

PRIORITY UTILITIES

Water Bills

No one should worry about their water bill, that's why Southwest Water have a range of help available for those that need it.

WaterCare: If you're on a very low income and you or someone in your household receives means-tested benefits. The Water Care tariff offers a discount from your ongoing charges.

WaterSure: If a household member has a medical condition or there are 3 or more children requiring extra water use in the property, you may qualify to have your annual water costs capped.

To apply for a discounted water tariff from South West Water call 0344 346 1010 or visit: <https://www.southwestwater.co.uk/bills/need-help-paying-bill/>

Watermeter Scheme: Having a water meter means you only pay for water you use and it puts you in control of your water use so you can take steps to reduce your bills.

Repayment plans: Southwest water offer a range payment plans to help spread the cost of your bill and provide a range of support for people in debt or struggling to pay their bill.

Priority Services register: At some stage in our lives we can all benefit from a bit of extra help. This could be due to a physical or learning disability, illness, age or communication requirement, or other reasons. SWW Priority Services are available to anyone living within our region, even if you are not the bill payer. The help available doesn't have to be for you, if you're an account holder or nominated carer you can register on behalf of someone else.

<https://www.southwestwater.co.uk/need-help/priority-services/> Tel: 0344 346 1010

Save Water, Save Money

Website:

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

Email: info@savewatersavemoney.com

Telephone: 0345 371 0728

Complete get water fit to discover easy ways to save money on your bills and get a free water saving device

Water Wise

<https://www.waterwise.org.uk/>

Email: info@waterwise.org.uk or

Telephone: 0208 164 1490

How water wise are you?

Visit: <https://flow-zone.co.uk/water-use/> to complete a survey

This site also has activities for children

<https://www.waterwise.org.uk/kids-pack/>



Broadband

A strong reliable broadband connection is now as essential to families as almost every other household utility. It's crucial for children to be able to learn from home, it's extremely useful for job hunting, and helpful for getting shopping done and keeping in touch with loved ones.

Social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits. Some providers call them 'essential' or 'basic' broadband. They're delivered in the same way as normal packages, just at a lower price.

How a social tariff could help you

- It's available to those on a variety of benefits. If you or someone in your household claims Universal Credit, you could switch to any of the tariffs available.
- It's cheaper than a regular package. Current prices range from £10 to £20.
- Fast, unlimited broadband. Most tariffs offer superfast broadband at speeds over 30 Mbit/s – fast enough for you to keep in touch with friends and family, stream HD films or shop online.
- You'll pay next-to-nothing to get set up. If you do have to pay any setup costs, these should only be small. Your provider should tell you before you sign up.
- It could cost nothing to switch. If your provider offers a social tariff, you can switch to it at any time, free of charge.
- The price won't go up mid-contract. You won't pay any more than what you agree at the start of the contract.
- It costs nothing to leave. You won't pay a fee to leave the tariff before the end of your contract.

To check out some of these social tariff broadband deals visit:

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/social-tariffs>

Free Broadband for some Jobseekers:

The DWP has partnered up with TalkTalk to provide Jobseekers six months free broadband. There is no contract and no credit check is required. This aims to tackle digital exclusion and remove barriers to employment across the UK.

Jobseekers are offered a no-contract voucher for six months of TalkTalks Fibre35 broadband. The product usage is uncapped, meaning there is no data usage limits. At the end of the six month period, customers can chose to roll onto a contract with TalkTalk, or can cancel the service and will incur no additional costs. Claimants should check with their Work Coach to see if they are eligible.



TV

TV Licence: The simple payment plan is for those who find it difficult to pay the licence fee. Eligible customers will be able to pay for a TV licence in 12 equal monthly or 26 fortnightly payments. The simple payment plan also offers flexibility if a payment is missed.

<https://www.tvlicensing.co.uk/faqs/FAQ305#:~:text=What%20is%20the%20Simple%20Payment,different%20to%20current%20payment%20plans>

Free and discounted TV Licences:

You can get a free licence if you are aged 75 years and older, AND you or your partner living at the same address receive Pension Credit.

You can also get a discounted licence if you have a severe vision impairment.

Comparison Websites

Martin Lewis Money Saving Expert has various links on how to save money on your mobile phone bills and on your utility bills

Please visit:

<https://www.moneysavingexpert.com>

There are various other comparison websites you can use to compare prices for your utility costs, Insurances, Broadband and mobile phone deals:

Here are just a few:

<https://www.moneysupermarket.com/>

<https://www.confused.com/>

<https://www.gocompare.com/>

<https://www.uswitch.com/>

<https://lookaftermybills.com/>

Mobile Phones

Vodafone offers VOXI for now, a mobile social tariff for customers on certain benefits. They offer monthly contracts for £10 and includes unlimited 5G data as well as unlimited calls and texts. There is no contract or credit check and customers can pause or cancel at any time.

Please visit:

<https://www.voxi.co.uk/for-now>

For Further Information or Advice

Please visit our website for further information or contact our Financial Inclusion Advisors on 01726 874450, or email help@oceanhousing.com





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