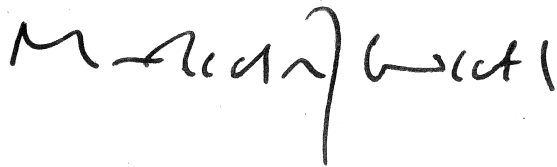


*VULNERABLE CUSTOMERS - COLLABORATIVE WORKING  
The Anglian Water Trust Fund Bristol Water/Wessex Water  
Restart Plus Dwr Cymru Welsh Water Severn Trent Trust Fund  
COLLABORATIVE WORKING - VULNERABLE CUSTOMERS  
The Eos Foundation Southern Water New Start Scheme Three  
Valleys Water Community Trust  
VULNERABLE CUSTOMERS - COLLABORATIVE WORKING  
The British/Scottish Gas Energy Trust  
npower First Step Programme Powergen Hardship Fund  
COLLABORATIVE WORKING - VULNERABLE CUSTOMERS  
Scottishpower Energy People Trust United Utilities Trust Fund  
The Anglian Water Trust Fund  
VULNERABLE CUSTOMERS - COLLABORATIVE WORKING  
The Eos Foundation Southern Water New Start Scheme Three  
Valleys Water Thames Water Yorkshire Water Community Trust  
The British/Scottish Gas Energy Trust The EDF Energy Trust  
npower First Step Programme Powergen Hardship Fund  
Scottishpower Energy People Trust United Utilities Trust Fund*

**Utility trusts and schemes to help vulnerable customers**

Information on trusts and company schemes which can help vulnerable customers with water and/or energy debt

***"I would like to support this booklet which gives valuable information about some of the help available to vulnerable people, and to welcome the spirit of co-operation and collaboration that has produced it. I hope other organisations with similar trusts or schemes include their information in subsequent editions. I would also like to take this opportunity to encourage more companies to think about ways in which they can help their vulnerable customers."***

A handwritten signature in black ink, appearing to read 'Malcolm Wicks'.

**Malcolm Wicks MP, Minister of State for Energy**

If you would like your Trust or scheme included within this booklet, please e-mail details to: [Laurarouse@charisgrants.com](mailto:Laurarouse@charisgrants.com)

<b>ANGLIAN WATER ASSISTANCE FUND</b>		Charitable Trust  Awards are granted to clear water and sewerage debt.  Applicants to the Anglian Water Assistance Fund who are also eligible to apply to other Charis managed Trusts – ie The British Gas Energy Trust Fund, The EDF Energy Trust Fund and the Eos Foundation can do so on one application form.  Arrears payments to donor company are made direct.
Claire Watt, Trust Relationship Manager <a href="mailto:clairewatt@charisgrants.com">clairewatt@charisgrants.com</a> 01733 421021  <a href="http://www.anglianwater.co.uk/awaf">www.anglianwater.co.uk/awaf</a>  01733 421060 application form request line		
Beneficiaries	Residents in Anglian Water region (inc Hartlepool Water region)	
Types of award	Grants for water/sewerage arrears and/or one off payments for household bills and costs	

<b>ATLANTIC ELECTRIC AND GAS</b>		Subsidised grants for energy efficiency only (wall and loft insulation) free to over 60's and those on benefits.
Careline for the elderly 0800 622 838  <a href="http://www.atlanticeg.co.uk">www.atlanticeg.co.uk</a>		

<b>BRISTOL WATER/WESSEX WATER RESTART AND RESTART PLUS SCHEMES WESSEX WATER ASSIST TARIFF</b>		Restart is a debt write-off scheme used for genuine 'can't pay' and struggling customers. Designed to encourage better money management through an agreed payment plan: <ul style="list-style-type: none"> <li>• In year 1 the customer meets and pays current year charges and BWBSL writes off an equivalent amount from their debt.</li> <li>• In year 2 the customer again meets and pays current year charges and their remaining debt is written off.</li> </ul> Restart Plus is a debt write-off scheme but for customers with more exceptional circumstances who need more help to get back on track. Like Restart, the scheme follows a two year payment plan but payments match what the customer can afford, however small. In some cases a
Sue Lindsay, Head of Consumer Affairs, Wessex Water <a href="mailto:sue.lindsay@wessexwater.co.uk">sue.lindsay@wessexwater.co.uk</a> 01225 526249 Social Policy, Bristol Wessex Billing Services Ltd <a href="mailto:social.policy@bwbsl.co.uk">social.policy@bwbsl.co.uk</a> 0800 528 3 838  <a href="http://www.wessexwater.co.uk">www.wessexwater.co.uk</a> <a href="http://www.bristolwater.co.uk">www.bristolwater.co.uk</a> (company websites)		
Beneficiaries	Customers of Wessex Water and Bristol Water (Assist Tariff is only available to Wessex Water)	

