



## Application form

WaterSure can help you if you have a low-income and your water is supplied by a meter. We can help by putting a limit on your charges for water services, as long as you meet the following conditions.

- 1 Your supply is metered
- 2 The person who pays the water bill or someone else in your household receives **benefit** (please see page 3 for a list of which benefits qualify) **or tax credit**; and
- 3 There are either:
  - a) **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
  - b) you or someone living in your household has a **medical condition** that means they use a lot of extra water.

This year, the reduced charges for WaterSure scheme are:

**£179 for water and £114 for wastewater services for the period 1 April 2010 to 31 March 2011. Total = £293**

If your current charges are more than this, you may be entitled to pay the reduced charge. Once on the WaterSure scheme, if your actual metered bill is lower than the reduced charge, we will only charge you the lower amount.

### 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 to your next bill.

**Do you need help with this form?**

**Call our special helpline, 0845 641 0068**

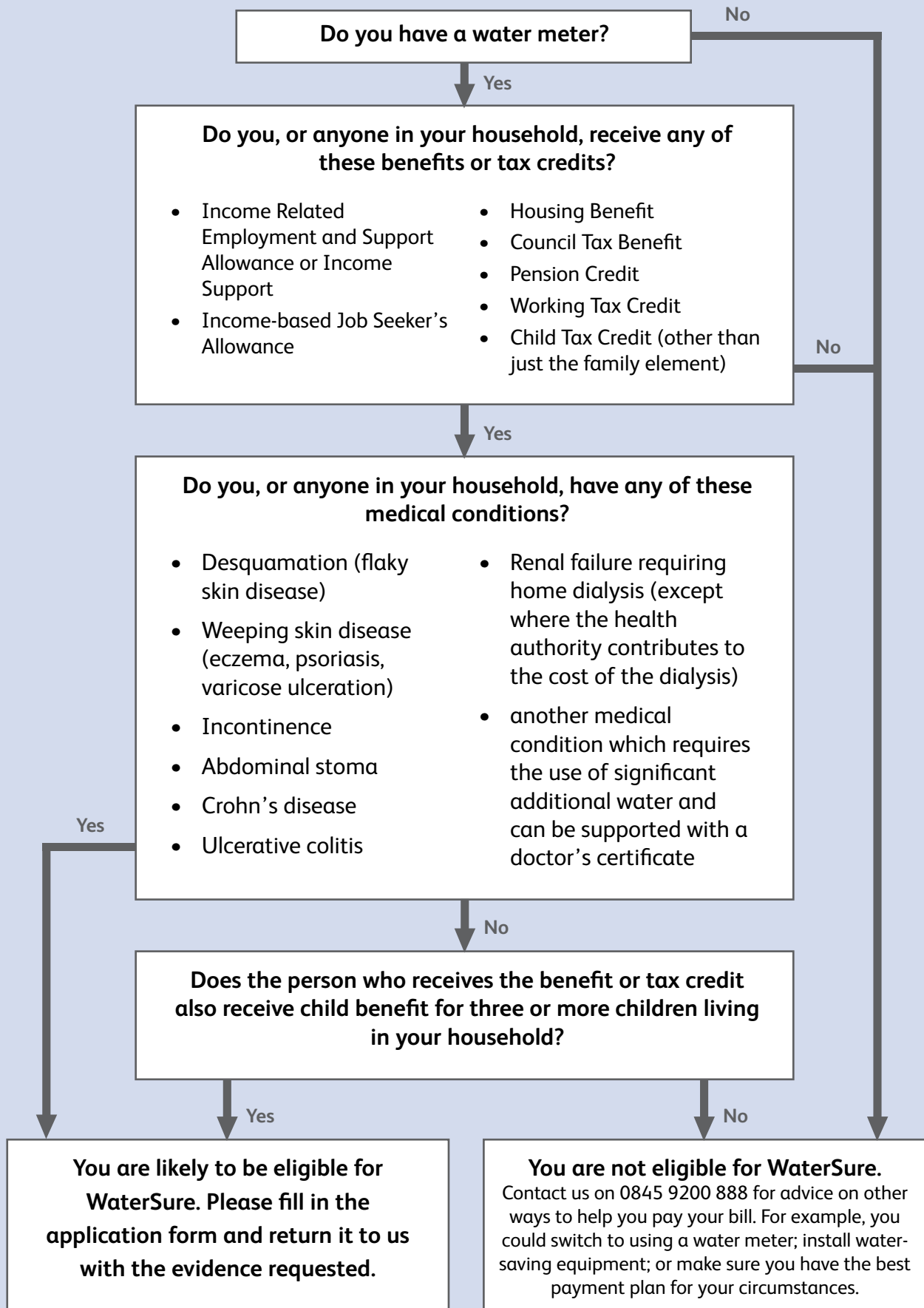
Monday to Friday 8am to 8pm, Saturday 8am to 1pm.

