



*The Yorkshire Water*  
COMMUNITY TRUST

Registered Charity No. 1047923

## **Yorkshire Water Community Trust Hailed As Best Practice By Government**

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A Government report calling for more action in local areas to help families on low incomes avoid debt has this week praised Yorkshire Water for its approach to dealing with debt among vulnerable customers.

Publishing Action on Debt, a report and fact-pack by the Social Exclusion Unit, the Government highlighted The Yorkshire Water Community Trust as an example of best practice, and a blue print for how decision makers can take practical steps to assist the Government in its drive to cut the crippling personal, economic and social costs of debt.

The Yorkshire Water Community Trust was founded in July 1995 to help domestic customers experiencing severe financial hardship - particularly those with multiple debts who genuinely cannot pay their water bill due to their outgoings exceeding their income.

Each year a sum of money is given to the trust by Kelda, Yorkshire Water's parent company, which is then awarded to deserving customers who have fallen into arrears with their water charges.

In 2003/2004 the trust helped 870 individuals and families in the region with grants totalling £326,000. The money is paid directly into customers' Yorkshire Water accounts, with no cash being given directly to the individuals concerned.

Yorkshire Water Community Trust Manager John Cox said: "We are delighted that the Government has highlighted the Trust as an example of best practice. In 1995 we were the first in the industry to set up such a fund and have since helped thousands of our most vulnerable customers."

As well as offering customers financial support the Trust also directs customers to over 300 advice agencies, which can help people claim benefit entitlements or negotiate affordable repayment plans.

For more information on The Yorkshire Water Community Trust please call 0845 124 2426.