	customers)	full write-off may be awarded.
Types of award	Restart/Restart Plus - Debt write-off schemes Assist - Low rate tariff	Assist is a Wessex Water tariff for customers in extreme financial difficulty. The tariff means that the customer will pay a lower bill based on their financial circumstances and ability to pay. The customer must be in receipt of at least one of the main means tested benefits and a CAB or other debt advice agency must apply for the tariff on their behalf. Assist can be used in conjunction with Restart/Restart Plus.  Grants also awarded each year to increase debt advice capacity in the community: approx £270k during 2007/08.

<b>BRITISH GAS ENERGY TRUST SCOTTISH GAS ENERGY TRUST</b>		<b>Charitable Trust</b>
Kirstie Berridge, Trust Relationship Manager <a href="mailto:kirstieberridge@charisgrants.com">kirstieberridge@charisgrants.com</a> 01733 421021  <a href="http://www.britishgasenergytrust.org.uk">www.britishgasenergytrust.org.uk</a> <a href="http://www.scottishgasenergytrust.org.uk">www.scottishgasenergytrust.org.uk</a>  01733 421060 application form request line		Applicants to the British and Scottish Gas Energy Trust who are also eligible to apply to other Charis managed Trusts – ie The EDF Energy Trust Fund, the Eos Foundation, and/or The Anglian Water Trust Fund can do so on one application form.  Arrears payments to donor company are made direct. Payments for household bills and costs are made out to supplier.
Beneficiaries	Customers of British or Scottish Gas. For applications for help with one off payments for household bills and costs applicants must live in a property supplied by British or Scottish Gas.	Grants are also made to organisations to provide debt advice, debt prevention, and financial education.
Types of award	Energy arrears and/or one off payments for household bills and costs	Since its start in November 2004 the Trust has made over 9,750 awards totalling over £4million. A further £1.25million has been committed so far to fund debt advice, debt prevention, and financial education projects in the UK.

**CAMBRIDGE WATER COMPANY – SEE ANGLIAN WATER**

<p><b>DWR CYMRU WELSH WATER (DCWW) CUSTOMER ASSISTANCE FUND</b></p>		<p><b>In house schemes</b></p> <p><b>Customer Assistance Fund</b> Dwr Cymru operates a Customer Assistance Fund for customers struggling with arrears. Applications are accepted through non-charging money advice agencies such as the Citizens Advice Bureau.</p> <p>If a qualifying customer pays their current charges for 6 months, half of their arrears will be cleared from their account. If a customer pays their charges for a further 6 months, the remaining half of their arrears will be cleared from their account.</p> <p><b>WaterSure</b> The Watersure Tariff exists to help low income families and individuals whose water is supplied by meter by limiting water charges provided they meet specific criteria,</p> <ol style="list-style-type: none"> <li>1) The supply is metered and is a house hold only supply</li> <li>2) The bill payer or a member of the household is in receipt of a qualifying benefit or tax credit.</li> </ol> <p style="text-align: center;"><b>AND</b></p> <ol style="list-style-type: none"> <li>3) There are either 3 or more children under the age of 19 living in the house hold for whom child benefit is claimed, or someone in the household has a medical condition that requires significant additional use of water.</li> </ol> <p>For further info and an application form click the following link <a href="http://www.dwrcymru.co.uk/English/library/publications/WaterSure/english.pdf">http://www.dwrcymru.co.uk/English/library/publications/WaterSure/english.pdf</a></p>
<p>Bill / Account and general enquiries <b>0800 052 0145</b></p> <p>Wendy Groves, Domestic Collection Manager Office <a href="mailto:wendy.groves@dwrcymru.com">wendy.groves@dwrcymru.com</a> 029 20771774 <a href="http://www.dwrcymru.co.uk">http://www.dwrcymru.co.uk</a></p>		
Beneficiaries	Domestic customers of Dwr Cymru Welsh Water	
Types of award	<b>Customer Assistance Fund</b> Water and sewerage arrears are removed from the account.	

