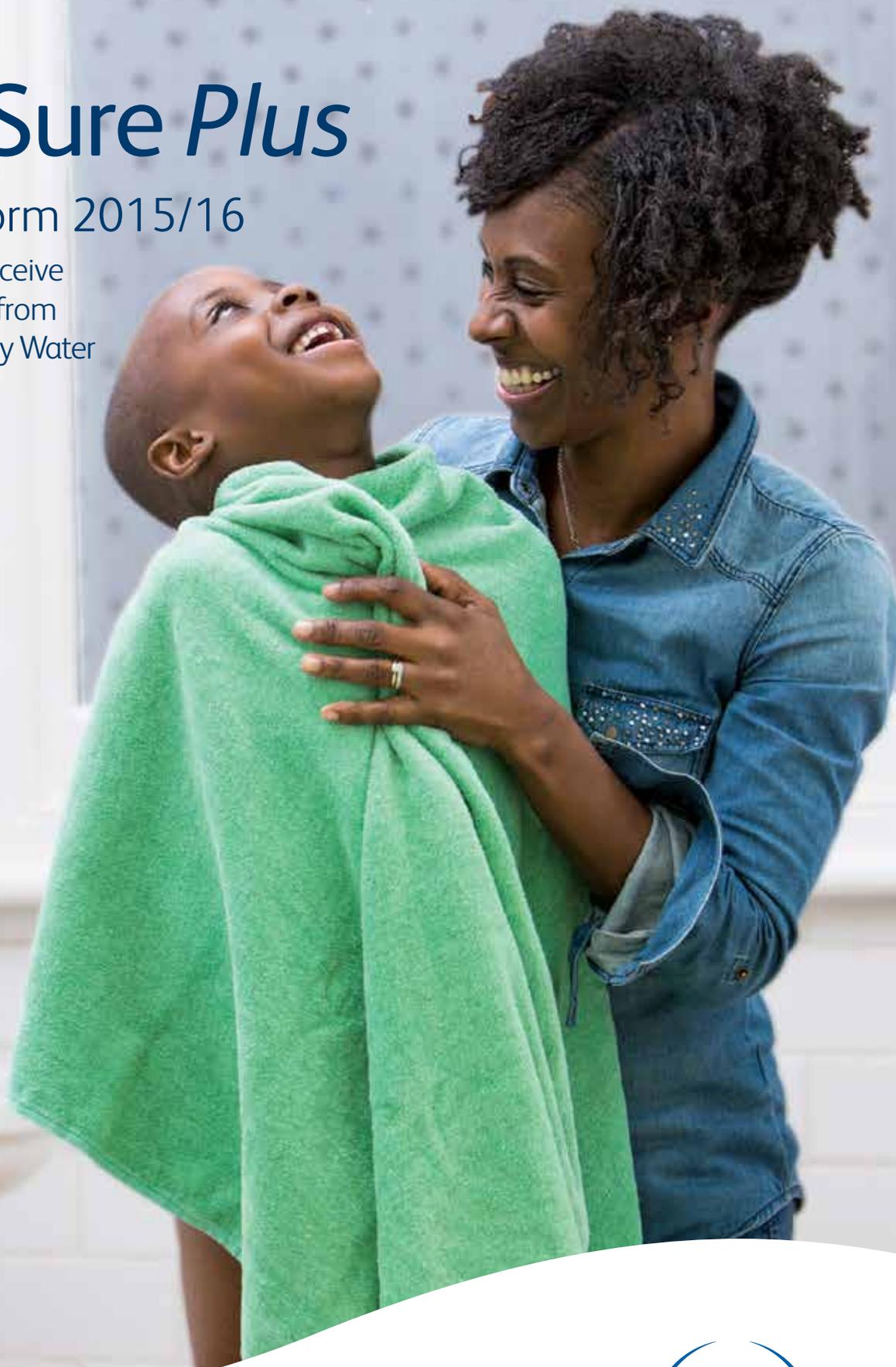


# WaterSure *Plus*

Application form 2015/16

for customers who receive  
their wastewater bill from  
Sutton and East Surrey Water



*At the heart of daily life*

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 a special tariff that can help some customers on low incomes pay their bill. If you are eligible and your application is successful, your wastewater charges will be reduced by 50 per cent.

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

Assuming your application is successful, you will get the discount from the date we receive your application, so send it off straight away.

## How to apply

It is important that you complete all sections accurately as anything left incomplete or found to be wrong will delay your application.

If you are completing this form with help from an advice worker, they can sign the declaration on the back page to confirm they have seen your evidence. This means you do not need to complete the about your finances section.

If you are completing this form yourself you must complete the whole form, including the about your finances section.

Please return the completed form in the envelope provided. You must sign the declaration on the back page for your application to be processed.

We aim to make a decision on your application within five working days.

**We can provide this information in large print.**

## Definitions

If you find there are any words or phrases in this form that you are unfamiliar with, don't worry. You can find explanations of what we mean on the definitions and declaration page at the back.

You can also find an explanation of what we mean by 'registered disabled' there too.

