

# WaterSure Plus



Assistance for vulnerable customers

WaterSure Plus is designed to help low income customers on a water meter who have unavoidably high water use. The rules on who can join the scheme and how it is run were set out by the Government and is part of our affordability assistance programme that helps customers struggling to pay their water bill.

To apply for WaterSure Plus, you must be on one of the main social benefits or tax credits and have a genuine need to use more water. Customers who are on WaterSure Plus are charged no more than the average annual bill for metered customers in our supply area.

### Eligibility

To qualify for WaterSure Plus you must meet the following conditions:

1. Your water supply is metered.

2. Someone in the household is in receipt of one of the following benefits or tax credits:

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

3. There are either:

a) three or more children under the age of 19 living in the household for whom the person receiving the above benefit also claims Child Benefit; or

b) you or someone living in your household has a medical condition that means they use a lot of extra water, such as:

- 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 with a doctor's certificate.

The conditions governing eligibility for WaterSure Plus may change from time to time in accordance with regulations issued by the Secretary of State.

### Applying

If you wish to apply for this financial support you must complete an application form. You will need to provide information and supplementary evidence to enable us to reasonably validate your claim. You will also need to complete a declaration, giving us permission to pass your details to the company providing sewerage services and if the application is for a medical condition to be able to contact your medical practitioner, to verify the information provided.

You should also note:

- You need to re-apply for assistance every year.
- We will remind you at least 28 days before the anniversary of when you first applied and send a renewal notice for you to complete. You will need to provide the requested evidence each time you reapply.
- You must tell us immediately if your circumstances change and you are no longer eligible. You will remain on the WaterSure Plus scheme until the next time your meter is read.
- You will not be eligible for WaterSure Plus if you use water for discretionary purposes (eg for a swimming pool or garden watering using a sprinkler or unattended device).

### Your Bills

We will continue to send bills each time the meter is read. The bill will show the WaterSure Plus charge and, for your information only, how much your metered charge would have been. Once on the WaterSure Plus scheme, if your actual metered bill is lower than the reduced charge, we will only charge you the lower amount.

### How to pay

For those customers with payment arrangements already in place, we will update those arrangements and tell you of any changes. For customers who do not have a payment arrangement in place there are a number of options available – Direct Debit, instalment book or you can have your payments deducted from your benefits.

# Application Form

WaterSure Plus can help you if you have a low income and your water is supplied by a meter. We can help by putting a limit on your charges for water and sewerage services as long as you meet the following conditions.

1. Your supply is metered
2. The person who pays the water bill or someone else in your household receives benefit (please see page 2 for a list of which benefits qualify) or tax credit; AND
3. There are either:
  - a) three or more children under the age of 19 living in the household for whom the person receiving the above benefit also claims Child Benefit; or
  - b) you or someone living in your household has a medical condition that means they use a lot of extra water.

The reduced charges for the WaterSure Plus scheme are shown in the letter sent with this form.

If your current charges are more than this you may be entitled to pay the reduced charge. Once on the WaterSure Plus scheme, if your actual metered bill is lower than the reduced charge, we will only charge you the lower amount.

