

# OUR WATER. ONE LESS THING TO WORRY ABOUT.

Find out how we're helping thousands of people with our Big Difference Scheme. We could reduce your water bill by up to 90%.



Scan the QR Code  
to find out more.

WONDERFUL ON TAP

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# OUR BIG DIFFERENCE SCHEME IS HERE TO HELP

**We want your water bill to be one less thing for you to worry about.**

If you need a helping hand, Big Difference Scheme can offer you the support you need to get back on track.

**You are not alone.** We're currently helping more than **215,000 customers** a year with our financial assistance schemes. **So don't be scared to ask for help.**

## HOW IT WORKS

If your household income is below **£18,278** you can apply to our **Big Difference Scheme** and we can reduce your water bills by up to **90%**.

**That's it.** You don't need to be behind on your bills or on benefits.

Visit: [stwater.co.uk/my-account/help-when-you-need-it/help-with-paying-your-bill/big-difference-scheme/](https://stwater.co.uk/my-account/help-when-you-need-it/help-with-paying-your-bill/big-difference-scheme/)

## MORE WAYS WE CAN HELP

- **Bill Cap Scheme- WaterSure** – can help if you have a low income, a medical condition or a young family.
- **Financial Hardship Fund** – The Severn Trent Trust Fund is an independent charity that provides grants to customers in extreme financial hardship.
- **Water Direct** – allows you to make payments for essential services direct from your benefits.
- **Priority Services Register** – A list of customers who need an extra helping hand.

## WE CAN HELP

Whatever your situation, if you're worried about being able to pay your bill – **get in touch today.**



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