

WaterSure and Low Income Application form

Who is eligible?

WaterSure

Your supply must be metered and someone in your household must be receiving one of the following :

- Income Support
- Income related Employment & Support Allowance
- Income-based Job Seeker's Allowance
- Housing Benefit
- Pension Credit
- Working tax credit
- Child tax credit (other than just the family element)
- Universal Credit

PLUS

One or both of the following

- Three or more children under the age of 19 living in the household, and you or the person responsible for them claim Child Benefit for them
- You or someone living in your household has a medical condition that means they use a lot of extra water.

Eligible customers bills will be charged on a fixed tariff

Low Income Tariff

- If your total household paid income is under£16010 excluding benefits, or you are in receipt of Housing Benefit or income related Employment and Support allowance we may be able to limit your clean water charges further.

HOW TO APPLY

1 Fill in this application form and return it to us with the necessary supporting evidence in the envelope we have provided. If you need help with this form, please phone us.

2 The person named on the water bill should sign this form as well as the person who receives benefit or who has a medical condition (if they are not the person named on the water bill).

3 We will try to give you a decision within 10 working days. We will contact you if we need any more information.

4 If your application is not successful we will tell you why.

5 If your application is successful, we will apply the reduced charges from the date we receive your application.

6 If you are only applying for WaterSure Plus, you do not have to send in evidence with your application, but you may have to provide it at a later date when asked.

Do you need help with this form?

Call our special helpline **0345 357 2406**

Email : Helpinghands@affinitywater.co.uk

Website: www.affinitywater.co.uk/helpinghands

Monday to Friday, 9am to 4.30pm

Official use

Customer name

Customer number

Event

Part 1 You must fill in this page

Who is the person named on the water bill?

1 Mr Mrs Miss Ms Other

2 First name

3 Last name

4 Address and postcode

5 Daytime phone number

6 Evening or mobile number

7 Customer number (you can find this on your water bill)

About benefits or tax credits

Do you have a total household income from work of less than £16010 excluding benefits?

Yes No

8 Are you, or someone in your household, receiving any of the following benefits or tax credits? (Please tick all that apply)

- Income Support
- Income-based Jobseeker's Allowance
- Working Tax Credit
- Child Tax Credit (not just the family part)
- Housing Benefit
- Pension Credit
- Income-related Employment & Support Allowance

9 Please give the name and National Insurance number of the person who receives one or more of the above benefits or tax credits.

Name

National Insurance number

NOTES

8 To qualify for WaterSure, someone in your household must be receiving at least one of the benefits or tax credits listed.

You must provide a photocopy of the latest 'notice of entitlement' for the benefits or tax credits.

The 'notice of entitlement' must be less than one year old for a benefit or less than six months old for a tax credit.

If you do not have a notice you can get a replacement by contacting your council or local benefit or tax credit office. (See 'Useful contacts')

Part 3 Fill in this page if you are applying because of a medical condition

Medical conditions needing extra water use

10 Please tell us the name of the person in your household who has a medical condition that means they have to use a lot of extra water

11 Which of these medical conditions do they have?

(Tick all that apply.)

- a) Desquamation (flaky skin disease)
- b) Weeping skin disease (eczema, psoriasis, varicose ulceration)
- c) Incontinence
- d) Abdominal stoma
- e) Renal failure where they need home dialysis (do not tick if the health authority helps with water costs)
- f) Crohn's disease
- g) Ulcerative colitis
- h) Another condition which means they have to use a lot of extra water (please tell us the name of this condition)

12 Please give the name and address of the doctor or hospital consultant who knows about this condition.

Name

Address and postcode

Phone number

Surgery or health centre official stamp (optional)

NOTES

10 We need to know the name of the person with the medical condition.

11 Please tell us the medical conditions the person has by ticking all the relevant boxes.

Important – If you tick one of the named conditions listed a) to g), please give us a copy of your repeat prescription form or a doctor's certificate explaining your condition and why you need to use extra water. You can ask for copies of these from your surgery, clinic or hospital. If you do not have the prescription or certificate, please provide some other evidence that you have the condition and why you need to use extra water.