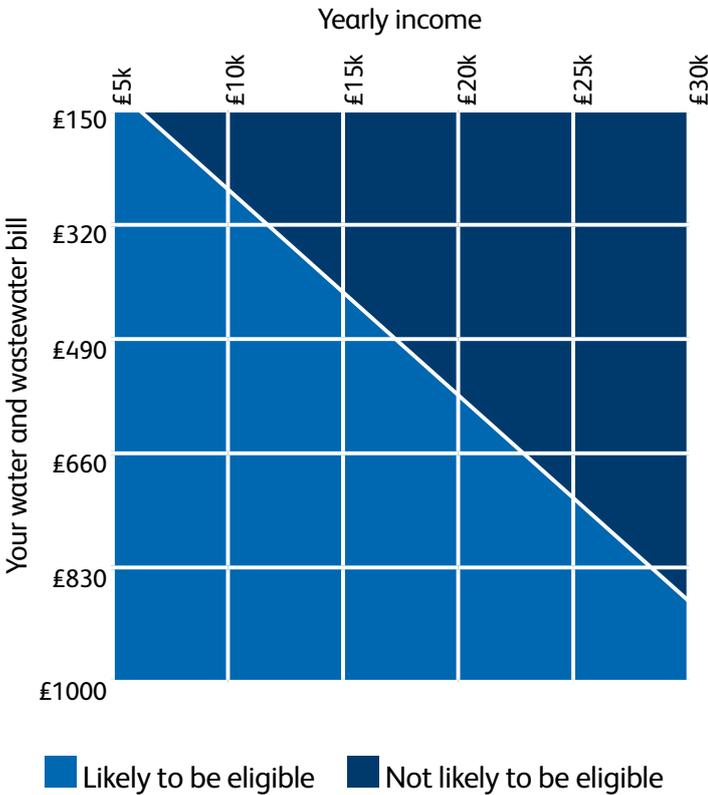
If you need help completing this form, please contact your advice worker or call us on 0800 009 3652 between 9am and 5pm, Monday to Friday.

# 1. Your eligibility

To check whether you qualify for WaterSure Plus, you need to make two simple steps.

## Step 1

Do you think your combined water and wastewater bill is at least three per cent of your net household income? Use the chart below to find out.



Yes  No

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

your bill value ÷ your net household income x 100 =

e.g. £350 ÷ £11,000 x 100 = 3.18 %

If you answered yes to step 1, please answer step 2.

## Step 2

Do you receive one or more of the benefits listed below?

- 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
- Yes  No

OR

Do you have a gross household income of less than £16,105, with someone living in your property either 62 years of age or older OR does someone living there have parental responsibility for a child less than five years of age OR is someone living there registered disabled?

Yes  No

## What you need to fill in

If you have answered yes to step one and either part of step two then you are likely to qualify to save 50 per cent on your wastewater bill.

If you have answered no to step one, or no to both parts of step two, you are not likely to qualify.

Please fill in all sections of this form if you are applying because you receive one or more of the benefits listed above.

If you are applying because you answered yes to the second part of step two, concerning income, age, young children or disability, you can leave questions 11 and 12 of the about you section blank.

## 2. 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. National Insurance number

6. Address

Postcode:

7. Best contact number

8. Mobile phone number

9. Email address

10. Account number

(you can find this on your water bill. If you are billed for your water by your local authority or housing association you may not have an account number. If this is the case, simply ensure your address is provided.)

11. 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

12. 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

Name

National Insurance number

## 2. About you (continued)

13. Is your gross household income below £16,105?

Yes  No

14. Is someone living at the property aged 62 or older?

Yes  No

If yes please give their name and National Insurance number below

Name

National Insurance Number

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15. Does someone living at the property have parental responsibility for a child aged less than five years?

Yes  No

If yes please give their name and National Insurance number below

Name

National Insurance Number

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16. Is someone living at the property registered disabled?

Yes  No

If yes please give their name and National Insurance number below

Name

National Insurance Number

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(You only need to provide the details of one person in each case)

## 3. About your finances

We need these details to be able to process your application.

However, you do not need to complete this section if an advice worker signs your application form to say that they have seen evidence of your entitlement to the WaterSure *Plus* tariff.

You must not leave any information out deliberately as this could affect your application. The information you provide must be accurate. Please use the comment boxes to provide extra information where you need to.

There are boxes to record your finances depending on whether they are paid weekly, fortnightly, monthly or yearly. **You only have to use the box that is appropriate and not all of them.**

For example, if you receive your wages weekly you only have to enter the numbers in the weekly box and you do not have to fill in the other boxes. If you receive a yearly student loan you only need to fill in the yearly box.

*(Please ensure you include all household income and complete all the boxes that are appropriate)*

### Wages

	Weekly		Fortnightly		Monthly		Yearly	
	£	p	£	p	£	p	£	p
Your take home pay								
Anyone else's take home pay								

### Pensions (total for you and your partner)

	Weekly		Fortnightly		Monthly		Yearly	
	£	p	£	p	£	p	£	p
Government pension								
Work pension								
Any other private pension								
Pension credit								
Other (please specify below)								
<input type="text"/>								



## 4. Declaration

By signing and dating this form, you are confirming that the information provided is up to date and factually correct.

If you are an advice worker signing the form, doing so confirms that you have seen the documentary evidence verifying the applicant's entitlement to the tariff.

You authorise your benefit providers to give us any relevant information to confirm the accuracy of the details you have provided. You also agree to provide, when asked for, any further information that may be required to confirm you are eligible for the tariff to support your application.

If you pay your bill via a third party, you provide us with permission to pass relevant information on to them to ensure that you are billed accurately on the WaterSure *Plus* tariff.

Date

Applicant's signature

Date

Advice worker's signature

Advice worker's name

Advice agency

Telephone number

Business address

## 5. 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 having a current blue badge.

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

