is issued in accordance with:

The Water Industry Act 1991

The Company’s Instrument of Appointment under the Water Act 1989

Ofwat’s Charging Rules for New Appointments and Variations (NAVs)

LNWL is authorised to fix, levy, and recover charges for services it provides as a water and/or sewerage undertaker within its appointed areas.

2. Relationship with Incumbent Undertakers

LNWL mirrors the household water and wastewater charges of the relevant incumbent water and sewerage company for each appointment area. This ensures customers are no worse off than if they were served by the incumbent, in accordance with:

Ofwat’s no-worse-off principle

Condition B of LNWL’s Licence

Applicable charging rules and regulatory expectations

Where an incumbent introduces in-year adjustments or updates (where permitted), LNWL will replicate those changes to maintain compliance.

3. How Charges Are Applied to Your Property

Leep Networks (Water) Ltd (“LNWL”) applies household water and wastewater charges that mirror those of the relevant incumbent water and/or sewerage company for each property it supplies. This ensures that customers are no worse off than they would be if supplied directly by the regional incumbent, in accordance with LNWL’s Licence and Ofwat’s Charging Rules.

Each property supplied by LNWL is individually assigned to the appropriate incumbent charging area within LNWL’s billing systems. This assignment determines which set of charges applies to that property.

Customers do not need to identify their incumbent supplier in order to understand or verify their charges. LNWL is responsible for ensuring that the correct charges are applied to each property.

Supplier Information

LNWL is registered as the water and/or sewerage supplier for its appointed areas. Customers using the Water UK “Find Your Supplier” service may see Leep Networks (Water) Ltd listed as their supplier.

This does not affect how charges are set. LNWL’s household charges continue to mirror those of the relevant incumbent company for the area in which the property is located.

4. Reviewing the Charges That Apply to You

Charges in this Scheme are grouped by **incumbent charging region**. LNWL will apply the tariff table that corresponds to the charging area assigned to your property.

If you are unsure which charges apply to your property, LNWL will confirm this for you.

☎ 0300 373 3540

✉ hello@leeputilities.co.uk

LNWL is responsible for ensuring that the correct charges are applied. Customers will not be disadvantaged if they are unsure which charging area applies.

5. Areas Covered by this Scheme

LNWL serves customers across multiple regions of England. The appointed areas and corresponding tariff regions match those of the relevant incumbents.

6. Value Added Tax (VAT)

Charges for household water and wastewater services are currently zero-rated for VAT therefore the charges in this scheme are shown exclusive of VAT unless otherwise stated.

If VAT becomes applicable in future, LNWL will apply VAT from the date legally required.

7. Types of Charges and Available Support

7.1 Measured Charges

All LNWL household customers are billed based on metered consumption. Charges comprise:

- A standing charge (per year)
- A volumetric charge per cubic metre of water consumed

Sewerage charges are also based on the metered water volume, adjusted for a Non Return to Sewer Allowance (NRTSA), which varies by geography (typically 2.5%–10%). LNWL mirror the Non Return to Sewer allowance provided by the Incumbent undertaker therefore in some areas this is applied to the bill as a discount, whilst in other areas this is built within the tariff.-Return-to-Sewer Allowance (NRTSA), which varies by geography (typically 2.5%–10%).

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.

7.2 WaterSure Scheme

In accordance with with The Water Industry (Charges) (Vulnerable Groups) Regulations 1999, LNWL offers the statutory WaterSure Scheme providing bill protection for eligible high-use metered households.

Customers must:

- Receive at least one qualifying benefit, and
- Have either:
 - Three or more qualifying children under 19 in receipt of Child Benefit, or
 - A qualifying medical condition requiring significant water use

Eligible customers pay no more than the average household bill for their region. Details of eligibility, evidence requirements, and registration are set out later in Section 14.

7.3 Social Tariffs

Where customers are experiencing financial difficulties, they may be eligible to go onto a social tariff.

LNWL mirrors the **social tariffs** offered by incumbents in each region. Eligibility typically considers:

- Household income
- Receipt of certain benefits
- Financial vulnerability or exceptional circumstances

If you believe you may qualify, contact LNWL on **0300 373 3540** or hello@leeputilities.co.uk.

We mirror the social tariffs offered by the incumbents across all our geographical regions and assess eligibility using the incumbent's eligibility criteria. Scheme details are provided in the charges tables detailed for each incumbent.

Customers can apply to go onto the social tariff for their area through our website or their customer portal through <https://www.leeputilities.co.uk/customer-help/>. Information will be required about your income and expenditure, and we may request evidence of any benefits you may be in receipt of.

If you are experiencing financial hardship and would like to discuss available support options including social tariffs, please contact us on 0300 373 3540 or email hello@leeputilities.co.uk.

8. Liability for Charges

8.1 Water and Sewerage Charges

A property is liable for water charges if a supply is available for use, regardless of whether the property is connected.

You are liable for water, drainage and sewerage charges if any of the following is true:

- You are the occupier of the property
- You have sufficient control over the property to owe a duty of care towards those who come lawfully onto the premises
- You own or maintain property, furnished or otherwise, ready for occupation, letting, sale or commercial use Charges should always be paid by the occupier of the property unless we agree otherwise.

