

WaterHelp application

If your household is on a low income, you may qualify for a discount on your water and waste bills.



Call us first – you could get more support

Before you complete this form, you might be better off ringing us first. We can assess your needs better on a call and maybe offer more payment schemes to help you. We can set up a scheme during your call, and you'll save on postage. Just have your income and expenditure details when you ring us, on **0800 009 3652** (Monday to Friday 8am to 5pm).

Do you qualify for our WaterHelp scheme?

You should qualify if:

- Your gross yearly household income is less than **£17,005** before any deductions, or
- Your gross yearly household income is less than **£21,749** before any deductions, and you live in a London borough

When considering your income, please include all wages, salaries, pensions and benefits for all residents of your household (excluding disability benefits). If you think you qualify, please complete the form and read the statements below before signing the declaration. It's really important we help those most in need, so we'll check to make sure you're entitled after you've applied.

Account holder details

Mr Mrs Miss Ms

Other

First name

Last name

Date of birth

Address

Postcode

Phone number

Email address

Thames Water account number

Number of adults at address (18 and over)

Number of children at address (under 18)

Your authority

We'll treat this information with care and in line with our privacy policy: thameswater.co.uk/privacy

By signing below you confirm that:

- The information you've provided is correct, and you understand that we may withhold or withdraw any benefits if we find this is not the case.
- We may check the information you've given about income and benefits. This may include sharing it with trusted third parties such as the Department for Work & Pensions and independent suppliers of data services.
- You understand we may need you to provide further evidence of your income and benefits.
- You understand any discount may rise or fall each year based on your income. You also understand it will apply from the date we receive your application and can't be backdated.
- If a third party has helped you, you authorise us to share information about your application with them (see overleaf).

Account holder's signature

Date

Your total annual household income before deductions

£ a year **This box must be completed before you apply.**

including Housing Benefit of
(include even if paid direct to landlord)

£ a year

Your total annual household income includes all the money coming into the house from all sources, before any tax or National Insurance deductions have been made. Don't include any disability benefit payments. When working out your income, remember to include pensions, Housing Benefit (whether you receive this directly or not), Child Benefit and any other benefits, as well as wages/salaries.

What happens next?

After filling out your form, it can be emailed to ecs@thameswater.co.uk

Alternatively, you can post the form to the following address:

Extra Care Services, Thames Water
PO Box 508, Swindon SN38 2TX

Whether you qualify or not, we'll do our best to let you know our decision within four weeks. However, this scheme is very popular, so please bear with us if it takes a little longer.

Definitions we've used

London borough – within Greater London including Inner and Outer London boroughs

Your total annual household income before deductions – all income from all sources for all permanent residents of the billed property. This includes:

- Salaries, wages and pensions
- Benefits and allowances – including Housing and Child benefits and any others

We'll consider your actual income for the previous six months and may ask for evidence of the figures. You can find more detail of what's considered as income at thameswater.co.uk/watersure

Disability payments – you don't have to include any money you receive for disability benefits. This includes Disability Living Allowance, Attendance Allowance, Personal Independence Payments and the disability element of any other benefits.

Do you need other support?

Our priority services team is always here to offer a helping hand.

If you're medically dependent on water or have mobility concerns, we'll provide extra support in times of emergency and make sure you're well looked after.

We also offer a range of services if you need them. For example, if you have sight problems or reading difficulties, we can send you bills designed to meet your needs.

You can find out more about priority services and register for the free service at thameswater.co.uk/priorityservices or tick the box below and we'll send you an application form.

Please send me an application form for the priority services register.

Are you an advice worker helping with the application?

If so, please complete this section.
Thank you for your support.

Mr

Mrs

Miss

Ms

Other

First name

Last name

Name of agency

Phone number

Email address

Have you seen evidence that confirms the applicant's gross household income is below our threshold?

Yes

No

Please sign to confirm

Date

Please note: We'll write directly to the customer with our decision, but please tick this box if you'd like us to notify you of the outcome.