

Step 1. Don't Pay

For metered customers

Stop automatically paying your bill.

Visit your bank/online bank and cancel your water company's direct debit or standing order. Your bills can now be paid individually, for example, set up your own standing order for just the water supplied or pay it monthly, weekly, or intermittently.

For unmetered customers

Your next (or most recent) bill should arrive by post or email with a breakdown of charges for water supply and for wastewater/sewerage charges. If it doesn't have the breakdown, you may need to contact your water company for an itemised bill. However, as a general rule, the split is roughly 50/50.

You are usually asked to pay in advance for water and sewage services. **Pay ONLY the water supply part of your bill.** You can usually pay in two instalments or monthly instalments but check with your water company, as they differ.

Will it harm my credit score?

Your credit score **can be adversely affected as a result of non-payment of your water bills.** The credit score system is not transparent and we cannot say for certain that companies do not have automatic systems linked to non-payment. This may vary between water companies, and even between customers.

You will though be part of a community of active boycotters learning and supporting each other.
