

Water Direct Scheme (Third Party Deductions)



This fact sheet provides information on how the company liaises with the Department for Work and Pensions (DWP) to take payments directly from specific benefits to pay water charges. The scheme is called Water Direct. If you would like to talk to someone about applying for deductions under this scheme, please call our Customer Services team on 01737 772000.

Purpose

The Water Direct scheme, which collects arrears of water charges directly from benefits, is designed to assist customers who might be less comfortable in making their own payment arrangements with the water company. Non-payment of charges can lead to actions being taken in the County Court to recover amounts outstanding. Hence, signing up for this scheme will prevent that from occurring.

Am I eligible?

If you are in receipt of the following benefits, you can apply for deductions under this scheme:

- Job Seekers Allowance
- Income Support
- Employment Support Allowance – non-contribution based
- Pension Credits
- Universal Credit

How are payments calculated?

Deductions are calculated by dividing the annual charges by the 52 weeks of the year, then adding the set arrears amount allocated by the DWP. These payments are calculated weekly, but are only deducted fortnightly from your benefit payments. Once deductions are approved a schedule of payments are sent out to both parties.

How do I apply?

To apply for deductions, please contact us on 01737 772000. The application will take approximately two weeks to process.

However, we do advise customers to chase the application directly with the benefits agency as this can ensure the application is processed. Regular payments need to continue to be made towards the water charges whilst the application is being processed. If you wish to make additional payments to help reduce the arrears quicker whilst the deductions are in place, then please ask a member of the Customer Services team when applying.

For more information please visit

www.gov.uk/bills-benefits

Office Opening Hours:
Monday – Friday : 8am to 6pm

For further information contact the Customer Services team at
SES Water, London Road, Redhill RH1 1LJ
Tel 01737 772000 or Fax 01737 766807 www.seswater.co.uk

water fact sheet