## How to apply

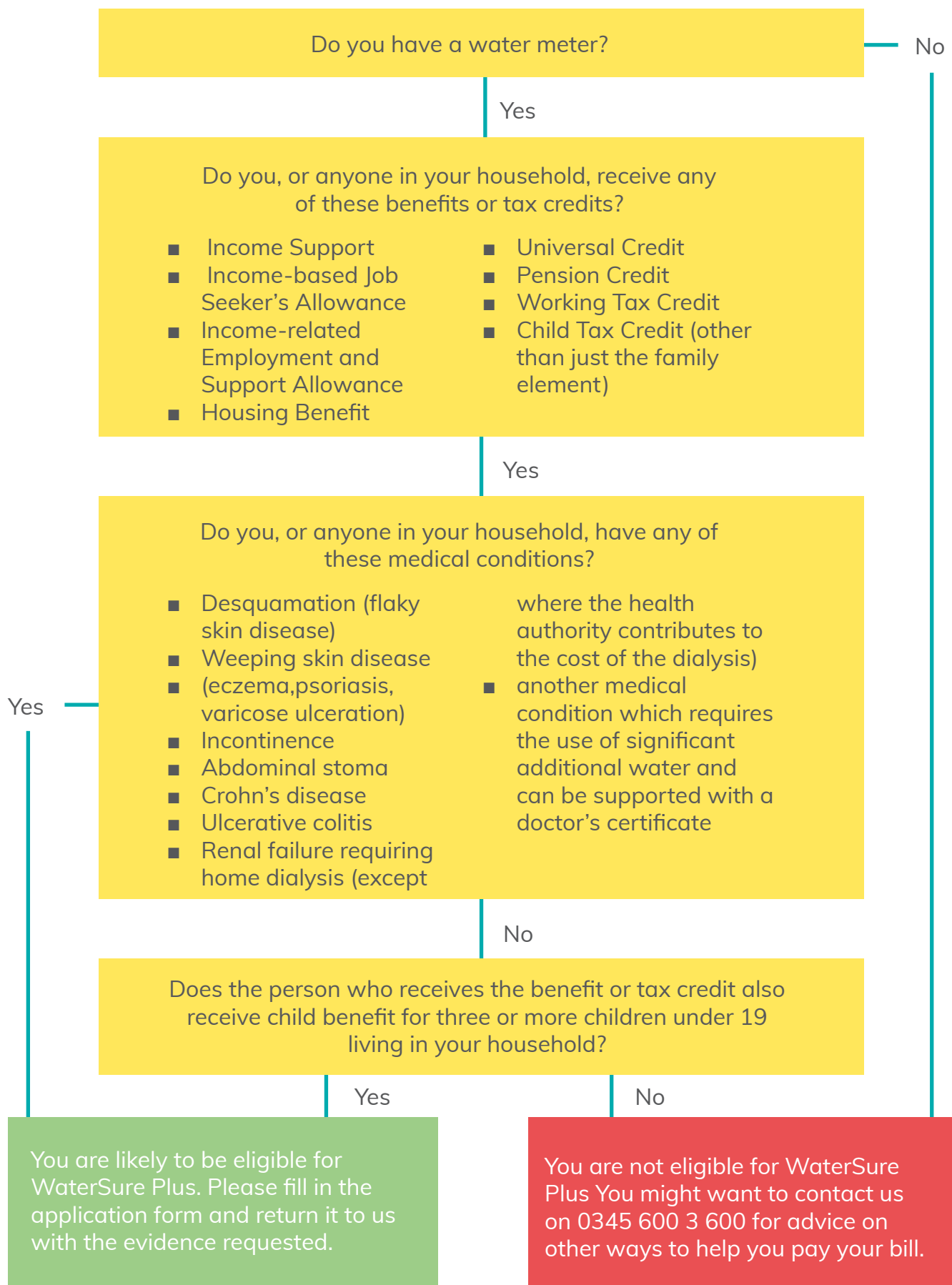
1. Fill in this application form and return it to us with the necessary supporting evidence. If you need help with this form, please phone us.
2. The person named on the water bill should sign this form as well as the person who receives benefit or who has a medical condition (if they are not the person named on the water bill).
3. We will try to give you a decision within 10 working days. We will contact you if we need any more information.
4. If your application is not successful we will tell you why.
5. If your application is successful, we will apply the reduced charges to your next bill.

Once you've completed the form, send it, and other information (see page 8) to: Bristol Water, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA



## Do you need help with this form?

Call our special helpline, 0345 600 3 600 Monday to Friday, 8am to 6pm  
We can provide this information in large print or different formats if you ask. Please call us for details.



## Section 1: Please fill out all questions on this page

1. Who is the person named on the water bill?

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other ☐

2. First name

3. Last name

4. Address and postcode

5. Daytime phone number

6. Evening or mobile number

7. Customer reference number (find this on your bill)

8. Are you, or someone in your house, receiving the following tax benefits?

Income Support ☐

Income-based Jobseeker's Allowance ☐

Income-related Employment and Support Allowance ☐

Working Tax Credit ☐

Child Tax Credit (not just the family part) ☐

Housing Benefit ☐

Universal Credit ☐

Pension Credit ☐

\*To qualify for WaterSure Plus, someone in your household must be receiving at least one of the benefits or tax credits listed. Please note that incapacity benefit, personal independence payment, disability living allowance, carers allowance and attendance allowance ARE NOT qualifying benefits. 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 for a benefit or less than six months old for a tax credit. If you do not have a notice you can get a replacement by contacting your council or local benefit or tax credit office. (See 'Useful contacts' on page 7.)

