



Help with paying your water bill

How to apply for the Big Difference Scheme

There are several ways you can apply for help from the Big Difference Scheme.

Call us on 0345 602 2777 and we'll put you in touch with a Big Difference Scheme advisor. Alternatively you can **apply directly through the Big Difference Scheme website** (<https://bigdiff.co.uk/>), or you can **contact Citizens Advice Coventry** (<https://www.coventrycitizensadvice.org.uk/get-advice/>).

When you're ready to apply, you'll need to provide details of your overall household income.

You will need to share income details for every adult in your household either:

- payslip(s), if employed, or
- benefits statement, if you receive any benefits

The Big Difference Scheme is one of the **payment assistance schemes that are reported to Credit Reference Agencies** ([/help-and-contact/legal/sharing-data-with-credit-reference-agencies/](https://help-and-contact/legal/sharing-data-with-credit-reference-agencies/))

APPLY FOR THE SCHEME
([HTTPS://BIGDIFF.CO.UK/](https://bigdiff.co.uk/))

My Account

Help when you need it

The Big Difference Scheme

You could receive up to 90% off the average Severn Trent water bill through the Big Difference Scheme.

The scheme is open to every Severn Trent customer, regardless of your age, employment status, or whether you receive benefits or not.

You don't need to be behind on your bills or on benefits to apply and eligibility is based on an assessment of your overall household income.

The scheme runs for 12 months at a time and you will have to re-apply at the end of each year-long period.

The Big Difference Scheme is run in partnership with the Severn Trent Trust Fund and, until April 2021, Citizens Advice Coventry.

Any Citizens Advice office will be able to tell you more about the Big Difference Scheme and help you apply.

Help with money

If you're in debt or struggling to pay your bills, you can get help and support from many independent charities.

Turn2Us

A national charity helping people when times get tough, Turn2Us (<https://www.turn2us.org.uk/>) provide financial support to help you get back on track.

TURN2US
FIGHTING UK POVERTY

StepChange

A debt charity helping people all over the country, StepChange (<https://www.stepchange.org/>) are able to provide you with a range of debt solutions, no matter what you're dealing with.

StepChange
Debt Charity

National Debtline

The National Debtline are a charity offering free advice (<https://www.nationaldebtline.org/>) to anyone who needs it. They'll listen to your situation, work out a budget and guide you through your debt solutions.

NATIONAL DEBTLINE