

How to reduce your water bill

The average UK water and sewerage bill is £415 per year, but for people on low incomes this amount can be unaffordable. Water companies are based in regions, so your supplier will depend on where you live, and you may have a different sewerage company. You can find out the water supplier in your area by doing a postcode search [here](#).

All water companies offer [support schemes](#) to help customers on low incomes and provide priority services to the vulnerable, in something called the [Priority Service Register](#) (PSR).

During the pandemic, water companies have extended the help they are offering their customers impacted by the coronavirus.

All water suppliers are:

- Using the full range of their schemes to help customers who are struggling to pay their bills in these difficult circumstances.
- Encouraging customers who are struggling financially to go to their supplier's website to find out about the help available to them.
- Actively offering payment breaks or payment holidays for anyone in financial difficulties as a result of COVID-19.
- Adjusting payment plans urgently to help with sudden changes in household finances.
- Simplifying the processes for customers to get extra assistance, making it as easy as possible for customers to get the help they need.
- Helping customers get advice on benefits and managing debts, particularly for customers who have not been in financial difficulties before.
- Stopping new court applications on unpaid bills during the current restrictions, and stopping any enforcement visits.

[COVID-19 and water bills](#)