

WaterSure and WaterSure *Plus* Application form



WaterSure and WaterSure *Plus* are designed to help customers on low incomes to pay their bill.

Who is eligible?

You, or someone in your household, must be receiving one of the following:

- Income-related Employment and Support Allowance or Income Support
- Income-based Jobseeker's Allowance
- Housing Benefit
- Pension Credit
- Working Tax Credit
- Child Tax Credit (other than just the family element)
- Universal Credit

The following additional qualifying criteria applies:

WaterSure – metered customers only with 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; or
- You or someone living in your household has a medical condition that means they use a lot of extra water.
- Eligible customer's bills will be capped.

WaterSure *Plus* – all customers

- Your Thames Water bill must account for 3 per cent or more of the total net household income, including any income from members of the household not named on the account.
- Eligible customers will have their total bill reduced by 50 per cent (excluding any previous charges).

How to apply

If you think you're eligible for either scheme, complete this form and we'll do the rest.

Fill in this application form and return it to us with the necessary supporting evidence in the envelope provided. If your bill is based on meter readings (see the back of your bill to check) please complete all sections, including sections 2 and 3 where appropriate.

If your bill is on a fixed rate, you only need to complete sections 1 and 4.

The person named on the water bill must sign this form. If the person who receives the benefit is not the bill payer, please include their signature too, in case we need to contact Jobcentre Plus for more information.

We will aim to give you a decision within five working days. We'll contact you if we need any more information.

If your application is not successful, we'll tell you why.

If your application is successful, we'll apply the reduced charges to your bill.

When we receive your application form and look at your circumstances, eligible customers will be placed on the scheme which saves them the most money.

Do you need help with this form?

Call our special helpline 0845 641 0068, lines are open Monday to Friday 9am to 5pm.

Please call for more details or visit [thameswater.co.uk/helppaying](https://www.thameswater.co.uk/helppaying)

We can provide this information in large print.

1. About you

1. Title

Mr Mrs Miss Ms other

2. First name

3. Last name

4. Date of birth

5. Address

Postcode:

6. Daytime phone number

7. Alternative phone number

8. Email address

9. Thames Water account number
(you can find this on your water bill)

10. Are you, or anyone in your household, receiving any of the following benefits or tax credits?
(please tick all that apply)

- Housing Benefit
- Income-related Employment and Support Allowance or Income Support
- Income-based Jobseeker's Allowance
- Working Tax Credit
- Child Tax Credit (excluding families in receipt of the family element only)
- Pension Credit
- Universal Credit

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

Name

National Insurance number

Name

National Insurance number

Notes

To qualify for WaterSure or WaterSure Plus 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.

If you do not have a notice you can get a replacement by contacting your local benefit or tax office, or send in a bank statement (no older than 3 months) clearly showing the benefit. Please note, bank statements are not accepted as proof of Employment Support Allowance or Jobseeker's Allowance).

2. Medical conditions (where appropriate)

12. 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

13. Which of these medical conditions do they have? (tick all that apply)

- Desquamation (flaky skin disease)
- Weeping skin disease (eczema, psoriasis, varicose ulceration)
- Incontinence
- Abdominal stoma
- Renal failure where they need home dialysis
- Crohn's disease
- Ulcerative colitis
- Another condition which means they have to use a lot of extra water

Please tell us the name of this condition

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

Name

Address and postcode

Postcode:

Phone number

Notes

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

13. 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, please give us a copy of your repeat prescription form or 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 don't 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 'Another condition' you must include a doctor's certificate or letter from a GP or hospital consultant. The certificate or letter 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.

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

Surgery or health centre official stamp (optional)

3. Your family (Where your application is because you have a large family)

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

15. I confirm that the person who receives benefits or tax credits (named at question 11) is responsible for, and claims Child Benefit for, three or more children who live with them permanently

Please tick

16. Please give the full names and dates of birth of these children (continue on a separate sheet if necessary)

Name

Date of birth (DD/MM/YY)

Name

Date of birth (DD/MM/YY)

Name

Date of birth (DD/MM/YY)

Name

Date of birth (DD/MM/YY)

Name

Date of birth (DD/MM/YY)

Notes

15. 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.

16. 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. Alternatively you can provide a copy of a recent bank statement listing your current entitlement to payments. If you cannot find your 'notice of entitlement' to Child Benefit, please contact the Child Benefit Centre.

4. About your finances (please include **ALL** household income)

Wages per week (total for household)

Your take home pay

Your partner's take home pay

Benefits/tax credits per week (total for household)

Housing Benefit

Jobseeker's Allowance

Universal Credit

Income Support

Child Benefit

Child Tax Credit

Working Tax Credit

Employment and Support Allowance

Council Tax Benefit

Support for mortgage interest

Incapacity Benefit

Disability Living Allowance (Care)

Disability Living Allowance (Mobility)

Severe Disability Allowance

PIP (Mobility)

Industrial Disablement Benefit

Maternity pay/allowance

Bereavement Benefit

Statutory Sick Pay

Attendance Allowance

Pensions per week (total for household)

Retirement pension

Partner's pension

Occupational pension

Private pension

Pension credit

Other (please specify)

Other income per week (total for household)

Maintenance

Student loan

Income from lodgers or property

Contribution from son/daughter

Contribution from any other adult
living at the property

Other (please specify)

Total weekly income

5. Important supporting documents

Checklist

So that we can consider your request quickly, please remember to enclose up-to-date proof of all of the household income within your application for yourself, your partner, other adults and children.

- I've filled in all sections of the form which apply to me
- I have enclosed a photocopy of the latest Notice of Entitlement for benefit or tax credit.
- If I've completed section 2, I have enclosed a copy of my prescription form or doctor's certificate.
- If I've ticked 'another medical condition' I have enclosed a doctor's certificate or a letter from a GP or consultant confirming that this condition needs extra water.
- If I've filled in section 3 I have enclosed a copy of the latest Notice of Entitlement to child benefit for each child.
- If I've completed section 4, I've included all income for every member of the household – including those not named on the Thames Water bill.
- If I've completed section 4, I've provided copies of my last three wage slips or my pension statement or documents showing any other income (where appropriate).

All documents must clearly show name and address details as well as the amounts currently being received.

6. 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 application.

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

I authorise my benefit providers to give Thames Water any relevant information to confirm the details I've supplied.

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

If I pay my wastewater charges to a different company, I give you permission to pass on the details provided so that a reduction can also be made to my wastewater charges under the WaterSure *Plus* tariff.

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

I confirm the following:

- A member of my household meets the conditions for help under the WaterSure or WaterSure *Plus* scheme.
- 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(s) receiving benefit (if different from above)

Please send your completed application form, along with your supporting documents, in the pre-paid envelope supplied to: **Thames Water, PO Box 508, Swindon SN38 2TX**