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

Name

NI number

## Section 2: Fill in this page if you are applying because of a medical condition

### Medical conditions needing extra water use

10. What's the name of the person in your household who has a medical condition that means they have to use a lot of extra water?

11. Which of these medical conditions do they have? (Tick all that apply)

a) Desquamation (flaky skin disease) ☐

b) Weeping skin disease (eczema, psoriasis, varicose ulceration) ☐

c) Incontinence ☐

d) Abdominal stoma ☐

e) Renal failure where they need home dialysis (do not tick if the health authority helps with water costs) ☐

f) Crohn's disease ☐

g) Ulcerative colitis ☐

h) Another condition which means they have to use a lot of extra water (please tell us the name of this condition)

If you tick any of the boxes from a) to g), please could you give us a repeat prescription form, or a doctors certificate explaining the condition, and why you need extra water. You can get these from your surgery, clinic, or hospital. If you don't have a prescription or certificate, you can provide some other evidence that you have the condition, and why you need extra water. If you have ticked h), we'll just need you to include a doctor's certificate, or letter from a GP, or hospital consultant. The letter or certificate should include:

- the name of the patient;
- the condition they have and why 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.

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

**Section 3: Fill in this page if you are applying because you're in a large family**

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

13. I confirm that the person who receives benefits or tax credits (named at question 9) is responsible for, and claims Child Benefit for, three or more children under 19 who live with them permanently. You should tick this box if the person receiving benefits is responsible for and claims Child Benefit for three or more children who live at the address on the water bill.

☐

14. Please give the full names and dates of birth of these children

Name

Date of birth


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 and payments. If you cannot find your notice to entitlement' to Child Benefit, please contact the Child Benefit Centre (see 'Useful contacts').

**Some useful contacts**

You can get replacement or up to date 'notices of entitlement' from the following authorities:

Name of benefit or tax credit	Authority
Income Support, Jobseeker's Allowance, ESA, Pension Credit, Universal Credit	Department for Work and Pensions, please refer to your latest entitlement notice or the internet for the number to call.
Working Tax Credit, Child Tax Credit	Tax credits office Phone: 0345 300 3 900
Housing Benefit	Your local authority (council)
Child Benefit	Child Benefit Office Phone: 0300 200 3100

## Please fill out all questions on this page

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 claim. If my circumstances change and it may affect my claim, I will tell you straight away. I give the authority who gives me benefit or tax credit permission to give you any information to confirm the information I have provided. If I have made a claim because of a medical condition, I give the medical professional who knows about that condition permission to give you information about the condition and why I need to use more water, to confirm the information I have provided. If I pay my sewerage charges to a different company, I give you permission to pass on the details I have provided so that they can also consider my sewerage charges under the WaterSure Plus scheme. Warning 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 Plus 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.

### Please tick all that apply

I've filled in all the parts of the form which apply to me (sections 1,2 and 4 or 1,3 and 4).

☐

I have enclosed a photocopy of the latest 'notice of entitlement' for benefit and tax credit. This includes my name and postal address.

☐

If I've completed section 2 I have enclosed a copy of my 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 3 I have enclosed a copy of the latest 'notice of entitlement' to child benefit for each child.

☐

The personal and health information you provide in this form about you and any other person and within the supporting evidence, will be used to process your application and assess your eligibility for WaterSure Plus in accordance with our statutory obligations. It may be shared for these purposes with a doctor or hospital consultant or, in the case of benefits, with the Department for Work and Pensions. For more information about our use of your personal information and your rights please see our privacy policy available at [bristolwater.co.uk/privacy-notice](http://bristolwater.co.uk/privacy-notice)

How did you find out about WaterSure Plus?

Your signature

Date

Signature of the person receiving benefit or who has the medical condition (if they are not the person named on the water bill). This is for data protection purposes.