<b>EDF ENERGY TRUST</b>		<p><b>Charitable Trust</b></p> <p>Applicants to the EDF Energy Trust who are also eligible to apply to other Charis managed Trusts – ie The British Gas Energy Trust Fund, the Eos Foundation, and/or The Anglian Water Trust Fund can do so on one application form.</p> <p>Arrears payments to donor company are made direct. Payments for household bills and costs are made out to supplier.</p> <p>Grants are also made to organisations to provide debt advice and education.</p> <p>Since its start in November 2003 the Trust has made over 7,400 awards totalling over £3.7 million. A further £1.23million has been committed so far to fund debt advice, debt prevention, and financial education projects throughout the South West, the South East and London.</p>
<p>Kirstie Berridge, Trust Relationship Manager</p> <p><a href="mailto:kirstieberridge@charisgrants.com">kirstieberridge@charisgrants.com</a>      01733 421021</p> <p><a href="http://www.edfenergytrust.org.uk">www.edfenergytrust.org.uk</a></p> <p>01733 421060      application form request line</p>		
Beneficiaries	<p>Customers of EDF Energy (formerly branded as SWEB Energy, SeeBoard Energy, London Energy). For applications for help with one off payments for household bills and costs applicants must live in a property supplied by one of the above brands.</p>	
Types of award	<p>Energy arrears and/or one off payments for household bills</p>	

<b>ENERGY SAVING TRUST (EST)</b>		<p>Website/telephone service offering everyday energy saving tips.</p> <p>Call for information regarding Trust funds / grants available although possibly repayable as not all are government funded and the client would need to check this in each instance.</p>
<p>Tel: 0800 915 7722</p> <p><a href="http://www.est.org.uk/">www.est.org.uk/</a></p>		

<b>EOS FOUNDATION</b>		<b>Charitable Trust</b>
Claire Watt, Trust Relationship Manager <a href="mailto:clairewatt@charisgrants.com">clairewatt@charisgrants.com</a> 01733 421021  <a href="http://www.eosfoundation.org.uk">www.eosfoundation.org.uk</a>  01733 421060 application form request line		
Beneficiaries	Customers of: -Bournemouth & West Hampshire Water - Portsmouth Water - South East Water -Folkestone & Dover Water -Tendring Hundred Water	
Types of award	Grants for water/sewerage arrears and/or one off payments for household bills and costs	
		Awards are granted to clear water debt and in exceptional cases for other household bills and costs. Applicants with a sewerage debt to Southern Water are referred to the Southern Water Trust Fund for help.  Applicants to the Eos Foundation who are also eligible to apply to other Charis managed Trusts – ie The British Gas Energy Trust Fund, The EDF Energy Trust Fund, and the Eos Foundation can do so on one application form.  Arrears payments to donor company are made direct. Payments for household bills and costs are made out to supplier.  In 2007/08 467 awards were made with a total value of £158,685.

<b>EON ENERGY</b>		<b>In house scheme</b>
Freephone 0800 051 1480  caringenergy@eonenergy.com  <a href="http://www.eonenergy.com/At-Home/Going-Green/Energy-Saving-Advice/Guidance-And-Caring-Energy.htm">http://www.eonenergy.com/At-Home/Going-Green/Energy-Saving-Advice/Guidance-And-Caring-Energy.htm</a>		
Beneficiaries	It is widely acknowledged that there are a number of customers that current	
		E.ON is committed to helping vulnerable customers achieve affordable warmth in their homes.  CaringEnergy offers vulnerable customers a straightforward route into the range of products, measures and services we offer which aim to reduce energy bills, improve energy efficiency, increase household income and affordably heat homes.  Through CaringEnergy E.ON gives help with the following which in turn helps address the casual factors of fuel poverty or living in a cold home in a holistic way:

	Government and supplier schemes cannot help with heating and insulation measures. These people tend to be low income households – but not those in receipt of qualifying benefits. The E.ON CaringEnergy Fund aims to assist E.ON customers who are low income, 'near-benefit' households facing financial difficulty.	<ul style="list-style-type: none"> <li>• Free and discounted energy efficiency measures</li> <li>• Free energy audit</li> <li>• Free energy efficiency advice</li> <li>• Free low energy light bulbs</li> <li>• Free benefits entitlement check</li> <li>• Advice on payment methods and tariffs</li> <li>• Referrals to other grant schemes</li> <li>• Priority Service Register</li> <li>• CaringEnergy Fund</li> </ul>
Types of award	<p>The E.ON CaringEnergy Fund offers the following assistance to successful applicants:</p> <ul style="list-style-type: none"> <li>• Installation of cavity wall and/or loft insulation</li> <li>• Repair/installation of heating measures which in some cases could include repair of unsafe gas heating systems or full central heating</li> <li>• Essential household appliances.</li> </ul>	<p>E.ON will invest £33m a year over the next three years in Caring Energy to help customers access the range of products, measure and services which aim to reduce energy bills, improve energy efficiency, increase household income and affordably heat homes.</p> <p>CaringEnergy also features a CaringEnergy Fund of up to £2million aimed at providing a 'last resort' source of sustainable help for those E.ON customers who are facing financial difficulty.</p>

<b>HEALTH THROUGH WARMTH – HTW</b>		<b>In house scheme</b>
<p>Telephone number : 08452 070 2809</p> <p>Website : <a href="http://www.healththroughwarmth.com">www.healththroughwarmth.com</a></p> <p>All referrals must be made by relevant HTW referrer. Referrers can be nurses, housing advice workers etc.</p>		
Bene- ficiaries	HTW aims to 'improve levels of warmth, comfort & quality of life for vulnerable people, often the very young, the elderly & the disabled'.	
Types of award	Installation of appropriate energy efficiently and heating measures along with related advice and information.	

## **NPOWER – First Step programme**

To refer customers to the First Step programme please contact the First Step team on:

Email – [Firststep@npower.com](mailto:Firststep@npower.com)

Free phone – 0800 294 1650

For products and services other than First Step (energy efficiency advice and home and priority services register) please contact the Warm Response Line:

Email - [Warmresponse@npower.com](mailto:Warmresponse@npower.com)

Free phone - 0808 172 6999

Or visit our website on

[www.npower.com/spreading\\_warmth](http://www.npower.com/spreading_warmth)

Beneficiaries – npower customers who are vulnerable and struggling to pay their energy bills. Customers are likely to be in fuel poverty and may have an energy debt.

Types of award – First Step Fund  
First Step Tariff

## **In house scheme**

npower operates the First Step programme for vulnerable customers who are struggling to pay their energy bills, are likely to be in fuel poverty and may have an energy debt. It provides a holistic solution to the management of energy bills and includes:

- Help with account management by the First Step team who offer a personalised service on a one-to-one basis
- First Step Fund for eligible customers which enables an unlimited amount of energy debt to be put on hold and up to £500 cleared every six months provided the customer keeps to an agreed payment plan
- First Step Tariff which is npower's cheapest tariff and only available to eligible customers. The customer may remain on the First Step Tariff for an extended period, with eligibility being reviewed annually
- In addition benefits entitlement checks and energy efficiency advice and measures are offered.

This is a long term arrangement with the customer and offers financial support, support to reduce energy consumption and support on a one-to-one basis to aid the management of their energy bills.

Since its inception in 2005 approximately £1.8 million of funding has been given through energy debt being placed on hold and the First Step Tariff. In addition to the First Step programme npower has committed funding through rebates to vulnerable customers totalling £2.7m since 2006.