In the case of multi-occupancy premises, any occupant can be held liable for the bill. In the case of two premises being supplied by one meter, the occupiers of each of the premises

supplied through that meter shall be jointly and severally liable for the whole of the charges calculated by reference to the water passing through that meter.

Charges are applicable when a supply of water is made available for your property, regardless of whether or not you use the supply, or if the wastewater from your property drains either directly or indirectly into a public sewer, or it benefits from any facilities that drain into a public sewer. This includes surface water drainage and highways drainage.

8.2 The Occupier

The occupier is typically the person:

- In physical occupation, or
- With sufficient control of the premises
- Responsible under tenancy unless LNWL has a written agreement with a landlord to bill them instead

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.

8.3 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.

8.4 Change of Occupancy

Customers must provide at least two working days' notice when vacating. If not, liability may continue until:

- 28 days after LNWL is notified
- The next scheduled meter read
- Confirmation of the next occupier

LNWL will close accounts to meter readings provided by the customer and where this is unavailable accounts may be closed to estimated readings.

Where an occupier 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.

Once Leep Networks has been notified of a change of occupancy, charges will not overlap between successive occupiers of the property.

8.5 Bankruptcy

If the person liable for charges enters bankruptcy:

- Charges are apportioned up to the date of the Order
- Post-bankruptcy charges apply from the following day

9. How Charges are Applied

9.1 Measured charges

All LNWL household properties are metered. Standard measured tariffs apply unless:

- A Watersure or social tariff applies
- A surface water drainage abatement is granted

9.2 Water Charges

Where a property receives water through a shared private service pipe, this does not reduce liability to pay the standard charges in full.

9.3 Sewerage charges

Customers automatically receive full sewerage charges unless LNWL confirms:

- No surface water connection, or
- Partial abatement where surface water has been reduced

Applications must be made in writing.

9.4 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.

9.5 Non Return to Sewer Allowance

LNWL applies regional Non Return to Sewer Allowance values mirroring the incumbent undertakers provision. Higher allowances may be granted if a customer can evidence larger volumes are not returned.

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.

9.6 Concessionary Charges

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

10. Other Matters for Metered Customers

10.1 Leakage on Private Pipework

Where leakage occurs between the external meter and property, a high bill may result. LNWL may grant a leakage allowance subject to:

- Evidence requirements
- Residential vs commercial rules
- Compliance with the Company's Code of Practice on Leakage

The Leakage Code of Practice can be accessed through our website via <https://www.leeputilities.co.uk/regulatory-water/>.

Leakage allowances are discretionary and are normally limited. Repeat allowances for the same property may not be granted.

10.2 Estimated Bills

If LNWL cannot read a meter, an estimated bill will be issued based on previous usage. Customers may submit their own reads via:

- Phone: 0300 373 3540

- Email: hello@leeputilities.co.uk
- Online account: <https://myaccount.leeputilities.co.uk/login>.

10.3 Customer Requested Meter Reads

A charge applies for additional meter reads requested by the customer, unless the customer cannot reasonably access the meter:

- £40.80 (incl. VAT) – readings during normal working hours (8am-5pm Monday to Friday)
- £60 (incl. VAT) - outside normal working hours

Charges are not applicable for quarterly readings or change of tenancy.

10.4 Meter Accuracy Disputes

Customers may request a meter test under the Water (Meters) Regulations 1988. If the test confirms the meter is recording accurately, a charge of £70 will be payable.

If the meter is found to have been over-recording 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 is found to have under-recorded use the Company will not seek to recover additional charges.

11. Compulsory metering of water supplies

LNWL uses its statutory powers to meter all premises in its appointed areas.

12. Payment of water and sewerage charges

12.1 Billing Frequency

Bills are normally issued quarterly, but monthly billing may be used. Payment is expected within 14 days.

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.

12.2 Payment Methods

The easiest way to pay your bill is by direct debit from your bank or building society. To do this access our online customer portal here: [Log in to your account - Leep Utilities](#)

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.

12.3 Difficulty Paying

Customers experiencing financial hardship should contact LNWL as early as possible to discuss affordability support.

12.4 Direct Benefit Payments (Water Direct)

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 under the Water Direct Scheme.

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.

12.5 Failure to Pay Charges

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 may take to recover 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>.

13. Complaints

Leep Networks (Water) Ltd is committed to providing a high standard of customer service. If you are unhappy with any aspect of our service or charges, please contact us in the first instance so that we can try to resolve the matter promptly.

☎ 0300 373 3540

✉ hello@leeputilities.co.uk

If your complaint is not resolved to your satisfaction, you may ask for it to be reviewed in line with our Complaints Code of Practice.

If the matter remains unresolved, you may contact the Consumer Council for Water (CCW), which provides independent advice and support to water and sewerage customers.

Consumer Council for Water

Website: <https://www.ccw.org.uk>

Leep Networks (Water) Ltd is regulated by Ofwat. Ofwat does not handle individual complaints but sets the regulatory framework within which charges are applied.

14. The WaterSure Scheme

LNWL operates the statutory WaterSure Scheme in accordance with the Water Industry (Charges) (Vulnerable Groups) Regulations 1999.

The WaterSure Scheme provides bill protection for eligible metered household customers who have high essential water use and who meet the qualifying criteria set out in the Regulations.

