



BRISTOL
WATER

Wessex Water

YTL GROUP



FOR YOU. FOR LIFE.

Application for

Help with your water bills

Application for help with your water bills

PLEASE READ THE FOLLOWING NOTES BEFORE YOU COMPLETE THIS APPLICATION FORM

We may be able to help you if you live in a household property and you receive your water supply from Bristol Water and your sewerage services from Wessex Water.

What can we help you with?

- Bristol Water and Wessex Water can help you with your water and sewerage bills and also to clear water and sewerage debts owed to Bristol Water and/or Wessex Water. We cannot help with:
 - court fines, catalogue debts, credit cards, personal loans or other forms of borrowing
 - social fund loans, benefits overpayments or tax credit overpayments now being reclaimed
 - a loan or other bills and financial commitments.

When completing this form

- Answer all the questions.
- Give us as much information as possible about your personal circumstances. This may include dates of unemployment, illness and so on. Information given will remain confidential and will only be used by Bristol Wessex Billing Services Ltd when assessing applications.
- Please note, to qualify for a low rate tariff, you will need to seek debt advice and complete a financial budget. Without this your application will not be considered. Independent advice organisations offer help online, over the telephone or face to face. For a list of free advice providers and information on how they can help you please see the back page.

Please do not forget to sign the declarations in sections 10 and 11. If you do not sign them, we cannot process your application.

Processing your application

When we receive your application:

- we aim to deal with it within five working days. If we are unable to make a decision within that time we will let you know. We may need to ask for further information
- we will contact you to confirm whether you have been accepted on to one of our schemes.

You must continue to make payments while your application is being processed.

Can I apply for help again?

- If you are not successful, you can apply for help again after six months, but your application will normally only be considered if you have sought further advice from an independent advice organisation or your circumstances have changed.

PLEASE NOTE THAT THE DECISION ON YOUR APPLICATION IS FINAL

Please keep this page for reference.

Please answer the following questions. Most of the questions can be answered by:

- putting a tick or cross in a box like this
- or

- writing in a number or an amount like this

How many [2] Ages [17, 19]

1 Please tell us about yourself and your family

Customer reference number (if known) _____

Surname _____

First name(s) _____

Date of birth _____

National Insurance no. _____

Address _____

_____ Postcode _____

Mobile number _____

Alternative number _____

Email _____

When is the best time to contact you? Please specify _____

If you have a support worker who you would like us to contact on your behalf please provide their name and contact details:

Is the above address your only or main home? Yes No

Is your home? Social rented/council Private rented Own property

Who shares your home with you? Tick all boxes that apply

I live alone Wife Husband Partner Children Other

Please give full name(s) _____ Date of birth [/ /]

of the ADULTS who share _____ Date of birth [/ /]

with you (dd/mm/yy) _____ Date of birth [/ /]

_____ Date of birth: [/ /]

Children under 16 or still at school/college How many? []

Please give dates of birth Date of birth [/] Date of birth [/]

(mm/yy) Date of birth [/] Date of birth [/]

Date of birth [/] Date of birth [/]

Date of birth [/] Date of birth [/]

Other adults and children who have left school How many? [] Ages []

2 Employment

About you

I am employed as _____

My employer is _____

Employer address is

I work: full time part time

Or I have been unemployed for

[] years [] months

I am a pensioner: Yes No

About your partner/wife/husband

He/she is employed as _____

Their employer is _____

Employer address is

They work full time part time

Jobs other than main job

They are self employed as _____

Their annual income is £ _____

Or they have been unemployed for

[] years [] months

They are a pensioner: Yes No

3 Your financial situation

Please complete the financial budget on the following pages (5-10) using **weekly** or **monthly** amounts. Alternatively please attach a verified financial budget.

3 Please tell us about your financial situation (please include all household income)

Please indicate if the figure given is weekly (W) or monthly (M)

3a Income	£	p	W / M	Notes
Earnings				
Salary or wages (take home)				
Partner salary or wages (take home)				
Other earnings (including self employment)				
Total salary and wages per month				
Benefits and tax credits				
Universal Credit				
Jobseeker's Allowance (income based)				
Jobseeker's Allowance (contribution based)				
Income Support				
Working Tax Credit				
Child Tax Credit				
Child Benefit				
Employment and Support Allowance or Statutory Sick Pay				
Disability benefits				
Carer's Allowance				
Local Housing Allowance / Housing Benefit				
Council Tax support				
Other benefits/tax credits (eg, maternity benefits)				
Total benefits and tax credits per month				
Pensions				
State pensions				
Private or work pensions				
Pension credit				
Other pensions				
Total pensions per month				
Other income				
Maintenance or child support				
Boarders or lodgers				
Non-dependants' contributions				
Student loans and grants				
Other income				
Total other income per month				
Monthly total income				