**LONDON ENERGY – See EDF Energy Trust**

**PORTSMOUTH WATER – See Eos Foundation**

**SCOTTISHPOWER ENERGY PEOPLE TRUST**

Phone : 0141 568 4727  
www.energypeopletrust.co.uk

**Funds cannot be paid directly to clients. Funds can only be applied for individual projects with a specific goal linked to fuel poverty by not-for-profit organisations. They cannot assist clients directly with Bankruptcy Fees or financial assistance with priority arrears.**

**Charitable Trust**

The ScottishPower Energy People Trust is an independent charity established to help end fuel poverty. It invites not-for-profit organisations (eg charities, local community groups, Local Authorities, support organisation etc) that assist those in fuel poverty to apply for much needed funds.

Organisations can apply for funding to support projects or schemes covering:

- Crisis Funding – eg women and children needing emergency accommodation and vulnerable young people setting up home for the first time
- Benefits Health Checks of Income Maximisation – eg helping households that aren't claiming all the benefits to which they're entitled; or are not eligible for current government grants or funding because they don't receive the appropriate benefit
- Energy Efficiency Measures – eg a scheme that aims to improve the energy efficiency of homes
- Research – eg a research project that aims to understand the link between fuel poverty and health

Priority will be given to projects aimed at helping families with young children and young people.

**SCOTTISH GAS – See British Gas**

<b>SEVERN TRENT TRUST FUND</b> <b>0121 355 7766</b>		<b>Charitable Trust</b>
Chairman    Dr Derek Harris  <a href="http://www.sttf.org.uk">www.sttf.org.uk</a> email <a href="mailto:office@sttf.orh.uk">office@sttf.orh.uk</a>  Contacts  Sharon Pritchard, Team Manager (Auriga) 0121 355 7766 Gay Hammett, Operations Manager (Auriga) 0121 321 1324		Grants are given to help customers of Severn Trent Water who are in severe hardship and unable to pay water/sewerage charges.  Most grants are given to help with water charges but help is also available toward other priority bills and costs.  When appropriate, applicants are referred to other trust funds by agreement.  During 2007/08 - £4.6 million is being donated to the Trust which is used mainly for grants to individuals with some allocated to support debt counselling and money advice services in the region.
Beneficiaries	Customers in hardship	<ul style="list-style-type: none"> <li>• 9,994 applications have been received from individuals during 2006/07 and £2.6m has been given in grants</li> <li>• 10% of donated funds are allocated to support debt advice projects in the region</li> </ul>
Types of grant	Help with utility bills and other priority costs	
	Funding for debt/money advice, financial literacy.	

**SOUTH EAST WATER – See Eos Foundation**

<b>SOUTH STAFFORDSHIRE GROUP PLC</b>	Trust Funds are available but do not include bankruptcy costs. Possible reduced rate bill. Can qualify if a person pays for their water, based on a meter reading and they are receiving certain benefits. Any applications for a Trust Fund needs to be in writing from a third party and will need a budget sheet and a letter of explanation. Regular payments will be needed to show ability to meet future costs. Prefer third party to apply (visit from a member of the Trust may be required)
Tel: 0800 917 55 88 ( for flexible payment plan)  <a href="http://www.south-staffs-water.co.uk">www.south-staffs-water.co.uk</a>	

<b>SOUTHERN WATER (1)Southern Water Trust Fund (2) New Start Scheme</b>		<b>Charitable Trust</b>  Grants are available to help customers of Southern Water who are in hardship and unable to pay water charges.  £1m p.a. is being donated by the water company which will be used mainly for grants to individuals. Trustees will use part of the donation to support debt advice throughout the region.  Where appropriate and by general agreement between respective Trustees, applicants are provided with information about the Eos Foundation and other Trust Funds who may be able to assist with other debts. <i>(Of the 2million customers served by Southern Water, approximately half receive sewerage only bills from the company and receive separate water bills from one of the 'water only' companies in the region)</i>  The Trust is managed by Auriga with regional staff based in Worthing administering grant applications and day to day contacts.
<b>(1) SOUTHERN WATER TRUST FUND 0845 270 0897</b>		
Chair Jill Stevens  <a href="http://www.swtf.org.uk">www.swtf.org.uk</a> email <a href="mailto:office@swtf.orh.uk">office@swtf.orh.uk</a>  Contacts: Sandy Redhead, Philippa Palmer or Paula Black  0845 270 0897		
<b>Beneficiaries</b>	Customers of Southern Water	
<b>Types of grant</b>	Help with utility bills and other priority costs. Funding to organisations to support debt advice.	