Customers may be eligible if they:

- Receive one or more qualifying benefits, and
- Either:
 - Have three or more children under the age of 19 for whom Child Benefit is payable, or
 - Have a qualifying medical condition that requires the use of a significant additional volume of water

Qualifying Benefits

The qualifying benefits are:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Housing Benefit
- Council Tax Benefit
- Working Tax Credit
- Child Tax Credit (except where the family element only is payable)
- Pension Credit
- Universal Credit

Qualifying Medical Conditions

The qualifying medical conditions are:

- Desquamation (flaky skin loss)
- Weeping skin disease (including eczema, psoriasis, and varicose ulceration)
- Incontinence
- Abdominal stomas
- Crohn's disease
- Ulcerative colitis
- Kidney failure requiring home dialysis (unless a contribution towards water costs is made by the health authority)

How the Scheme Applies

Customers registered on the WaterSure Scheme will pay no more than the average household bill for water and/or sewerage services in their local charging area.

Where a customer is eligible for the WaterSure Scheme for part of a charging year, charges will be applied on a pro-rata basis. Eligibility will be reviewed annually in line with the Regulations.

Qualifying Time and Duration of the Scheme

Customers may register for the WaterSure Scheme at any time during the charging year. Where a customer is eligible for the WaterSure Scheme at the time of application, the Scheme will be applied from the start of the billing period in which the application is made.

Registration on the WaterSure Scheme will normally apply for a period of 12 months. Where the end of this period falls part-way through a billing period, the registration will continue until the end of that billing period.

Customers will be required to re-register annually if they remain eligible for the WaterSure Scheme. Leep Networks will contact customers in advance of the end of their registration period to explain how to re-register.

If a customer no longer meets the eligibility criteria, or does not re-register when required, their account will revert to the standard measured charges from the start of the billing period following the end of their WaterSure registration.

Where Leep Networks is notified that a customer ceases to be eligible for the WaterSure Scheme part-way through a charging year, the WaterSure protection will end at the start of the next billing period, in line with the Regulations.

Applying for WaterSure

Customers can apply for the WaterSure Scheme by contacting LNWL. Evidence of eligibility will be required in accordance with statutory requirements.

 0300 373 3540

 hello@leeputilities.co.uk

 <https://www.leeputilities.co.uk>

Further details on evidence requirements, administration, and re-registration are available on LNWL's website or on request.

15. Schedule of Household Charges

Table 1 – Wessex Water Region

Water		
Meter Size	Standing charge £ per annum	Volumetric charge £ per cubic metre
< 25mm	30.00	3.0573
25mm +	84.00	3.0573
WaterSure Water £ per annum		
303.00		

Sewerage			
Meter Size	Full standing charge £ per annum	Abated standing charge * £ per annum	Volumetric charge* £ per cubic metre
< 25mm	71.00	43.00	3.1124
25mm	291.00	150.00	3.1124
30mm	465.00	234.00	3.1124
40mm	630.00	315.00	3.1124
50mm	1,142.00	563.00	3.1124
65mm	1,653.00	811.00	3.1124
80mm	2,892.00	1,412.00	3.1124
100mm	5,001.00	2,435.00	3.1124
* The abated charge is payable where no part of the property is connected for surface water drainage			
WaterSure Sewerage £ per annum			
£341.00			

Affordability Support

Any customer who is unable to afford a level of payment that would otherwise be needed for services provided may be eligible to go onto the Assist Social Tariff.

To confirm eligibility an income assessment will be required and we may request evidence of your income.

Assist Social Tariff			
Category of charge	Unit	1 Service supplied water or wastewater	2 services supplied water and wastewater
Level 1	£ per annum	34.00	64.00
Level 2	£ per annum	81.00	122.00
Level 3	£ per annum	132.00	207.00
Level 4	£ per annum	186.00	275.00
Level 5	£ per annum	239.00	398.00
Level 6	£ per annum	266.00	525.00

Table 2 – Thames Region with legacy discount

Water		
Meter size	Standing charge £ per annum	Volumetric charge per cubic metre
Single Households		
All	63.53	259.79p
WaterSure Water £ per annum		
372.00		

Sewerage		
Full standing charge £ per annum	Abated standing charge * £ per annum	Volumetric charge per cubic metre
121.72	76.41	139.85p
* The abated charge is payable where no part of the property is connected for surface water drainage. Surface Water Drainage is £45.32 per annum for a single household.		
WaterSure Sewerage £ per annum		
286.00		

Affordability Support

Any customer who is in receipt of a low income, may be eligible to go onto the WaterHelp Social Tariff. If confirmed eligible for WaterHelp, charges will be reduced by between 25% and 99%. The level of discount to be applied will be determined on the bill to income ratio once an income assessment is completed.

Customers must be in receipt of a gross household income of less than £24,479 or less than £26,936 is living in a London Borough.

Gross household income means the total income of everyone living in the property before any deductions i.e Tax, National Insurance etc. Calculations for the gross household income excludes any disability related benefits.

Existing WaterHelp Customers

Customers currently on WaterHelp and in receipt of a 50% discount will continue to receive this until 31 March 2027 provided the eligibility criteria is met.

