

Struggling with your water bill payments?

We're here to help if you're having difficulties paying your water bill. Just fill in the following form and we'll review your water account and see how best we can help including transferring you to one of our support schemes.

Please complete all sections of this form with your details.

Customer Number:

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Title: Mr Mrs Miss Ms Other (please state)

Full Name:

Supply Address:

Date of birth: / / Postcode:
Day Month Year

Email Address:

Contact telephone:

Preferred contact method Email Telephone

Preferred contact time: Any Morning Afternoon

Tenant/homeowner status: Tenant Homeowner

Is this the only home you occupy/own? Yes No

How many people live in your home?

Adults over 18 or over 16 and in work

Children under 19 not in work

Financial income and expenditure statement

Please ensure this section is completed in order for us to ensure you receive the most appropriate help.

Important: Please remember to enclose proof of income when returning this form to us.

Income

	Occupier 1		Occupier 2	
	Weekly payment	Monthly payment	Weekly payment	Monthly payment
Wages/Salary	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Jobseeker's Allowance	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Incapacity Benefit	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Employment & Support Allowance	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Income Support	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Pension Credit	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Universal Credit [Note: If you can't find your UC amount, please check your online journal].

Universal Credit	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Personal Independence Payments	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Disability Living Allowance	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Child Benefit	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Child Tax Credit	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Working Tax Credit	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Attendance Allowance	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Housing Benefit	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Council Tax Reduction/Support

Yes

No

[If yes Please remember to enclose proof of this benefit to us].

Other income [please give details of any additional income received or additional occupiers that receive any income].

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Expenditure

Mortgage/rent	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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How can we help and why are you struggling with your water bill?

Medical conditions needing extra water use

Is there anyone in the household who suffers from a medical condition which increases the water usage?

Yes No

If you have answered 'Yes', please state who in the household suffers from this medical condition:

If you have ticked that someone in the household suffers from a medical condition please specify the 'Medical Condition' from the following:

- Desquamation (flaky skin disease)
- Weeping skin disease (eczema, psoriasis, varicose ulceration)
- Incontinence
- Abdominal stoma
- Renal failure where they need home dialysis (do not tick if the health authority helps with water costs)
- Crohn's disease
- Ulcerative colitis
- Other - (please tell us the name of this condition)

Declaration of permission

- I give permission to the medical professional who knows about the condition to give Affinity Water information about the condition and why I need to use more water, to confirm the information I have provided (please tick this box).

Payment plan

If you currently have a payment plan on your account, your payments will be reviewed as part of this application. If you don't currently have a payment plan and would like us to set one up for you, please select your preferred option below:

Direct Debit

Please tick this box if you would like to pay by Direct Debit and spread your payments over the year, and we'll send you a form in the post. If you would prefer to set up a Direct Debit online, you can do this at affinitywater.co.uk/directdebit

Payment Card

Please tick this box if you would like us to send you a Payment Card so that you can pay your bill at a PayPoint outlet. Let us know if you would like to pay:

Weekly

Monthly:

Preferred payment date of month

Water Direct

If you receive one of the following benefits and are already behind with your water bill payments, we can arrange for the Department for Work and Pensions to pay your water bill direct from your benefits. The benefits are Income Support, Income-based Jobseeker's Allowance, Pension Credit, Universal Credit, and Income related Employment and Support Allowance. If your application is successful, you'll pay your current year's charges and a fixed amount towards your arrears.

Please tick this box if you would like to pay your water bill in this way and provide your National Insurance number below.

My National Insurance number is:

Checklist

- I've filled in all parts of the form.
- If applicable, I am happy for you to discuss my account with the third party who helped me to complete this form.
- I've signed the form (if you do not sign it, we cannot process your application).

IMPORTANT - If you are applying for support as a result of being financially impacted due to a change of circumstances within the last 6 months, you will need to include supporting evidence with your application. You will need to supply a copy of your benefit entitlement letter along with evidence of your employment circumstances. For example, a letter from your employer confirming you have been made redundant, pay slips to show a reduction in pay due to long-term sickness, or a bank statement to show reduced income, or other similar documentation. Without supporting evidence, we will not be able to process your application.

Priority services

- Priority Services are free services for customers who need additional support. If you have ticked any of the above medical conditions, you will also be eligible for our free Priority Services scheme (whether you receive benefits or not), offering a range of free services to support your particular needs.

If you do not wish to register please tick this box.

Declaration

Please tick each box to confirm you accept all the declaration statements. You must tick all the boxes to be eligible for support.

- The information I have provided is correct to the best of my knowledge, and I have submitted accurate household income information.
- I understand that if I provide any information that is false, you may refuse my application for financial support. If my circumstances change and it may affect my application, I will let you know straight away.
- I understand that failure to pay my bill will lead to me reverting to how I was charged before I qualified for financial support.
- I understand that Affinity water may contact the authority that provides my benefits or tax credits to verify the information that I have provided.
- I confirm that I will abide by the terms and conditions of the financial support I receive.
- My household does not have an auto-filling swimming pool, pond, or other similar piece of equipment that holds over 10,000 litres of water.

Signature - (keep within the border)

Date:

/		/					
Day		Month		Year			

Please return this form to: **Affinity Water, Tamblin Way, Hatfield, Hertfordshire AL10 9EZ**

Once we receive your form, we'll give you a call to discuss the payment schemes that would be suitable for you based on the information you have provided. If you need to contact us in the meantime, please call our customer team on 0345 357 2401. We'll be happy to help.