

WaterHelp application



Who's this form for?

If your household is on a low income, you may qualify for a discount on your waste water bills through Thames Water's WaterHelp scheme.

Do you qualify for Thames Water's WaterHelp scheme?

You should qualify if:

- Your gross yearly household income is less than **£17,005** before any deductions, or
- Your gross yearly household income is less than **£21,759** if you live in a London borough.
- You can also deduct any **disability payments** from your income.

If you think you qualify, please complete the form and read the statements below before signing the declaration. It's really important we help those most in need, so we'll check to make sure you're entitled after you've applied.

Your details

Title

Mr Mrs Miss Ms other

First name

Last name

Date of birth

Address

Postcode

Phone number

Email address

Customer reference number

You can find this on our letters or bills.

Your authority

We'll treat any information you give us with care and in line with our privacy policy, which can be found at AffinityWater.co.uk/Privacy.

By signing below you confirm that:

- The information you have provided is correct and you understand that Affinity Water may withhold or withdraw any benefits if we find this is not the case.
- Affinity Water may check the information you have given about income and benefits. This may include sharing your information with trusted third parties such as the Department of Work and Pensions and independent suppliers of data services.
- You understand Affinity Water may need you to provide further evidence of your income and benefits.
- Any discount may go up or down each year based on your income.

Bill payer / account holders signature

Date

Your total gross household income in the last 12 months £ a year

(all the money coming into the house from all sources, before any deductions have been made, including housing and other benefits, less any disability benefit payments)

This box must be completed before submitting your application.

What happens next?

When you've completed the form, you can either:

- Scan it and email to [Hello@AffinityWater.co.uk](mailto>Hello@AffinityWater.co.uk)
- Pop it in an envelope and post it back to us at:
Affinity Water
Tamblin Way
Hatfield
Herts, AL10 9LZ

Whether you qualify or not, we'll always aim to let you know our decision within two to three weeks.

Definitions we have used

London borough – lying within Greater London including Inner and Outer London boroughs

Gross yearly household income – All income from all sources for all permanent residents of the billed property. This includes:

- Salaries, Wages and Pensions
- Benefits and allowances – including Housing and Child benefits and any others

Disability payments – you do not have to include any money you receive in respect of disability – this includes Disability Living Allowance, Attendance Allowance, Personal Independence Payments and the disability element of any other benefits.

Do you need other support?

Our Priority Services team are always here to offer a helping hand.

If you're medically dependent on water or have mobility concerns, we'll provide extra support in times of emergency and make sure you're well looked after.

Or if you're hard of hearing, have sight problems or reading difficulties, we can also make sure you receive your bills in the right way for you.

You can find out more at [AffinityWater.co.uk/PriorityServices](https://www.affinitywater.co.uk/priority-services) or tick the box below and we'll send you information and an application.

Please send me more information on Priority Services.

Are you an advice worker helping with the application?

If so, please complete this section.
Thanks for your support.

Title

Mr Mrs Miss Ms other

First name

Last name

Name of agency

Phone number

Have you seen evidence of income that confirms gross household income is below our limits?

Yes No

Please sign to confirm

Date

Please note: We will write directly to the customer with our decision.