Table 3 – Thames Region

Water		
Meter size	Standing charge £ per annum	Volumetric charge per cubic metre
Single Households		
All	66.87	273.46p
WaterSure Water £ per annum		
372.00		

Sewerage		
Full standing charge £ per annum	Abated standing charge * £ per annum	Volumetric charge per cubic metre
Single Households		
128.13	80.43	147.21p
* The abated charge is payable where no part of the property is connected for surface water drainage. Surface Water Drainage is £47.70 per annum for a single household.		
WaterSure Sewerage £ per annum		
286.00		

Affordability Support

Any customer who is in receipt of a low income, may be eligible to go onto the WaterHelp Social Tariff. If confirmed eligible for WaterHelp, charges will be reduced by between 25% and 99%. The level of discount to be applied will be determined on the bill to income ratio once an income assessment is completed.

Customers must be in receipt of a gross household income of less than £24,479 or less than £26,936 is living in a London Borough.

Gross household income means the total income of everyone living in the property before any deductions i.e Tax, National Insurance etc. Calculations for the gross household income excludes any disability related benefits.

Existing WaterHelp Customers

Customers currently on WaterHelp and in receipt of a 50% discount will continue to receive this until 31 March 2027 provided the eligibility criteria is met.

Table 4 – Thames Region with legacy discount

Water		
Meter size	Standing charge £ per annum	Volumetric charge per cubic metre
Single Households		
All	66.87	265.26p
WaterSure Water £ per annum		
372.00		

Sewerage		
Full standing charge £ per annum	Abated standing charge * £ per annum	Volumetric charge per cubic metre
128.13	80.43	142.79p
* The abated charge is payable where no part of the property is connected for surface water drainage. Surface Water Drainage is £47.70 per annum for a single household.		
WaterSure Sewerage £ per annum		
286.00		

Affordability Support

Any customer who is in receipt of a low income, may be eligible to go onto the WaterHelp Social Tariff. If confirmed eligible for WaterHelp, charges will be reduced by between 25% and 99%. The level of discount to be applied will be determined on the bill to income ratio once an income assessment is completed.

Customers must be in receipt of a gross household income of less than £24,479 or less than £26,936 is living in a London Borough.

Gross household income means the total income of everyone living in the property before any deductions i.e Tax, National Insurance etc. Calculations for the gross household income excludes any disability related benefits.

Existing WaterHelp Customers

Customers currently on WaterHelp and in receipt of a 50% discount will continue to receive this until 31 March 2027 provided the eligibility criteria is met.

Table 5 – Thames Region with legacy discount

Water		
Meter size	Standing charge £ per annum	Volumetric charge per cubic metre
Single Households		
All	63.53	273.46p
WaterSure Water £ per annum		
372.00		

Sewerage		
Full standing charge £ per annum	Abated standing charge * £ per annum	Volumetric charge per cubic metre
121.72	76.41	147.21p
* The abated charge is payable where no part of the property is connected for surface water drainage. Surface Water Drainage is £45.32 per annum for a single household.		
WaterSure Sewerage £ per annum		
286.00		

Affordability Support

Any customer who is in receipt of a low income, may be eligible to go onto the WaterHelp Social Tariff. If confirmed eligible for WaterHelp, charges will be reduced by between 25% and 99%. The level of discount to be applied will be determined on the bill to income ratio once an income assessment is completed.

Customers must be in receipt of a gross household income of less than £24,479 or less than £26,936 is living in a London Borough.

Gross household income means the total income of everyone living in the property before any deductions i.e. Tax, National Insurance etc. Calculations for the gross household income excludes any disability related benefits.

Existing WaterHelp Customers

Customers currently on WaterHelp and in receipt of a 50% discount will continue to receive this until 31 March 2027 provided the eligibility criteria is met.

Table 6 – Portsmouth Water Region

Water		
Meter size	Standing charge per annum	Volumetric charge per cubic metre
15mm	£42.41	117.83p
20mm	£42.41	117.83p
25mm	£120.87	117.83p
40mm	£232.13	117.83p
50mm	£288.10	117.83p
80mm	£413.18	117.83p
100mm	£1,008.65	117.83p
150mm	£2,214.48	117.83p
WaterSure Water		
£162.82		
Helping Hand Social Tariff		
£94.00		

Affordability Support

Customers who have a household income of no more than £22,000 per year and are in receipt of means tested benefits may be eligible to go onto the Social Tariff.

To qualify for the Social Tariff you must have a household income of less than the Government's low income threshold.

To confirm eligibility an income assessment will be required and we may request evidence of your income.

Table 7 – Severn Trent Water Region

Water		
Zone	Standing charge £ per annum	Volumetric charge £ per cubic metre
Zones 1 to 8	51.83	2.5503
Zone 9	51.83	2.3952
Zone 10	51.83	2.4611
WaterSure Water £ per annum		
£321.96		

Sewerage				
Property type	Surface water charge £ per annum	Full standing charge £ per annum	Abated standing charge* £ per annum	Volumetric charge £ per cubic metre
Detached and link-detached	73.44	132.28	58.84	1.6255
Semi-detached	48.96	107.80	58.84	1.6255
Other household	24.48	83.32	58.84	1.6255
* 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 £ per annum				
£265.37				

Affordability Support

Any customer who is unable to afford a level of payment that would otherwise be needed for services provided may be eligible to go onto the Big Difference Social Tariff.

To confirm eligibility an income assessment will be required to determine the level of tariff to be applied, and we may request evidence of your income.