Or

If you tick h) 'Another condition' you must include a doctor's certificate or letter from a GP or hospital consultant.

The letter or certificate must say:

- the name of the patient;
- the condition they have which means they have to use a lot of extra water;
- the date the certificate or letter was issued; and
- the name, position and address of the GP or consultant.

12 Please tell us who we can contact to confirm this condition (for example, a doctor or hospital consultant).

Part 4. Fill in this page if you are applying because you have a large family.

This section is for families with three or more children under 19 living at home

13 I confirm that the person who receives benefits or tax credits (named at question 9) is responsible for, and claims Child Benefit for, three or more children under 19 who live with them permanently.

Please tick.

14 Please give the full names and dates of birth of these children

Name	Date of birth
<input type="text"/>	<input type="text" value="/ /"/>
<input type="text"/>	<input type="text" value="/ /"/>
<input type="text"/>	<input type="text" value="/ /"/>
<input type="text"/>	<input type="text" value="/ /"/>

(Continue on a separate sheet of paper if necessary)

Useful contacts

Water company

Affinity Water Ltd, Tamblin Way, Hatfield, Hertfordshire, AL10 9EZ
Tel: 0845 155 2075

You can get replacement or up to date 'notices of entitlement' from the following authorities:

Name of benefit or tax credit

Authority

- Income Support
- Jobseeker's Allowance
- Income-related Employment & Support Allowance

Contact your local Jobcentre Plus office

- Pension Credit

The Pension Service
Tel: 0800 99 1234

- Working Tax Credit
- Child Tax Credit

Tax credits office
Tel: 0845 300 3900

- Housing Benefit
- Council Tax Benefit

Your local authority (council)

- Child Benefit Child Benefit Office

Tel: 0845 302 1444

NOTES

13 You should tick this box if the person receiving benefits is responsible for and claims Child Benefit for three or more children who live at the address on the water bill.

14 Please provide the full name and date of birth for each child.

You must provide a copy of the latest 'notice of entitlement' to Child Benefit for each child you list here.

If you do not have this then please enclose a recent copy of your Tax Credit award showing 3 or more qualifying children or young people or a copy of your bank statement with your address showing child benefit going into your account. Or contact the Child Benefit office.

Part 5. You must fill in this page

Declaration

The information I have given is correct to the best of my knowledge and I understand that if I provide any information which is false, you may refuse to consider my claim.

If my circumstances change and it may affect my claim, I will tell you straight away.

I give permission for the Authority who gives me benefit or tax credit to give you any information to confirm the information I have provided.

If I have made a claim because of a medical condition, I give the medical professional who knows about that condition permission to give you information about the condition and why I need to use more water, to confirm the information I have provided.

If I pay my sewerage charges to a different company, I give you permission to pass on the details I have provided so that you can also consider my sewerage charges under the WaterSure scheme.

Warning If you deliberately give us misleading information you are committing a criminal offence and could be prosecuted.

I confirm the following:

- I only use a hosepipe or watering can to water my garden.
- My household does not have an auto-filling swimming pool or pond which holds over 10,000 litres of water.
- I do not receive any help towards the cost of water from the health authority.

Your signature

Date

/ /

Signature of the person receiving benefit or who has the medical Condition (if they are not the person named on the water bill or their guardian if under 18). We need this signature for data-protection purposes

Send your completed form and evidence (see checklist) in the pre-paid envelope we have provided to:

Affinity Water Ltd, Tamblin Way, Hatfield, Hertfordshire, AL10 9EZ
Or email to **Helpinghands@affinitywater.co.uk**

How did you find out about WaterSure?

- One of our leaflets
- From a friend or relative
- Our website
- Citizens' Advice
- Direct contact
- Other (please state)