

Supporting our customers,
making you count



Financial help schemes

Our financial help schemes continue to be important to our customers and with the additional financial burdens placed with households at the moment, every single penny saved can help. Here is some information about how we can help.



Assure tariff

We are helping to support over 40,000 of our customers with the Assure tariff. It's a two-year discount of 60% in year one and 40% in year two.

Find out more at www.cambridge-water.co.uk/assure.

You may be able to receive help from Assure, if your yearly total household income is less than £19050 (approx. £366 per week) if you have dependent children living with you, we will add an extra £1,500 per child to that amount.

Remember if you receive the guarantee part of Pension Credit you will qualify for Assure.



Assure Assist tariff

If you have no household income at the moment (you may be applying for Universal Credit) we have Assure Assist. A 100% discount for eight weeks, if you qualify, you will then go on to the Assure scheme.

Find out more by going to our website www.cambridge-water.co.uk/assure, there is also a really useful compare our tariffs section on the website too.



South Staffordshire Water Charitable Trust

If you have debt with Cambridge Water you may be interested in the Charitable Trust, for small regular payments you may be able to clear your arrears.

Find out more at www.sswct.org



WaterSure

If you have a meter and receive a benefit, then either have three or more children living with you or have a medical condition where you need to use lots of water; WaterSure may be able to help you.

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Paying your water bill

Paying your water bill is really important, there is lots of information on our website, but here are a few highlights.



Easy ways to pay

Simple, safe and convenient, Direct Debit allows you to spread the cost of your bill over the year. You can choose to pay on the 1st, 14th or 21st of each month.

If you pay with a payment card and want to set up a Direct Debit, all you need to do is log into MyAccount or use the mobile app to change your payment method.

Alternatively you can make one off payments using our 'Pay Now' section from the comfort of your home – visit our website to find out more.



Download our app

Most companies have apps and we do too.

You can use our app to find information about supply issues, to pay your bill, submit meter readings and view your account history.

Check it out for Android and Apple www.cambridge-water.co.uk/mobile-app.



Help with paying

Check out our other information sheet on help with paying, such as Assure and WaterSure but we also offer help in other ways such as:

- Payment breaks
- Low Value plans
- Deductions from your benefits

Visit our Help with Paying section on the website www.cambridge-water.co.uk/help-with-paying

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Other ways we can help and support you

Here are some other ways to save money and we also would like you to know about a free scheme that may help and support you if we ever have an issue with your water supply.



Priority Services Register

By signing up for this free scheme we can support you when you need it most; from large print bills to providing support in a water incident.

Find out more at www.cambridge-water.co.uk/psr.

Your energy provider will also have a Priority Services Register, if you are on theirs you need to be on ours too.



Water meters

A great way to save water and money.

If you have a water meter fitted and decide that you are not saving any money, you can change back within two years (the meter will stay though for the next person there).

Meter myths – we have heard that some people think having a meter means you have to “top up”, but its just a way of measuring what you use, so you pay for what you use.

Check out the water calculator www.ccwater.org.uk/watermetercalculator



Saving water – Get Water Fit

We don't need you to go to the gym, just download the Get Water Fit app or visit the website to see how you can save water and save money.

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Stopcock (water shut off valve)

Do you know where to find your stopcock?

Most people don't know where it is, but it's really handy to know, just in case you need to shut off the water supply if you have a burst pipe. Make it your mission to find it today.

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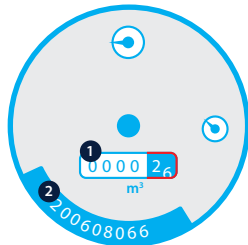
Good to know...

Where is my meter? If the meter is outside, it will be in a chamber in the ground. You might need a screwdriver to remove the lid.

How do I tell you my meter reading? Use our online form, visit www.cambridge-water.co.uk/my-account/water-meter. Or call us on 01223 706050.