The Big Difference - Social Tariff		
Band	Water Supply £ per annum	Sewerage £ per annum
1	419.00	345.00
2	370.00	305.00
3	322.00	265.00
4	274.00	226.00
5	225.00	186.00
6	193.00	159.00
7	161.00	133.00
8	113.00	93.00
9	64.00	53.00

Table 8 – Southern Water Region

Water		
Meter Size	Standing charge £ per annum	Volumetric charge £ per cubic metre
All	46.70	3.518
Watersure Water £ per annum		
354.00		

Sewerage			
Meter Size	Full standing charge £ per annum	Abated standing charge * £ per annum	Volumetric charge £ per cubic metre
15mm	118.43	68.43	3.545
20mm	118.43	68.43	3.545
25mm	436.40	68.43	3.545
40mm	804.37	68.43	3.545
50mm	988.35	68.43	3.545
80mm	1,908.27	68.43	3.545
100mm	2,460.21	68.43	3.545
* The abated charge is payable where no part of the property is connected for surface water drainage. Foul standing charge is £49.27 / annum Highway Drainage standing charge is £19.16 / annum			
Watersure Sewerage £ per annum			
£405.00			

Affordability Support

Any customer who is unable to afford a level of payment that would otherwise be needed for services provided may be eligible to go onto the Essentials Social Tariff.

To confirm eligibility an income assessment will be required and we may request evidence of your income. Where income is £22,020 or lower, customers will be eligible for assistance.

Essentials - Social Tariff		
Tariff Band	Annual Income £ per annum	Discount from measured charges
1	22,020 to 3,000	45%
2	2,999 to 2,500	65%
3	2,499 and lower	90%

Table 9 – Southern Water Region with legacy discount

Sewerage			
Meter Size	Full standing charge £ per annum	Abated standing charge * £ per annum	Volumetric charge £ per cubic metre
15mm	114.88	66.38	3.545
20mm	114.88	66.38	3.545
25mm	423.31	66.38	3.545
40mm	780.24	66.38	3.545
50mm	958.70	66.38	3.545
80mm	1,851.02	66.38	3.545
100mm	2,386.40	66.38	3.545
* The abated charge is payable where no part of the property is connected for surface water drainage. Foul standing charge is £47.79 / annum Highway Drainage standing charge is £18.58 / annum			
Watersure Sewerage £ per annum			
£405.00			

Affordability Support

Any customer who is unable to afford a level of payment that would otherwise be needed for the service provided may be eligible to go onto the Social Tariff.

As we only supply wastewater services in this area, the water supplier must have approved application of a social tariff for water services. The water supplier must inform us that eligibility for a social tariff has been confirmed.

Customers that are eligible for the social tariff will receive a 45% discount applied to their wastewater measured charges.

Table 10 – Anglian Water Region with legacy discount

Water	
Standing charge £ per annum	Volumetric charge £ per cubic metre
60.00	2.8652
Watersure Water £ per annum	
335.00	

Sewerage				
Full standing charge £ per annum	Abated standing charge * £ per annum	Highways drainage £ per annum	Foul water £ per annum	Volumetric charge £ per cubic metre
129.95	77.95	25.00	52.95	2.4839
* The abated charge is payable where no part of the property is connected for surface water drainage. Surface Water is charged at £52.00 per annum.				
Watersure Sewerage £ per annum				
Full	Abated			
£346.00	£294.00			

Affordability Support

Any customer who is unable to afford a level of payment that would otherwise be needed for the services provided may be eligible to go onto the LITE or Extra LITE Social Tariff.

Eligibility is based on water and sewerage charges as a proportion of household disposable income.

The tariffs may be withdrawn if customers do not maintain payments.

Water Social Tariffs		
Tariff	Fixed Charge £ per annum	Volumetric Charge £ per cubic metre
LITE	45.00	2.2154
Extra LITE	30.00	1.4769

Sewerage Social Tariffs			
Tariff	Full Standing Charge £ per annum	Abated Standing Charge * £ per annum	Volumetric Charge £ per cubic metre
LITE	97.45	58.45	1.9205
Extra LITE	64.95	38.95	1.2804

Table 11 – Bristol Water Region

Water	
Standing charge £ per annum	Volumetric charge £ per cubic metre
69.23	1.8795
WaterSure Water £ per annum	
249.46	

Affordability Support

Any customer who is unable to afford a level of payment that would otherwise be needed for the service provided may be eligible to go onto the Assist Social Tariff.

To confirm eligibility an income assessment will be required to determine the level of tariff to be applied, and we may request evidence of your income.

The tariff band applied will be determined against customers' ability to pay.

We would expect the household can demonstrate reasonable outgoings that are greater than income.

Applications may be rejected if customer water use is high without good reason or if there is evidence of customers favoring non-priority debtors e.g. store cards/catalogues over water charges.

Assist - Social Tariff £ per annum	
Level 0	30.63
Level 1	63.61
Level 2	106.02
Level 3	153.14
Level 4	195.54
Level 5	200.25

Table 12 – United Utilities Region

Water	
Standing charge £ per annum	Volumetric charge £ per cubic metre
23.66	3.235
WaterSure Water £ per annum	
317.64	

Sewerage		
Full standing charge £ per annum	Abated standing charge * £ per annum	Volumetric charge £ per cubic metre
153.93	48.58	2.275
WaterSure Sewerage £ per annum		
Full	Abated	
342.86	237.51	
* The abated charge is payable where no part of the property is connected for surface water drainage		

Affordability Support

Customers who have a household income of less than £22,500 per year, after housing costs, and are in receipt of means tested benefits may be eligible to go onto the Back On Track Social Tariff.

