

WaterSure *Plus*

Part of our affordability
commitment to you



WaterSure Plus

We understand that paying bills can be a worry, particularly for households with low incomes.

WaterSure Plus is just one of the ways we can help make things easier.

It is available for all residential customers who meet our eligibility criteria, whether they have a water meter or not and regardless of who sends you the bill.

If you are eligible, WaterSure Plus will reduce your bill by half. Assuming your application is successful, you will get the discount from the date we receive your application, so send it to us straight away.

How do I know if I'm eligible?

Firstly, your bill has to cost at least three per cent of your net household income. If you need help working this out, there is an easy-to-use chart on the next page.

If your bill is less than three per cent of your net household income, you do not qualify for WaterSure Plus.

If your bill is at least three per cent, you can qualify for the tariff in either of two ways:

You receive a specific means-tested benefit or tax credit from the Government (a full list of qualifying benefits and tax credits can be found in the application form)

OR

You have a gross household income of £16,105 or less and someone living in your property is 62 years of age or older, has parental responsibility for a child aged five years or younger or is registered disabled. Definitions of gross household income and who qualifies as registered disabled are on the next page.

How do I apply?

All you need to do is send us a completed application form and supporting documentation. Download one of these from thameswater.co.uk/watersureplus or you can give us a call on **0800 980 8800** and we'll post you one right away. Lines are open between 8am and 8pm, Monday to Friday and between 8am and 6pm on Saturday.

What can I expect from you?

Once we receive your application, we'll check your details and, if you're eligible and have provided all of the information we need, we will move you onto the tariff from the date we received your application and update your account. If you are not eligible, we'll let you know why.

Either way, we will contact you within five working days with our decision.

How can you help me make regular payments?

We have lots of ways we can help you pay your bill including direct debits, payment cards and water direct, where we can ask the Department for Work and Pensions to send us a regular amount direct from your benefit. Some customers find this really helps as it can take away the worry of budgeting for your water bill.

We can also look at how frequently you pay and can spread your bill monthly or even weekly.

Do you get your bill from another water company?

If you receive your bill from another water company, contact them about how to apply for this tariff or visit our website thameswater.co.uk/watersureplus

How else can you help me with what I have to pay

If you do not have a water meter, have you ever considered one? Some customers find that having a water meter reduces what they have to pay.

You can also order water-saving freebies to help save water, energy and money. Using our water efficient showerhead, shower times, save-a-flush bag and kitchen swivel tap could save a family of four up to £180 on annual metered water and energy bills.

We also have a customer assistance fund. This is something that you need to apply for and, if you are successful, it can completely pay off all of your old debt leaving you with this year's charges only.

Where can I find more information?

You can find more information on all of the affordability help options on our website thameswater.co.uk/help-paying. You can also call us on **0800 980 8800**.

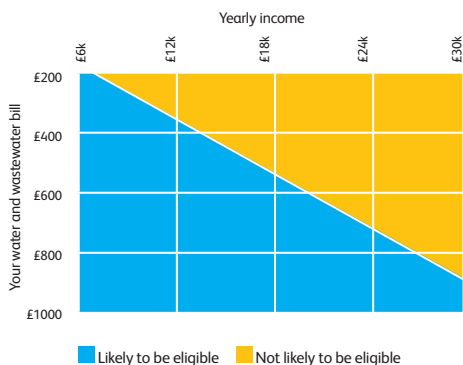
Bill calculation

Use the chart below to work out if your bill is at least three per cent of your net household income.

To work your bill out as a percentage of your income, simply divide your bill by your income and multiply by 100.

For example:

$$£350 \div £11,000 \times 100 = 3.18 \text{ per cent}$$



Definitions

Net household income

All income received by everyone living in the same property as the applicant after tax, national insurance, housing costs* and any payments received for council tax benefit, disability living allowance, personal independence payment and attendance allowance have been taken away.

* Housing costs are housing benefit, mortgage, rent, discretionary housing payments and support for mortgage interest

Gross household income

All income received by everyone living in the same property as the applicant before any tax and national insurance is taken away.

Registered disabled

A person is classed as registered disabled if they receive an appropriate mobility or disability benefit such as DLA, PIP, attendance allowance, incapacity benefit, severe disablement allowance, industrial injuries disablement benefit or have a current blue badge.

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 **0800 980 8800**.

Monday to Friday 8am to 8pm

Saturday 8am to 6pm

Textphone service if you are deaf or hard of hearing: **0800 316 6899**.

Telephone self service

We have a wide range of self-service options available 24 hours a day, including:

- Pay your bill with a debit or credit card
- Set up a Direct Debit or payment plan
- Check your balance

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 **0800 316 9800**.

Textphone service if you are deaf or hard of hearing: **0800 316 9898**

To contact us from abroad: **+44 1793 486555**



Thames Water, PO Box 286, Swindon SN38 2RA



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