

For more advice, call

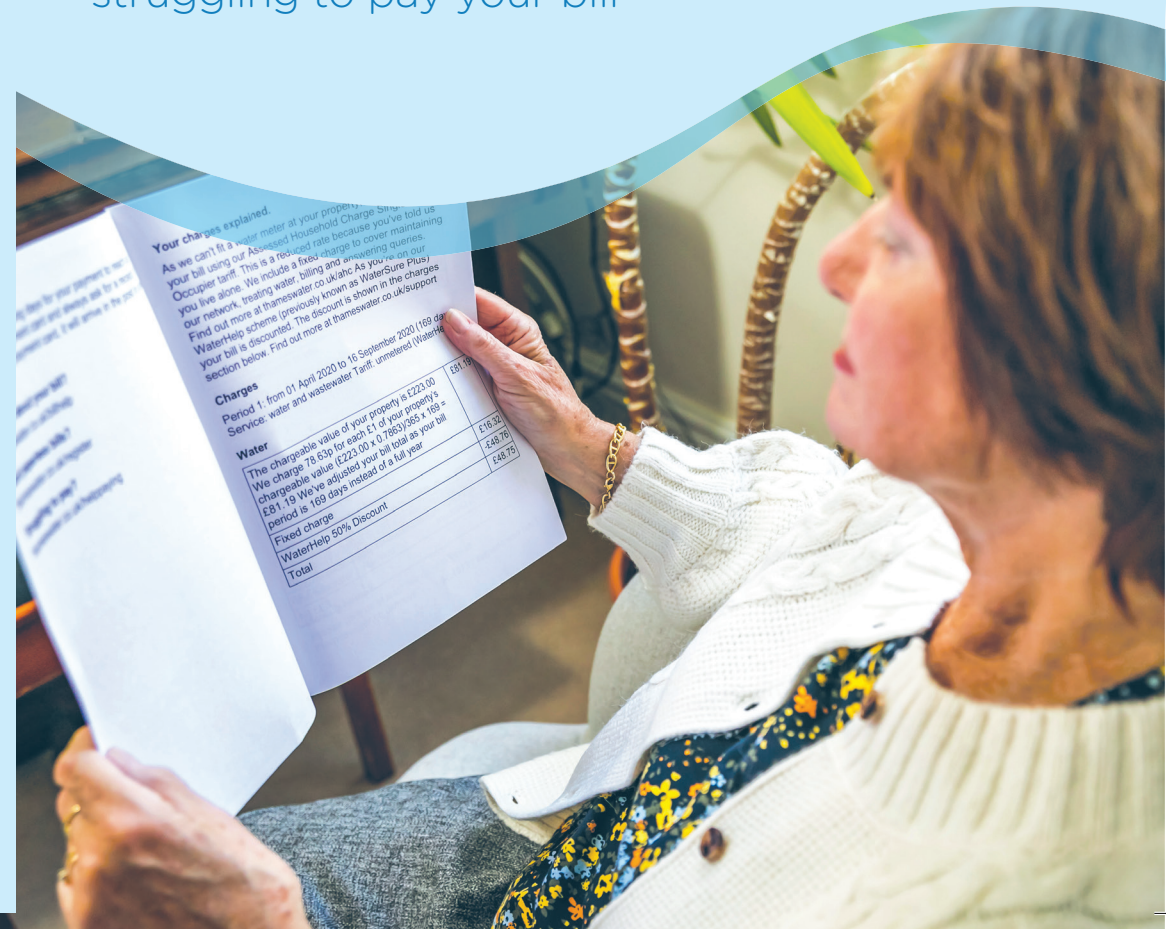
0800 009 3652 (Monday to Friday, 8am-5pm)

We'll talk through your income and payments, so please make sure you have these details handy.



Don't worry about water

Here's how we can help if you're struggling to pay your bill



WaterHelp

If you live in a low-income household, you may qualify for a 50% discount on your bill. Your total household income will need to be below £20,111* (£16,480* outside greater London).

WaterSure

If you're on a water meter but find it hard to save water because you have a large family or water-dependent medical condition, you may qualify to have your bill capped at £423*.

Payment matching

If you owe us over £120 in outstanding debt, we may be able to match the money you pay towards it. If you make regular payments, we'll pay off any leftover debt after two years.

Payment plans

If you need to break your bill down into smaller payments, we offer lots of short- and long-term payment plans.

For us, it's personal

As well as helping you pay, we offer a free service that provides extra care and support when you need it most.

For example, if you're medically dependent on water, we can deliver free bottled supplies in an emergency.

Find out more at thameswater.co.uk/priorityservices or scan this code



Not sure where else to turn?

There are lots of other organisations that can lend a helping hand.

For general money, legal and consumer support, visit citizensadvice.org.uk

For debt advice and money management support, visit stepchange.org.uk

For debt advice and tools for managing budgets, visit moneyhelper.org.uk



Find out if you qualify now
thameswater.co.uk/helptopay
or scan this code



Financial support

We know it can be stressful if your circumstances have changed and you're struggling to pay your bill, or you're concerned you might struggle in the future.



Watch on [YouTube](https://www.youtube.com/watch?v=...)
Don't worry, we're here for you. Here are some of the ways we can help:

*This figure covers a 12-month period to 31 March 2023 and will increase slightly each year. Find out more at thameswater.co.uk/helptopay