



Paying for water

Information for council tenants

All our tenants must pay for the water supplied to their home, even if they receive full housing benefit. For many years we have collected these payments on behalf of the water companies, but in April 2018 we stopped doing this, so tenants now pay the water companies directly.

This leaflet tells you about:

- Paying a water company instead of the council
- Asking for a water meter
- Other choices you may have

Paying a water company instead of the council

In April 2018, we stopped charging you for water and wastewater services. Instead, your water company sends you a separate bill and it is your responsibility to pay them directly for your these services.

Many of our tenants may be able to save money by asking for a water meter or changing to a tariff for low income households.

Depending on where in the borough you live, your water company is either Affinity Water or Thames Water. You can find out which company supplies your water [here](#).

Asking for a water meter

Many of our homes could have a water meter installed. If your home is suitable and you choose to have a water meter then you would pay for the actual amount of water you that you use. You would also pay a fixed amount, which is called their 'standing charge'. This could save you money, especially if you are a small household (one or two people) living in a larger property.

Some homes cannot have a meter installed. For example, most sheltered schemes and blocks of flats with a shared water supply are unlikely to be suitable.

Other choices you may have

The water companies will let you choose their tariff and payment schedule that suits you best. If you want to pay weekly, you will be able to do this using a payment card, which they would send you by post.

The water companies also run other schemes that could reduce the amount you pay for your water. These schemes are open to people who meet certain criteria, such as having a very low income or receiving certain benefits. You can apply for one of these schemes by contacting your water supplier.

For more information about the changes to the way you pay for your water, please contact your housing officer (income) by calling **01442 228000** and asking for **Housing**.

To contact Affinity Water, please visit their website:

www.affinitywater.co.uk/contact-us.aspx

To contact Thames Water, please visit their website:

<https://www.corporate.thameswater.co.uk/Contact-Us>