To confirm eligibility customers must have 2 full bills and be in arrears with previous water charges by a minimum of £50. An income assessment will be required, and we may request evidence of your income.

Back On Track			
Support Tariff Band	Water £ per annum	Sewerage £ per annum	Total £ per annum
Band 0	54.14	58.66	112.80
Band 1	69.70	75.50	145.20
Band 2	120.38	130.42	250.80
Band 3	152.64	165.36	318.00
Band 4	206.21	223.39	429.60
Band 5	237.89	257.71	495.60
Band 6	285.70	309.50	595.20

Table 13 – Yorkshire Water Region

Water (excluding York Waterworks)	
Standing charge £ per annum	Volumetric charge per cubic metre
54.10	218.38p
WaterSure Water (excluding York Waterworks) £ per annum	
236.82	
Water (York Waterworks)	
Standing charge £ per annum	Volumetric charge per cubic metre
54.10	123.70p
WaterSure Water (York Waterworks) £ per annum	
150.62	

Sewerage		
Full standing charge £ per annum	Abated standing charge * £ per annum	Volumetric charge** per cubic metre
119.32	33.85	297.61p
WaterSure Sewerage £ per annum		
347.55		
* The abated charge applies where no part of the property is connected for surface water drainage		
** Includes Highways Drainage at 27.08p/m3		

Affordability Support

Any customer who is unable to afford a level of payment that would otherwise be needed for the services provided may be eligible to go onto the Water Support Social Tariff.

To confirm eligibility an income assessment will be required to determine the level of tariff to be applied, and we may request evidence of your income.

Water Support - Social Tariff			
Band	Water - Excl. York Waterworks £ per annum	Water - York Waterworks £ per annum	Sewerage £ per annum
1	122.00	122.00	173.00
2	161.00	161.00	229.00
3	194.00	194.00	275.00

Table 14 – Sutton & East Surrey Region

Water - Northern 1	
Standing charge £ per annum	Volumetric charge £ per cubic metre
32.49	1.4678
WaterSure Water £ per annum	
249.53	

Water - Northern 2	
Standing charge £ per annum	Volumetric charge £ per cubic metre
32.49	1.4678
WaterSure Water £ per annum	
£249.53	

Water - Southern	
Standing charge £ per annum	Volumetric charge £ per cubic metre
32.49	1.8110
WaterSure Water £ per annum	
249.53	

Affordability Support

Any customer who is in receipt of a low income may be eligible to go onto the Water Support Social Tariff. If confirmed eligible for Water Support, charges will be reduced by 50%.

To be eligible for the Water support Social Tariff:

- A member of the household must be in receipt of one or more means tested benefits; or
- The combined household income before any deductions is less than £19,995 or less than £25,207 if you live in a London borough.

To confirm eligibility an income assessment may be required, and we may request evidence of your income.

Table 15 – Anglian Region

Water	
Standing charge	Volumetric charge
£ per annum	£ per cubic metre
60.00	2.9538
WaterSure Water	
£ per annum	
£335.00	

Sewerage					
Full standing charge	Abated standing charge *	Highways drainage	Surface Water drainage	Foul water	Volumetric charge
£ per annum	£ per annum	£ per annum	£ per annum	£ per annum	£ per cubic metre
129.95	77.95	25.00	52.00	52.95	2.5607
WaterSure Sewerage					
£ per annum					
Full			Abated		
346.00			294.00		
* The abated charge is payable where no part of the property is connected for surface water drainage.					

Affordability Support

Any customer who is unable to afford a level of payment that would otherwise be needed for the services provided may be eligible to go onto the LITE or Extra LITE Social Tariff.

Eligibility is based on water and sewerage charges as a proportion of household disposable income.

The tariffs may be withdrawn if customers do not maintain payments.

Water Social Tariffs		
Tariff	Fixed Charge £ per annum	Volumetric Charge £ per cubic metre
LITE	45.00	2.2154
Extra LITE	30.00	1.4769

Sewerage Social Tariffs			
Tariff	Full Standing Charge £ per annum	Abated Standing Charge * £ per annum	Volumetric Charge £ per cubic metre
LITE	97.45	58.45	1.9205
Extra LITE	64.95	38.95	1.2804

Table 16 – Affinity Water Region

Water - Central Region	
Standing charge £ per annum	Volumetric charge £ per cubic metre
36.36	1.7463
WaterSure Water £ per annum	
240.00	

Water - South East Region	
Standing charge £ per annum	Volumetric charge £ per cubic metre
36.36	2.4700
Watersure Water £ per annum	
292.80	

Water – East Region	
Standing charge £ per annum	Volumetric charge £ per cubic metre
36.36	2.4700
WaterSure Water £ per annum	
262.80	

Affordability Support

Any customer who is unable to afford a level of payment that would otherwise be needed for the service provided may be eligible to go onto the LIFT Social Tariff.

The LIFT scheme is a fixed annual charge for water supply which is capped and can be spread over monthly payments. The LIFT scheme does not apply to the sewerage element of customers' bills.

