



WaterSure *Plus*

Providing help for customers
on a low income

2014 – 2015

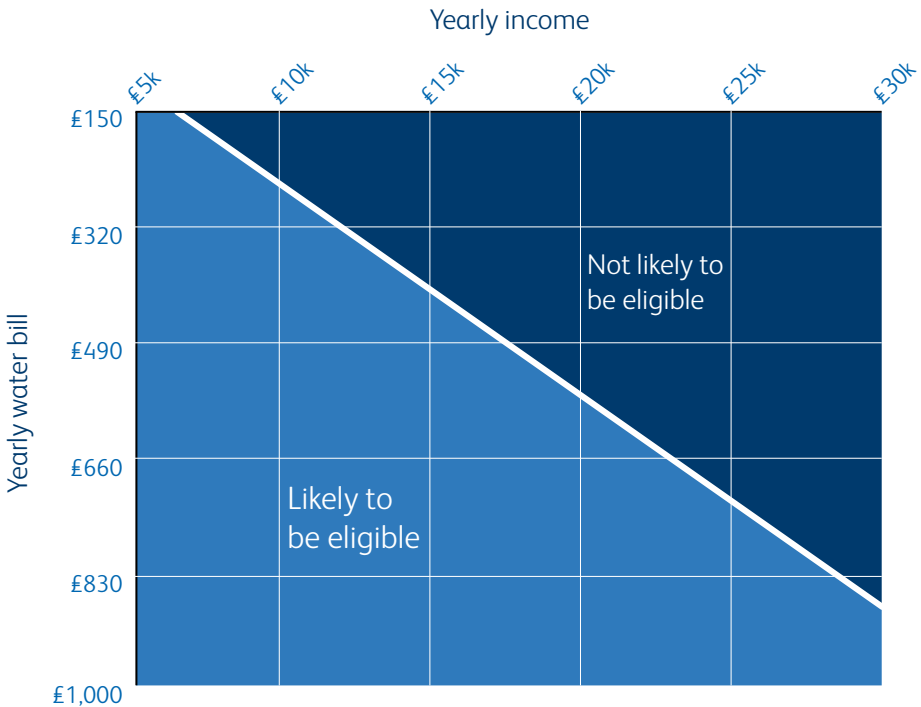
We know that paying a water bill can be a worry, particularly for those customers on low incomes. To help, we have developed a new scheme called *WaterSure Plus*. This new tariff is part of our affordability commitment and is within the charges scheme 2014 – 2015.

Who can apply?

The aim of this tariff is to provide specific help to any household customer, receiving eligible benefits, for whom their water and wastewater bill accounts for 3 per cent or more of their total household income (including income from those not named on the bill). Anyone in the household can be receiving an eligible benefit, even if they're not on the bill.

Qualifying benefits:

- Housing Benefit
- Income Related Employment and Support Allowance, or Income Support
- Income Based Job Seekers Allowance
- Working Tax Credit
- Child Tax Credit (except families in receipt of the family element only)
- Pension Credit
- Universal Credit



How will it help me?

Eligible customers will have their current bill reduced by 50 per cent, to take effect from the date the application is received.

Annual renewals must be made and any unpaid previous charges will still need to be paid at the normal rate.

How do I apply?

If you think you would benefit from WaterSure *Plus*, you just need to complete one application form and leave the rest to us.

You can download an application online at thameswater.co.uk/watersureplus or request an application form from our team on **0845 9200 888**. Lines are open Monday to Friday 8am to 8pm and Saturday 8am to 1pm.

What we'll do

Once we have your application, we'll look carefully at your circumstances to decide on the right scheme for you. This will take into account all eligibility factors and will always be focussed on saving you the most money possible.

If you meet the necessary eligibility criteria, we'll let you know which of our schemes you'll be on and what that means to your bill and payments.

Making regular payments

There's lots of information about your payment options, including spreading your bill installments, at thameswater.co.uk/pay.

Paying by Direct Debit is the easiest way to pay. Or we can send you a card to pay at any PayPoint outlet. Visit our website or give us a call to find out more.

Using water wisely

We believe having a meter fitted is not only the fairest way to pay, but also puts you in control of the size of your bill.

Cutting down on your water use doesn't need to affect your daily routine, but can save you money on your metered bill. Our water-saving ideas will show you how simple changes can make a really big difference.

Don't already have a water meter? Visit our website to see the savings you could make and apply online for a meter at thameswater.co.uk/meter.

Make the most of our water saving devices. We have a range of freebies to help you save water in your home.

Visit thameswater.co.uk/freebies.

For water saving tips and advice, visit our website at thameswater.co.uk.

Contact us



thameswater.co.uk

You can contact us online to make a payment, tell us you're moving, provide a meter reading, send us an enquiry, and much more.



Your bill and account

For queries relating to your bill, change of address, meter readings and other billing enquiries, you can speak to our team on **0845 9200 888**.

Monday to Friday 8am to 8pm

Saturday 8am to 1pm

Textphone service if you are deaf or hard of hearing: **0845 7200 899**.

Water and wastewater services

For water and wastewater enquiries, emergencies and other non-billing enquiries, you can call our team 24 hours a day on **0845 9200 800**

Textphone service if you are deaf or hard of hearing: **0845 7200 898**

To contact us from abroad: **+44 1793 366011**



Thames Water, PO Box 286, Swindon SN38 2RA



This leaflet can be supplied in large print, braille, or audio format upon request.