

Find out more

Visit southernwater.co.uk/payless for up-to-date information on our payment options and online Financial Assistance form.

Alternatively, phone us on **0800 027 0363** (Monday to Friday, 8am to 7pm; Saturday, 9am to 1pm)

Check your water supplier

To find out which company supplies your water visit southernwater.co.uk/area-of-operation

Our promise to you

Our Code of Practice for household customers includes information about our services and the standards you can expect from us. View it online at southernwater.co.uk/domesticcode

How to get advice

If you need further advice, or help completing the form online, a number of organisations provide free, confidential and impartial debt advice.



StepChange Debt Charity

0800 138 1111

Free, confidential and impartial advice to help with any debt. Monday to Friday, 8am to 8pm, Saturday, 8am to 4pm. Calls are free from a landline and mobile phones.

stepchange.org



Citizens Advice

Full debt and consumer advice service. Many of their offices have specialist caseworkers to deal with any type of debt, including repossessions and negotiation with creditors.

citizensadvice.org.uk

Contact us

Phone 0800 027 0363

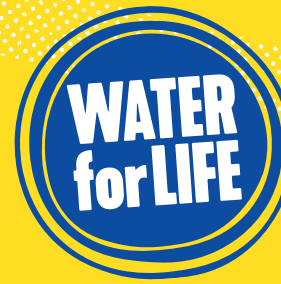
Web southernwater.co.uk

Email payless@southernwater.co.uk

Social

facebook.com/southernwater

twitter.com/southernwater



Helping you pay less for your water

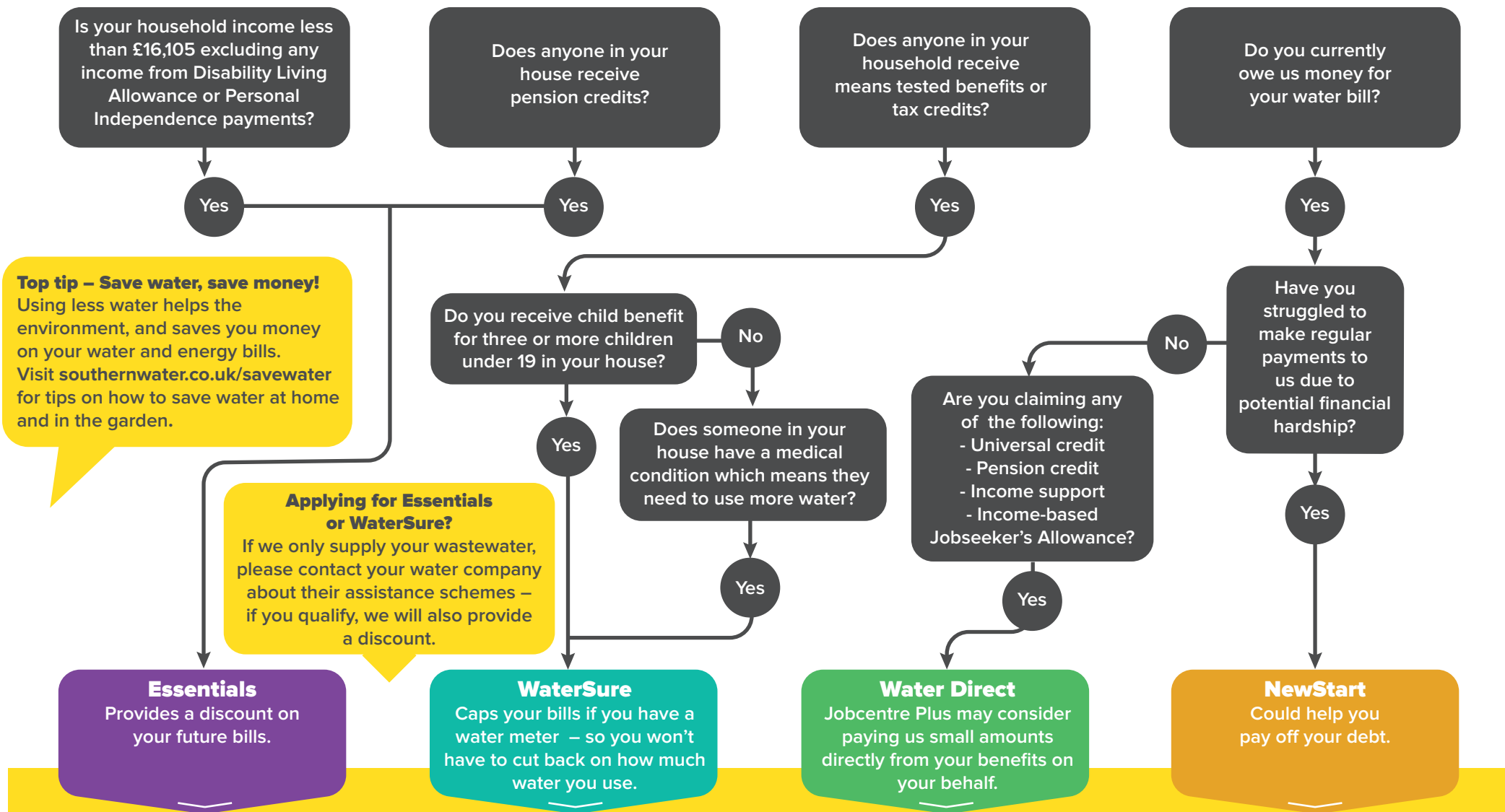
It's easier than you think to reduce your payments



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from
Southern Water 

How you can pay less – answer these questions to choose the best payment option for you



Top tip – Save water, save money!
Using less water helps the environment, and saves you money on your water and energy bills. Visit southernwater.co.uk/savewater for tips on how to save water at home and in the garden.

Applying for Essentials or WaterSure?
If we only supply your wastewater, please contact your water company about their assistance schemes – if you qualify, we will also provide a discount.

Follow these simple steps to apply online. Alternatively, call our friendly team on 0800 027 0363.

- 1.** To apply for one of the options above visit southernwater.co.uk/payless.
- 2.** Click on the payment option you want to apply for – you'll be shown a list of information and documents you'll need to support your application.
- 3.** When you have everything to hand, complete the online Financial Assistance form.
- 4.** If you need to send us photographs of documents, follow the on-screen guidance to email or upload them.
- 5.** If your application is missing any information we'll get back to you, but usually we're able to make a decision within 10 working days.