

## Sutton and East Surrey

Review should look at;

- Variable support/tariffs regarding income and usage, based on high meter penetration to support those who aren't quite eligible for WaterSure but are still struggling with genuine affordability issues – maybe consider tiered caps based on tiered eligibility.
- DWP warm referral process to unlock all other support (including non-financial support) they are entitled to from the start point of affordability journey, inclusive of other government schemes/processes that would identify eligibility.
- Hard to reach information and insights from other key stakeholders working in the poverty areas and share learnings/joint up processes.