

Get in touch

Call us to get advice on:

01727 811118

We'll arrange for someone to call you back to find the most appropriate way for us to help you.

Our opening hours:

Monday to Thursday 10am to 4pm

Friday 10am to 1pm

Call us with RelayUK if you can't hear or speak on the phone: relayuk.bt.com

If you can't access us by phone:

Drop in: 10am to 1pm

The Hub, Civic Centre, St Peter Street
(next to the Alban Arena)

Visit our website to chat to an adviser online, or email us:

citizensadvicestalbans.org.uk

Our website can be read in over 100 languages. On our homepage, find the language you need in the drop down menu.

If you need help getting online, you can use the computers in the Civic Centre Reception Area during our opening hours.

Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

At Citizens Advice St Albans, we can work with you to sort out any debt worries and help you claim the benefits you may be entitled to. We can help with housing and employment problems, or deal with queries about consumer or tax issues. We can advise on family and personal matters too.

citizensadvicestalbans.org.uk



@CAStalbans

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Savings on utilities

Discounts and advice on your water, council tax and broadband bills



**citizens
advice**

**St Albans
District**

Caps and discounts on water bills

If your household income is less than £16,480 (or you're claiming certain benefits), your clean water bill may be capped at £107.20. To claim go to affinitywater.co.uk/billing/lift

If your household income is less than £16,480 (including benefits but excluding disability benefits) you can apply for discount on your sewage bill. You can fill out a WaterHelp claim under 'Thames Water' here: affinitywater.co.uk/billing/help-with-sewerage-charges

If you are on a water meter, get certain benefits and have 3 or more children, or have a medical condition and need extra water, you can apply for the Water Sure tariff to cap your bills. Claim here: affinitywater.co.uk/billing/watersure

Reduced broadband costs

If you're struggling with your broadband and phone bills, search for your provider's social tariffs. These are reduced rates for people on lower incomes or receiving certain benefits.

More ways to save on water

Affinity Water provide free water saving devices and advice:

affinitywater.co.uk/save-water

If fewer people live in the property than there are bedrooms you should fit a water meter. There's no charge for having a water meter fitted but once fitted it can't be removed. Apply here:

affinitywater.co.uk/metering

or call 0800 169 3630

If your rain water doesn't go into the sewers (for instance if you have a soakaway) you can apply for a surface water abatement. If you can prove that 10% of your mains water doesn't go into the sewers (like greenhouse irrigation) you can apply for a waste water abatement:

thameswater.co.uk/help/account-and-billing/understand-your-bill/reduce-your-wastewater-bill

If you're over 60, disabled or have children under 5, you can apply to be on the Priority Service Register. For more information go to: affinitywater.co.uk/priority-services

Or call Affinity Advance Care Team on 0345 357 2406 (0345 357 2401 if you have a water meter).

Support with council tax

If you're having difficulty paying your council tax, you may be able to:

- Claim Council Tax Support
- Apply for a Discretionary Discount Award
- Spread your costs over 12 months instead of 10

You can find out more and apply here: stalbands.gov.uk/difficulty-paying

Discounts and exemptions

If you're a single occupant, or single parent of children under 18, you may get a discount of 25%. Some properties don't pay council tax - for example if all residents are students, or homes left empty by someone staying in a home or hospital. Find out more here:

stalbands.gov.uk/discount-class-d-discount-and-exemptions

If you are disabled or have a severe mental impairment, including Parkinsons disease, Alzheimers or following a stroke, you may not have to pay council tax (or pay a reduced rate).

You can call the Council for help:

01727 866100, then choose "Benefits" for Council Tax Support or "Council tax" for any other queries.