**TENDRING HUNDRED WATER – See Eos Foundation**

<b>(2) NEW START SCHEME</b>	<b>In House Scheme</b>
<p>Stuart Bailey, Field Operations Section Leader  Stuart.bailey@southernwater.co.uk      01903 272300  Debt line    0845 2740845</p> <p><a href="http://www.southernwater.co.uk">www.southernwater.co.uk</a> (company website)</p> <p>Reduction of water services charges</p>	<p>To qualify for the scheme, customers must have arrears of £750.00 <u>or</u> have not made a single payment within the previous two years.</p> <p>If the customer can pay the current annual charge by instalments, Southern Water will waive the same amount off the arrears.</p> <p>All credit adjustments to the customer's account will be made on a quarterly basis.</p>

<b>THAMES WATER</b>		<p><b>In house scheme</b></p> <p>We offer 3 assistance schemes which are all internally administered and only look to assist customers with water costs, debt and arrears</p> <p>Vulnerable Tariff – fixed rate tariff for customers with abnormally high water consumption as a result of certain medical conditions – i.e. Kidney dialysis or other affordability issues such as extremely large families.</p> <p>Customer Assistance Fund – looks to clear arrears for customers who can prove they can pay for current water usage but are unable to clear historic arrears due to affordability issues – may be as a result of a previous loss of income or other change in circumstances.</p> <p>Special Needs – we have a further range of tariffs for customers with particular special needs such as severely disabled customers who struggle to pay basic living costs.</p>
<p>Andrea Owens, Collections Operations Manager  <a href="mailto:Andrea.owens@thameswater.co.uk">Andrea.owens@thameswater.co.uk</a>      07747 644270</p> <p>Special Needs Team                              01793 424424  Customer Assistance Fund                      01793 424948  Vulnerable Tariff                                   01793 424094</p>		
Beneficiaries	Thames Water Customers	
Types of award	Water and sewerage arrears	

Tel: 0845 769 7985  
[www.3valleyswatertrust.org.uk](http://www.3valleyswatertrust.org.uk)

Claire Watt, Trust Manager  
[clairewatt@charisgrants.com](mailto:clairewatt@charisgrants.com) 01733 421021

01733 421060 application form request line

Beneficiaries	Customers of Three Valleys Water
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Types of award	Water and sewerage arrears
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Andrea Owens, Collections Operations Manager  
Andrea.owens@thameswater.co.uk 07747 644270

Special Needs Team 01793 424424

Customer Assistance Fund 01793 424948

Vulnerable Tariff 01793 424094

Beneficiaries	Thames Water Customers
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Types of award	Water and sewerage arrears
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<b>UNITED UTILITIES WATER TRUST FUND</b>		<p><b>Charitable Trust</b></p> <p>Grants are available to help customers of United Utilities Water who are in severe hardship and unable to pay water/sewerage charges.</p> <p>Most grants are given to help with water charges but help is also available toward other priority bills and costs.</p> <p>When appropriate, applicants are referred to other trust funds by agreement.</p> <p>During the current year £3 million is being donated to the Trust which is used mainly for grants to individuals with some allocated to support debt counselling and money advice services in the region.</p> <ul style="list-style-type: none"> <li>• 6,220 applications have been received from individuals during 2006/07 and £2.99 million given in grants.</li> <li>• 4,086 applicants received a grant</li> <li>• £160k has been allocated in 2007/08 to support debt advice projects in the region.</li> </ul>
<p>Tel : 0845 179 1791      email <a href="mailto:office@uutg.org.uk">office@uutg.org.uk</a>  <a href="http://www.uutf.org.uk">www.uutf.org.uk</a>      <a href="http://www.unitedutilities.com">www.unitedutilities.com</a></p> <p>Chairman    Mike Shields  Contacts  Rachael Coley, Team Manager (Auriga) 0845 179 1791  Gay Hammett, Ops Manager (Auriga) 0121 321 1324</p>		
Beneficiaries	Customers in hardship	
Types of grant	Help with utility bills and other priority costs	
	Funding to organisations to support debt advice and financial literacy.	