# Priority Services Registration

Please detach and return the completed form to Priority Services, Bristol Water, 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA

First name

Surname

Address

Postcode

Mobile number

Alternative telephone number

Email address

Customer reference (as shown on your water bill)

So we can make sure we can always give the best support, please tick all that apply to you or someone in your home

Please tick all that apply:

- ☐ Partially sighted
- ☐ Chronic or serious illness
- ☐ Hearing impairment (inc. deaf)
- ☐ Cognitive impairment including dementia(s)
- ☐ Dialysis, feeding pump and automated medication
- ☐ Pensionable age
- ☐ Developmental condition
- ☐ Unable to communicate in English

Please specify your preferred language

- |   |  |
|---|--|
| <input type="checkbox"/> Mental health                      | <input type="checkbox"/> Nebuliser and apnoea monitor            |
| <input type="checkbox"/> Additional presence preferred      | <input type="checkbox"/> Careline/ telecare system               |
| <input type="checkbox"/> Poor sense of smell and / or taste | <input type="checkbox"/> Medicine refrigeration                  |
| <input type="checkbox"/> Speech impairment                  | <input type="checkbox"/> Stair lift, hoist, electric bed         |
| <input type="checkbox"/> Physical impairment                | <input type="checkbox"/> Oxygen use                              |
| <input type="checkbox"/> Blind                              | <input type="checkbox"/> Families with young children 5 or under |
| <input type="checkbox"/> Water dependant                    | <input type="checkbox"/> Medical dependent showering or bathing  |
| <input type="checkbox"/> Heart, lung & ventilator           | <input type="checkbox"/> Restricted hand movement                |
| <input type="checkbox"/> Oxygen concentrator                | <input type="checkbox"/> Unable to answer door                   |

- ☐ Temporary - life changes\*
- ☐ Temporary - post hospital recovery\*
- ☐ Temporary - young adult householder (<18)

Date of birth (month and year)

\*We'll remove you from the register after 12 months, unless we are notified otherwise

If you would prefer us to deal with a nominated contact to act on your behalf, please ask them to complete the below. We will contact your nominee for all billing and operational matters.

First name

Surname

Address

Postcode

Mobile number

Alternative telephone number

Email address

**Your contact's agreement for us to use and share their information (if applicable)**

Are you happy for Bristol Water to contact you as described?

- ☐ Yes
- ☐ No

Are you happy for us to share your details with the registrant's energy/utility suppliers or networks so you can be contacted about priority services for them?

- ☐ Yes
- ☐ No

Contact's signature

Date

Both you and your contact can withdraw your consent at anytime by contacting us at [customer.services@bwbsl.co.uk](mailto:customer.services@bwbsl.co.uk) or by phoning us on 0345 600 3600

Where we would normally contact customers in a written format how would you like to be contacted?

- ☐ In large print
- ☐ Read by Next Generation Text
- ☐ Phone call
- ☐ In braille
- ☐ By home visit

You can register for eBilling where you can view your bills, current balance and the payments you have made visit [bristolwater.co.uk/home/register-for-online-billing](http://bristolwater.co.uk/home/register-for-online-billing)

If you would like a password that we use if we need to visit you at your home, please provide one:

Password prompt question

There are a number of other organisations who can offer further help

Action on Hearing Loss: 0808 808 0123

Age UK: 0800 678 1174

Alzheimer's Society: 0300 222 1122

Disabled Living Foundation: 0300 999 0004

Mind: 020 8519 2122

Royal National Institute of Blind People: 0303 123 9999

### **How we use your personal data**

As we supply essential services, we need to keep records of customers who may require additional help and we will use your personal and health information to assist us to plan support and provide services based on the needs you have indicated. This may be in how you receive your bills or for help during an event that affects the provision of your water supply. We do this as it is in the public interest for us to be able to help people who need it most. We will check with you from time to time whether you still want us to keep this information to use for these reasons but you can opt-out at any time by contacting us at [customer.services@bwbsl.co.uk](mailto:customer.services@bwbsl.co.uk). If you have chosen a nominee who has agreed to act on your behalf such information will be shared with them. Full details about your rights and how we use your personal information for priority services purposes is available on our privacy notice at [bristolwater.co.uk/privacy-notice](http://bristolwater.co.uk/privacy-notice)

How did you hear about Priority Services?



**Thank you for completing this form.**