

# WaterSure

Application form



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

*WaterSure is just one of the ways we can help make things easier, by capping eligible customers' bills.*

## Who is eligible?

WaterSure only applies to customers who have a water meter. You, or someone in your household, must be receiving one of the following:

- Income-related Employment and Support Allowance or Income Support
- Income-based Jobseeker's Allowance
- Housing Benefit
- Pension Credit
- Working Tax Credit
- Child Tax Credit (other than just the family element)
- Universal Credit

### At least one of the following must also apply:

- 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
- You or someone living in your household has a medical condition that means they use a lot of extra water.

## How to apply

If you think you're eligible for WaterSure, complete this form and we'll do the rest.

Fill in this application form and return it to us with the necessary supporting evidence in the envelope provided.

The person named on the water bill must sign this form. If the person who receives the benefit is not the bill payer, please include their signature too, in case we need to contact Jobcentre Plus for more information.

We will aim to give you a decision within five working days. We'll contact you if we need any more information.

If your application is not successful, we'll tell you why.

If your application is successful, we'll apply the changes to your next bill.

## Do you need help with this form?

Call our special helpline 0800 009 3652, lines are open Monday to Friday 8am to 5pm.

Please call for more details or visit [thameswater.co.uk/watersure](https://thameswater.co.uk/watersure)

## We can provide this information in large print or other formats.

## Please note

Under the WaterSure Scheme, your charges will be capped at the average metered bill rate. For the year 2022/23 this is £232 for water and £191 for wastewater services - a total of £423. This will vary slightly each year as average bills change.

If your actual bill is lower than the cap we will just charge you the lower amount.

# Are you eligible?

Do you have a water meter?



No

Yes

Do you or anyone in your household receive any of these benefits or tax credits?



- Housing Benefit
- Income support
- Working tax credit
- Child tax credit (except families in receipt of the family element only)
- Income-based jobseeker's allowance
- Pension credit
- Income-related employment and support allowance
- Universal credit

No

Yes

Do you or anyone in your household have any of these medical conditions?



- Desquamation (flaky skin disease)
- Weeping skin disease (eczema, psoriasis, varicose ulceration)
- Incontinence
- Abdominal stoma
- Crohn's disease
- Ulcerative colitis
- Renal failure requiring home dialysis (except where the health authority contributes to the cost of the dialysis)
- Another medical condition which requires the use of significant additional water and can be supported by a doctor's certificate

Yes

No

Yes

Are you or someone living in your household receiving child benefit for three or more children under the age of 19?

No

You may be eligible for WaterSure. Turn over to fill out the application form.

You're not eligible for WaterSure. You might want to contact us on [0800 980 8800](tel:08009808800) or visit [thameswater.co.uk/help-paying](https://thameswater.co.uk/help-paying) for advice on other ways to help you pay your bill. You could apply for our WaterSure Plus tariff, switch to a water meter if you don't already have one, make sure you have the best payment plan or install water-saving freebies.

Please note: 1. 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. 2. You do not qualify if you have a commercial property, i.e. small holding, shared accommodation, farm or nursing home.

# 1. About you

Please only write or mark inside the boxes.

1. Title

Mr  Mrs  Miss  Ms  other

2. First name

3. Last name

4. Date of birth

5. Address

Postcode:

6. Daytime phone number

7. Mobile phone number

8. Email address

9. Thames Water account number  
(you can find this on your water bill)

10. Are you, or anyone in your household, receiving any of the following benefits or tax credits?  
(please tick all that apply)

- Housing Benefit
- Income-related Employment and Support Allowance or Income Support
- Income-based Jobseeker's Allowance
- Working Tax Credit
- Child Tax Credit (excluding families in receipt of the family element only)
- Pension Credit
- Universal Credit

11. Please give the name(s) and National Insurance number(s) of the person who receives one or more of the above benefits or tax credits.

Name

National Insurance number

Name

National Insurance number

## Notes

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.

If you are applying for WaterSure based on a medical condition, please fill in section two. If you are applying based on the size of your family, go straight to section three.

If you do not have a notice you can get a replacement by contacting your local benefit or tax office or send in a bank statement (no older than three months) clearly showing the benefit. Please note, bank statements are not accepted as proof of Employment Support Allowance or Jobseeker's Allowance.

## 2. Medical conditions (where appropriate)

12. 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.



We need to know the name of the person with the medical condition.

13. Which of these medical conditions do they have? (tick all that apply)

- Desquamation (flaky skin disease)
- Weeping skin disease (eczema, psoriasis, varicose ulceration)
- Incontinence
- Abdominal stoma
- Renal failure where they need home dialysis
- Crohn's disease
- Ulcerative colitis
- Another condition which means they have to use a lot of extra water

Please tell us the name of this condition

14. Please give the name and address of the doctor or hospital consultant who knows about this condition

Name

Address and postcode

Postcode:

Phone number



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, 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.



Please tell us who we can contact to confirm this condition (for example, a doctor or hospital consultant).

Surgery or health centre official stamp (optional)

### 3. Your family (where your application is because you have a large family)

This section is for families with three or more children under 19 living at home.

15. I confirm that I, or a member of my household, receives benefits or tax credits (named at question 10) and Child Benefit is claimed for three or more children under 19 who live with us permanently.

Please tick

16. Please give the full names and dates of birth of these children (continue on a separate sheet if necessary)

Name

Date of birth (DD/MM/YY)



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.

## 4. Important supporting documents

### Checklist

- I've filled in all sections of the form which apply to me
- I have enclosed a photocopy of the latest notice of entitlement for benefit or tax credit.
- If I've completed section two, I have enclosed a copy of a prescription form or doctor's certificate.
- 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 filled in section three I have enclosed a copy of the latest notice of entitlement to child benefit for each child.

**All documents must clearly show name and address details.**

## 5. 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 application.

If my circumstances change, and it may affect my application, I will tell you straight away.

I authorise my benefit providers to give Thames Water any relevant information to confirm the details I've supplied.

If I have made a claim because of a medical condition, I give the medical professional who knows about the condition permission to give you information about the condition and why I need to use more water.

If I pay my wastewater charges to a different company, I give you permission to pass on the details provided so that a reduction can also be made to my wastewater charges under the WaterSure tariff.

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 the 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.

Account holder signature

Date

Signature of the person(s) receiving benefit (if different from above)

Please send your completed application form, along with your supporting documents, in the pre-paid envelope supplied to: **Thames Water, PO Box 508, Swindon SN38 2TX**

## 6. Priority help if there's a problem with your water

We offer a range of support for people who need it if there's a problem with your supply.

You can register online at [www.thames-psr.org](http://www.thames-psr.org)

- or tick this box and we'll send you details and an application