What if I can't take a reading? We can visit to take a meter reading for you. Contact us on 01223 706050 to arrange this.

Please note: We sometimes cannot read the meter if there is a vehicle over the water meter cover, the water meter is inaccessible or maybe the access point is overgrown with foliage.



When you send us a meter reading, always exclude any numbers in red. Meters come in all shapes and sizes, this picture shows where you can typically find the reading and the serial number.

- 1 This is the current meter reading in cubic metres. The reading is the digits within the blue banded area. The numbers contained within the red band are for our reference only.
- 2 This is the unique meter serial number.



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How do I check for leaks?

Follow these steps if you think there may be a leak on your supply:

- 1 Turn off all taps and appliances
- 2 Read the meter – including the numbers outlined in the red (see above)
- 3 Don't use any water for a while e.g. overnight or while you're out for the day
- 4 Read the meter again

If your second reading is higher there may be a leak. You can report it via our website www.cambridge-water.co.uk or call 0800 316 7676.



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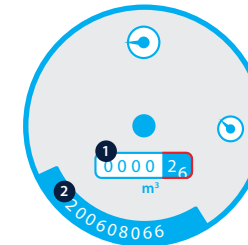
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Priority Services Register – password service

Sometimes bogus callers pretend to be from utility companies or other service providers. To help keep you safe we offer a password service. You can choose a password and it will be used by all our water company employees. If someone visits your home and doesn't tell you the password, ask them to quote it before letting them in.



How do I register for a password?

You can visit our website at www.cambridge-water.co.uk/psr you will find details about the password scheme as well as further help and support provided by the Priority Services Register.



Check for ID

All our water company employees carry ID cards, you should always ask to see this before letting anyone in your home.



When would we need to come into your home?

We may need to ask to take a water sample from your taps. We test water from around 3,500 homes a year to ensure we continue to supply the highest quality water these samples are sent to the Drinking Water Inspectorate.

All water companies are required to supply water that complies with The Water Supply Regulations 2018. These regulations set strict limits. Samples go through many separate tests, including tests for aluminium, iron and lead etc. as well as bacteriological tests, such as coliforms and E. coli.

All our Water Quality Samplers have ID, wear branded work wear and drive a branded vehicle. They may also have a small amount of testing equipment with them such as sample bottles. They will also provide you with information about their visit.

We may also need to come in to your home if you reported a problem with your water supply, or to read the meter if it's an internal meter, or if there is a leak at your home and we need to investigate this. Please remember always check our ID.

It's never easy to spot a bogus caller, please be vigilant and ask for ID, remember **STOP** – are you expecting them?

CHAIN – secure the door bar or chain before opening the door.

CHECK – ask for ID and double check.

CALL – if you are in doubt call the customer helpline on 0800 389 10 11.



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Water efficiency

All you need to know about water efficiency. These tips will help you save on your energy bills as well as your water bills.



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Meter myths – we have heard that some people think having a meter means you have to “top up”, but its just a way of measuring what you use, so you pay for what you use.

Check out the water calculator www.ccwater.org.uk/watermetercalculator



1

Shorten your shower!

If each member of your household shortened their shower **from 10 minutes to 5 minutes**, will save you an average of £175 on your gas and water bills combined (based on average household of 4 people).



2

Change your shower head

If a family of four replace their inefficient shower head with a water efficient one, they could save around £55 off their gas bills and around £45 off their water bills (if they have a water meter) each year.



3

Turn it off

A running tap can use more than **ten litres of water a minute**, so turn off the tap while brushing your teeth, shaving, or washing your face. Use cold water if you don't need hot will also help you save on your energy bills.



4

Fill up enough for a cuppa!

Only fill the kettle with the amount of water you need not all the way up! You'll use less water and energy.



5

Suds law

Using a bowl to wash up rather than a running tap can save you around £25 a year on your energy and water bills combined. In fact you only need to run a typical tap for 95 seconds before you would have filled a washing up bowl.

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