To confirm eligibility an income assessment will be required and will consider any benefits or tax credits being received to determine whether it is appropriate for support to be provided through LIFT. We may request evidence of your income.

Any customer who lives alone and is in receipt of the 25% single person council tax reduction may be entitled to a higher rate of discount on their water bill.

LIFT Tariff - Social Tariff £ per annum	
40% Discount	160.80
60% Discount	108.00

Table 17 – South Staffs Region

Water		
Meter Size (mm)	Standing charge £ per annum	Volumetric charge £ per cubic metre
<80	60.01	1.7634
80	207.58	1.7634
100	222.78	1.7634
WaterSure Water £ per annum		
223.35		

Affordability Support

Any customer who is in receipt of a low income may be eligible to go onto the Assure Social Tariff. If confirmed eligible for Assure, annual charges will be discounted by:

- Year 1 – 60%
- Year 2 – 40%
- Year 3 – 20%

Customers must be in receipt of a household income of less than £23,492. We may request evidence of your income.

Household income excludes disability related benefits, council tax benefit, housing benefit and carers allowance or the severely disabled element of child tax credit.

Table 18 – Essex & Suffolk Region

Water		
Meter size mm	Standing charge £ per annum	Volumetric charge £ per cubic metre
0-25	63.22	2.0670
26-50	79.92	2.0670
51-100	246.55	2.0670
>100	663.22	2.0670
WaterSure Water £ per annum		
304.02		

Affordability Support

Any customer who is in receipt of a low income may be eligible to go onto the SupportPlus Reduced Charges Scheme.

If confirmed eligible for the SupportPlus Reduced Charges Scheme, charges will be reduced by a minimum of 10%. Discounts will increase in 10% bandings up to a maximum of 50% off your annual bill.

Customers must be in receipt of a household income of less than £30,000, and the water and sewerage bill is greater than 4% of their total household income after housing costs.

To confirm eligibility an income assessment will be required and we may request evidence of your income.

Table 19 – South West Water Region

Water Single Service For customers who only receive a water or sewerage service		Water Dual Service For customers who receive both water and sewerage services	
Standing charge £ per annum	Volumetric charge £ per cubic metre	Standing charge £ per annum	Volumetric charge £ per cubic metre
90.93	3.0158	64.72	3.0158
WaterSure Water £ per annum			
291.42			

Sewerage Single Service For customers who only receive a water or sewerage service from South West Water			
Full Standing charge £ per annum	Abated Standing Charge* £ per annum	Volumetric charge Full £ per cubic metre	Volumetric charge Abated* £ per cubic metre
121.34	88.08	4.6858	4.1259
Sewerage Dual Service For customers who receive both water or sewerage services from South West Water			
Full Standing charge £ per annum	Abated Standing Charge* £ per annum	Volumetric Charge Full £ per cubic metre	Volumetric Charge Abated* £ per cubic metre
90.61	57.34	4.6858	4.1259
WaterSure Sewerage £ per annum			
£405.40			
* The abated charge is payable where no part of the property is connected for surface water drainage.			

Affordability Support

Any customer who is in receipt of a low income may be eligible to go onto the WaterCare Social Tariff.

To confirm eligibility an income assessment will be required, which will consider household income after housing costs have been deducted and will also consider household size and composition.

The WaterCare tariff uses equivalized incomes to assess eligibility. Household equivalized weekly income must be less than £400 and households bill to income ratio must exceed 5% to qualify for the tariff.

WaterCare Tariff - Water Social Tariff		
Band	Standing Charge £ per annum	Volumetric Charge £ per cubic metre
Band 1	32.36	1.5079
Band 2	48.54	2.2618
Band 3	55.01	2.5634
Band 4	16.18	0.7539
Band 5	9.71	0.4524

WaterCare Tariff - Sewerage Social Tariff				
Band	Full Standing Charge £ per annum	Abated Standing Charge* £ per cubic metre	Volumetric Charge Full £ per cubic metre	Volumetric Charge Abated* £ per cubic metre
Band 1	45.30	28.67	2.3429	2.0630
Band 2	67.94	43.01	3.5144	3.0944
Band 3	77.02	48.74	3.9829	3.5070
Band 4	22.65	14.34	1.1715	1.0315
Band 5	13.59	8.60	0.7029	0.6189

* The abated charge is payable where no part of the property is connected for surface water drainage.

Table 20 – South East Water Region

Water			
Meter Size	Standing charge	West Volumetric charge	East Volumetric charge
	£ per annum	£ per cubic metre	£ per cubic metre
15mm	50.20	2.2797	3.0094
22mm	73.90	2.2797	3.0094
28mm	85.74	2.2797	3.0094
35mm	109.86	2.2797	3.0094
42mm	127.94	2.2797	3.0094
54mm	148.52	2.2797	3.0094
65mm	160.98	2.2797	3.0094
80mm	189.74	2.2797	3.0094
100mm	255.46	2.2797	3.0094
150mm	353.12	2.2797	3.0094
WaterSure Water - West			WaterSure Water - East
£278.52			£350.63

Affordability Support

Any customer who is in receipt of a low income may be eligible to go onto the Affordability Social Tariff.

If confirmed eligible for the Affordability Tariff, charges will be reduced by:

- 50% discount – where household income is less than £17,000
- 30% discount – where household income is between £17,000-£22,020

To confirm eligibility an income assessment will be required and we may request evidence of your income.

