



Additional support available for your 2024/2025

This document sets out changes we have made to our scheme of charges for the billing year 2024/2025. Earlier this year we published our scheme of charges for all sites. However, we omitted some details of the financial support available to our customers.

We have reviewed this and have now made changes to the existing scheme known as the Special Assistance Fund (SAF). If you are already on the scheme, you will not be affected.

Which sites do these changes apply to.

The changes detailed in this document applies to all sites that Albion Water supplies water and or sewerage services to. These sites are known by the following names.

Abbey Lane

Castle Hill

Knowle

Rissington

Oaklands Hamlet.

What are the changes that we are making?

We have made changes to our Special Assistance Fund (SAF). You will no longer have to provide an Albion Water bill for the previous year. We have also added an additional qualifier to the scheme

You now qualify for a discount to your bill if you meet one of the following criteria,

- i. be in receipt of Housing Benefit/Universal Credit, or
- ii. be in receipt of Income Support and have a mortgage (on the property named on your Albion Water bill), Or
- iii. Have a combined household income of less than £22,000

This scheme is discretionary, and we will ask you to agree to set up a payment plan with us.

You will find the application form on our website

<https://www.albionwater.co.uk/customer/my-location/your-site-documents/> or you can call our team on 0330020 242 You can also email customer.services@albionwater.co.uk