1 PLEASE TELL US ABOUT YOURSELF AND YOUR FAMILY

Title Mr/Mrs/Miss/Ms/Other □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ ^
5  PLEASE GIVE US DETAILS OF YOUR WATER AND WASTEWATER ACCOUNTS

Do you have a water meter? (please tick)  YES  NO

Thames Water Account number (you can find this on your water bill)  

Total £ outstanding

If you are not billed by Thames Water please add in the box below the name of your water company as shown on your bill and your account number

If you are applying for help with arrears from a previous address, please add the address details below

Postcode  Account no:

6  PAYING YOUR WATER BILLS

Are your water charges deducted direct from your benefits?  YES  NO

If 'NO' how do you want to pay for your future charges?

PAYMENT CARD  DIRECT DEBIT  DEDUCTED FROM BENEFITS

Do you prefer to pay:

Weekly  Fortnightly  Monthly

7  ARE YOU IN ANY DEBT WITH ANY OF THE FOLLOWING?

<table>
<thead>
<tr>
<th>Arrears</th>
<th>Weekly payment/offer</th>
<th>Arrears</th>
<th>Weekly payment/offer</th>
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<tbody>
<tr>
<td>Rent</td>
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<td>HP agreements</td>
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<td>Mortgage</td>
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<td>Catalogues</td>
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<tr>
<td>Other secured loans</td>
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<td>Store/credit cards</td>
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<td>Council tax</td>
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<td>Loans</td>
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<tr>
<td>Gas</td>
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<td>Social Fund Loan</td>
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<tr>
<td>Electricity</td>
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<td>Other - please specify</td>
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<tr>
<td>Telephone</td>
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<tr>
<td>Court fines</td>
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</tbody>
</table>

8  WHO IS YOUR CURRENT ENERGY SUPPLIER? (We may be able to make you aware of other organisations who can help)

Gas  Electricity
### INCOME

**Wages/Salary**
- Your take home pay
- Partner’s take home pay

**Benefits/Tax Credits**
- Housing Benefit
- Council Tax Support
- Support for Mortgage interest
- Jobseeker’s Allowance
- Universal Credit
- Income Support
- Child Benefit
- Child Tax Credit
- Working Tax Credit
- Maternity pay/allowance
- Bereavement Benefits
- Statutory Sick Pay
- Incapacity Benefit
- Employment and Support Allowance
- Carer’s Allowance
- Disability Living Allowance (care)
- PIP (daily living)
- Disability Living Allowance (mobility)
- PIP (mobility)
- Industrial Disablement Benefits
- Severe Disability Allowance
- Attendance Allowance

**Pensions**
- Retirement pension
- Partners’ pension
- Occupational pension
- Private pension
- Pension Credit
- Other - please specify

**Other Income**
- Maintenance
- Student grant loan
- Income from lodgers or property
- Contribution from son/daughter
- Contribution from any other adult living at the property
- Other - please specify

### WEEKLY FIGURES

Proof of this must be enclosed

### OUTGOINGS

**Housing Costs**
- Rent
- Mortgage
- Secured loans/2nd mortgage
- Council tax
- Life/building/contents insurance
- Other - please specify

**Utilities**
- Water/Wastewater
- Gas
- Electricity
- Coal and other fuels

**Housekeeping**
- Food & general housekeeping
- Clothing

**Children**
- Child care
- School meals etc
- Child Maintenance

**Travel**
- Car costs (inc. MOT, tax & petrol)
- Fares - train/bus
- Motability car

**Health**
- Care costs/special needs

**Other Outgoings**
- TV licence
- Sky/cable/internet
- Appliance rental
- Telephone (inc mobiles)
- Loans, credit/store cards & catalogues
- HP Payments
- Laundrette
- Other - Please specify

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**DO NOT FORGET TO ENCLOSE PROOF OF ALL YOUR INCOME**

### WEEKLY FIGURES

**WEEKLY FIGURES**

### TOTAL WEEKLY INCOME

What (if any) savings do you have?

### TOTAL WEEKLY OUTGOINGS
I declare that the information I have given on this form is complete and correct to the best of my knowledge.

I authorise Thames Water or their representatives to: (a) contact any referral agency (including the person named in 10 above), other organisation or relevant person for clarification and/or confirmation of amounts owing or other information which is considered relevant to my application, (b) process information in this application to enable future budgeting of water charges and (c) provide relevant information to my energy supplier/relevant Fund for the purpose of seeking additional grant aid.

Please return the form to: Thames Water Customer Assistance Fund, FREEPOST RSAJ-BXEA-LKLT, Sutton Coldfield, B72 1TJ