Table 21 – Severn Trent Water Region with legacy discount

Water	
Standing charge £ per annum	Volumetric charge £ per cubic metre
51.83	2.4738
WaterSure Water £ per annum	
£321.96	

Sewerage				
Property type	Surface water charge £ per annum	Full standing charge £ per annum	Abated standing charge* £ per annum	Volumetric charge £ per cubic metre
Detached and link-detached	73.44	132.28	58.84	1.5767
Semi-detached	48.96	107.80	58.84	1.5767
Other household	24.48	83.32	58.84	1.5767
* The Abated charge is payable where no part of the property is connected for surface water drainage. The charge includes highways drainage at £19.68 per annum plus foul drainage at £39.16 per annum				
WaterSure Sewerage £ per annum				
£265.37				

Affordability Support

Any customer who is unable to afford a level of payment that would otherwise be needed for services provided may be eligible to go onto the Big Difference Social Tariff.

To confirm eligibility an income assessment will be required to determine the level of tariff to be applied, and we may request evidence of your income.

The Big Difference - Social Tariff		
Band	Water Supply £ per annum	Sewerage £ per annum
1	419.00	345.00
2	370.00	305.00
3	322.00	265.00
4	274.00	226.00
5	225.00	186.00
6	193.00	159.00
7	161.00	133.00
8	113.00	93.00
9	64.00	53.00

Table 22 – Northumbrian Water Region

Water		
Meter Size	Standing charge £ per annum	Volumetric charge £ per cubic metre
0-25mm	61.16	1.6169
26-50 mm	77.86	1.6169
51-100mm	244.49	1.6169
101mm +	661.16	1.6169
WaterSure Water £ per annum		
212.83		

Sewerage				
Full standing charge £ per annum	Abated standing charge * £ per annum	Surface Water drainage £ per annum	Foul water £ per annum	Volumetric charge £ per cubic metre
123.75	45.05	78.70	45.05	1.6121
WaterSure Sewerage £ per annum				
£259.11				
* The abated charge is payable where no part of the property is connected for surface water drainage. The charge represents Highways Drainage only.				

Affordability Support

Any customer who is in receipt of a low income may be eligible to go onto the SupportPlus Reduced Charges Scheme.

If confirmed eligible for the SupportPlus Reduced Charges Scheme, charges will be reduced by a minimum of 10%. Discounts will increase in 10% bandings up to a maximum of 50% off your annual bill.

Customers must be in receipt of a household income of less than £30,000, and the water and sewerage bill is greater than 4% of their total household income after housing costs.

To confirm eligibility an income assessment will be required and we may request evidence of your income.

Table 23 – Bournemouth Water Region

Water	
Standing charge	Volumetric charge
£ per annum	£ per cubic metre
35.00	1.5511
WaterSure Water	
£ per annum	
£194.18	

Affordability Support

Any customer who is in receipt of a low income may be eligible to go onto the WaterCare Social Tariff.

To confirm eligibility an income assessment will be required, which will consider household income after housing costs have been deducted and will also consider household size and composition.

The WaterCare tariff uses equivalized incomes to assess eligibility. Household equivalized weekly income must be less than £400 and households bill to income ratio must exceed 5% to qualify for the tariff.

WaterCare Tariff - Water Social Tariff		
Band	Standing Charge £ per annum	Volumetric Charge £ per cubic metre
Band 1	17.50	0.7755
Band 2	26.25	1.1633
Band 3	29.75	1.3184
Band 4	8.75	0.3878
Band 5	5.25	0.2327

Table 24 – Cambridge Water Region

Water		
Meter size	Standing charge	Volumetric charge
	£ per annum	£ per cubic metre
15	60.01	1.4373
20	60.01	1.4373
25	60.01	1.4373
30	60.01	1.4373
40	60.01	1.4373
50	60.01	1.4373
80	207.58	1.4373
100	222.78	1.4373
150	273.19	1.4373
WaterSure Water		
£198.93		

Affordability Support

Any customer who is in receipt of a low income may be eligible to go onto the Assure Social Tariff. If confirmed eligible for Assure, annual charges will be discounted by:

- Year 1 – 60%
- Year 2 – 40%
- Year 3 – 20%

Customers must be in receipt of a household income of less than £23,492. We may request evidence of your income.

Household income excludes disability related benefits, council tax benefit, housing benefit and carers allowance or the severely disabled element of child tax credit.

Appendix 1 – Social Tariffs

There is a wide range of social tariffs in use and as the Company operates nationwide it is not practical to fully capture all of the details relating to these tariffs.

Please be assured, 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
Essex & Suffolk Water	https://www.eswater.co.uk/reducedbills	SupportPlus
Northumbrian Water	https://www.nwl.co.uk/reducedbills	SupportPlus
Portsmouth Water	https://www.portsmouthwater.co.uk/customer-services/help-with-my-bills/	Helping hand
Severn Trent	https://www.stwater.co.uk/help-and-contact/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/	Affordability 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	WaterCare
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/bill-account/help-paying-your-bill/	WaterSupport
Bournemouth Water	https://www.bournemouthwater.co.uk/household/help-support/financial-support	WaterCare
Cambridge Water	https://www.cambridge-water.co.uk/household/my-bills-and-payments/my-bill-explained/other-charges-and-tariffs/assure-tariff/	Assure

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