**We can provide this information in large print or different formats if you ask.**

**Please call us for details.**

Official use  
Customer Reference

# Are you eligible?



Please note: you do not qualify for WaterSure if you water your garden with a non-handheld appliance such as a sprinkler or domestic irrigation system or if you have an auto-fill swimming pool or pond with a capacity of over 10,000 litres.

# 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 phone number .....
- 7 Bill account number (you can find this on your water bill)  
.....

## About benefits or tax credits

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

- Income Related Employment and Support Allowance or Income Support
- Income-based Jobseeker's Allowance
- Working Tax Credit
- Child Tax Credit (not just the family part)
- Housing Benefit
- Council Tax Benefit (not just single person discount)
- Pension Credit

- 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

(continue on a separate page if necessary)

## 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' on page 5).

If you are applying because of a medical condition, go to page 4.  
If you are applying because you have a large family, go to page 5.

**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

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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
- 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 at a) to g), 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.

12 Please tell us who we can contact to confirm this condition (for example, a doctor or hospital consultant). **Please give us a copy of your repeat-prescription form or doctor’s certificate if you have one** explaining your condition and why you need to use extra water. You can ask for copies of these from your surgery, clinic or hospital.

# 3

## 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 who live with them permanently.

Please tick

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

Name	Date of birth
.....	..... / .. / ..
.....	..... / .. / ..
.....	..... / .. / ..
.....	..... / .. / ..
.....	..... / .. / ..

(Continue on a separate sheet of paper if necessary.)

### 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.**

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 (see 'Useful contacts').

### Useful contacts

Water company	Thames Water, PO Box 286, Swindon, SN38 2RA
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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 • Pension Credit	You local Department for Work and Pensions office
Working Tax Credit • Child Tax Credit	Your local Tax Credit's office
Housing Benefit • Council Tax Benefit	Your local authority (council)
Child Benefit	<b>0845 302 1444</b>

**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 the authority who gives me benefit or tax credit permission 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 wastewater charges to a different company, I give you permission to pass on the details I have provided so that you can also consider my wastewater charges under WaterSure Scheme.

**Warning** 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 WaterSure 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 receiving benefit or who has the medical condition (if they are not the person named on the water bill). We need this signature for data-protection purposes.

.....

**Checklist**

I've filled in all parts of the form which apply to me (parts 1, 2 and 4 or 1, 3 and 4).

I have enclosed a photocopy of the latest 'notice of entitlement' for benefit or tax credit.

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 completed part 2 I have enclosed a copy of my prescription form or doctor's certificate.

If I've filled in part 3 I have enclosed a copy of the latest 'notice of entitlement' to Child Benefit for each child.

How did you find out about WaterSure?

One of our leaflets

From a friend or relative

Our website

Citizens' Advice

Other - please state

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**Send your filled-in form in the prepaid envelope we have provided to:**

**WaterSure Scheme  
Thames Water  
PO Box 508  
Swindon  
SN38 9TU**