<b>YORKSHIRE WATER COMMUNITY TRUST (part of Kelda Group)</b>		<p>Charitable Trust Funds available, this does not include bankruptcy fees.</p> <p>The Trust provides monetary assistance to those customers in genuine need, and is governed by a board of Trustees consisting of senior businessmen and women, and people with backgrounds in various advice and support agencies and voluntary interests.</p> <p>A number of awards are also made in appropriate circumstances to debt advice/support agencies.</p> <p>Applicants must be in a multiple priority debt situation (inc water arrears.) Must not have received a previous award in last two years. Funds only pay water for water arrears which are paid direct to the Yorkshire Water account.</p>
<p><a href="mailto:Info@ywct.org.uk">Info@ywct.org.uk</a></p> <p>0845 124 2426</p> <p><a href="http://www.yorkshirewater.com">www.yorkshirewater.com</a>      <a href="http://www.ywct.org.uk">www.ywct.org.uk</a></p>		
Beneficiaries	Customers of Yorkshire Water	
Types of award	Water and sewerage arrears	

**Companies that do not have Trust Funds are as follows:**

<b>Organisation</b>	<b>Website / Contact Details</b>	<b>Additional Info</b>
Albion Water Ltd		
Basic Power	<a href="http://www.basicpower.co.uk">www.basicpower.co.uk</a>	
Bristol Water Holding Plc	<a href="http://www.bristol-water.co.uk.pdf/bwater/socialtariffleaflet.pdf">www.bristol-water.co.uk.pdf/bwater/socialtariffleaflet.pdf</a>	Social tariff for 'vulnerable customers' to ensure they pay no more than the 'average bill'
Cholderton & District Water Company		
Countywide Energy	<a href="http://www.countrywidefarmers.co.uk">www.countrywidefarmers.co.uk</a>	
Dee Valley Water Plc	Tel: 01978 833200	
Ecotricity	<a href="http://www.ecotricity.co.uk">www.ecotricity.co.uk</a>	Website offers everyday energy saving tips
Essex & Suffolk Water Plc	<a href="http://www.eswater.co.uk">www.eswater.co.uk</a>	
Good Energy	<a href="http://www.good-energy.co.uk">www.good-energy.co.uk</a>	Website has everyday saving tips
Job Links	<a href="http://www.joblinks.org.uk">www.joblinks.org.uk</a>	Website enables employed clients to get in touch with a work-related charity for possible advice
Northern Ireland Water	<a href="http://www.waterni.gov.uk">www.waterni.gov.uk</a>	
Northumbrian Water	<a href="http://www.nwl.co.uk">www.nwl.co.uk</a> Tel: 0845 733 5566	'Protect Tariff' for vulnerable clients but no other support
Scottish & Southern	<a href="http://www.scottish-southern.co.uk">www.scottish-southern.co.uk</a>	Scottish Southern is part of Atlantic Electric and Gas see above
Scottish Water	<a href="http://www.scottishwater.co.uk">www.scottishwater.co.uk</a>	
South West Water Ltd	<a href="http://www.swwater.co.uk">www.swwater.co.uk</a>	
The States of Guernsey Water Board	<a href="http://www.gov.gg">www.gov.gg</a>	
Sutton & East Surrey Water	<a href="http://www.waterplc.com">www.waterplc.com</a>	
The Jersey New Waterworks	<a href="http://www.jerseywater.je/">www.jerseywater.je/</a> Tel: 01534 707301	Repayment plan is a possibility
Wessex Water Services	<a href="http://www.wessexwater.co.uk">www.wessexwater.co.uk</a> Tel: 0845 600 3 600	Social Tariff for 'Vulnerable customers' so they pay no more than the 'average bill' can also have payments deducted direct from benefits.