3b Monthly outgoings: Fixed costs	£	p	W / M	Notes
Home and contents				
Rent				
Ground rent and service charges (factor fees if you live in Scotland)				
Mortgage				
Mortgage endowment				
Secured loans				
Council tax/rates (including water charge if you live in Scotland and rates in NI)				
Appliance & furniture rental (including appliance and furniture HP, conditional sale and so on)				
TV licence				
Other costs				
Total home & contents costs per month				
Utilities				
Gas				
Electricity				
Other costs (including coal, oil, calor gas etc.)				
Other expenditure				
Total utilities costs per month				
Water				
Water/sewerage bill from Bristol Wessex Billing Services				
Water/sewerage bill from other provider eg, Bournemouth Water				
Total water costs per month				
Care and health costs				
Childcare costs				
Adult-care costs				
Child maintenance or child support				
Prescriptions and medicines				
Dentistry and opticians				
Other care and health costs				
Total care and health costs per month				

3b continued	£	p	W / M	Notes
Transport and travel				
Public transport (eg, work, school, shopping)				
Hire Purchase or conditional sale vehicle				
Car insurance				
Road tax				
MOT and ongoing maintenance				
Breakdown cover				
Fuel, parking and toll road charges				
Other costs (including taxis)				
Total transport and travel costs per				
School costs				
School uniform				
After-school clubs and school trips				
Other costs				
Total school costs per month				
Pensions and insurances				
Pension payments				
Life insurance				
Mortgage payment protection insurance				
Buildings and contents insurance				
Health insurance (medical or accident or dental)				
Other costs				
Total pensions and insurance costs per month				
Professional costs				
Professional courses				
Union fees				
Professional fees				
Other				
Total professional costs per month				
Other essential costs				
Total other essential costs per month				
Monthly total fixed cost outgoings				

3c Monthly outgoings: flexible costs	£	p	W / M	Notes
Communications and leisure				
Home phone, internet, TV package (including film subscriptions)				
Mobile phone				
Hobbies, leisure or sport (eg, socialising, eating out, outings, clubs, leisure courses)				
Gifts (eg, birthdays, festivals, charity donations)				
Pocket money				
Newspapers, magazines, stationery and postage				
Other costs				
Total communications and leisure costs per month				
Food and housekeeping				
Groceries (eg, food, pet food, non-alcoholic drinks, cleaning)				
Nappies and baby items				
School meals and meals at work				
Laundry and dry cleaning				
Alcohol				
Smoking products				
Vet bills & pet insurance				
House repairs and maintenance				
Other costs				
Total food and housekeeping costs per month				
Personal costs				
Clothing and footwear				
Hairdressing				
Toiletries				
Other costs				
Total personal costs per month				
Monthly total flexible cost outgoings				
Monthly total fixed cost outgoings				
Monthly total outgoings				
Monthly total available for creditors				

3d Savings		£	p
Monthly saving amount			
Please confirm that a monthly contribution to savings has been considered (or discussed with an adviser)	<input type="checkbox"/>		
Tick here to opt-out of the savings contribution	<input type="checkbox"/>		
Monthly Savings contribution			
Monthly total available for creditors			

3e Debt administration fee				
Advisers should consider any set up / admin fee and how this might be spread across the first period of payment amounts. Please use the comments section below to explain any expected future change in this fee amount.				
Debt admin fee	£	p	W / M	Notes

Monthly total available for creditors		
--	--	--

3f Debts						
Priority debts						
Creditor	Owed		Repayment offer		W / M	Notes
	£	P	£	p		
Rent						
Mortgage						
Council Tax						
Child maintenance						
Gas and electricity bills						
Water						
National Insurance						
Income Tax						
Court fines						
TV licence						
Hire purchase						
Total priority debts						

3f continued

Non-priority debts

Creditor	Owed		Repayment offer		W / M	CCJ (tick if yes)	Notes
	£	p	£	p			
Overdrafts						<input type="checkbox"/>	
Personal loans						<input type="checkbox"/>	
Bank or building society loans						<input type="checkbox"/>	
Credit card						<input type="checkbox"/>	
Store cards						<input type="checkbox"/>	
Payday loans						<input type="checkbox"/>	
Catalogue, home credit or in store debt						<input type="checkbox"/>	
						<input type="checkbox"/>	
						<input type="checkbox"/>	
						<input type="checkbox"/>	
						<input type="checkbox"/>	
						<input type="checkbox"/>	
Total non-priority debts							

Token payments		
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4 Offer of payment

I can pay £ _____ monthly fortnightly weekly

(Please give TOTAL amount which includes ongoing bills and arrears)

If your offer of payment is less than your previous level of payment, please explain why.

I would like to pay by the following method:

Direct Debit (complete form on page 14) Standing order Instalment Payment Plan

Deduction from benefits (*if applicable*) (complete form on page 15)

5 Why do you need help with water and sewerage charges?

Please tell us why you have not been able to pay your water and/or sewerage bill and give us as much information as possible about your circumstances.

Where possible, please add dates and details of any particular hardship/illness that affects your family and has led to your difficulties.

If anyone in your household is disabled, please explain who is disabled and the nature of their disability. If that person is 13 or over they must sign and date section 10

By ticking this box I confirm that where I have included information about disability or illness that I either have parental or legal responsibility for the person named to provide this information.

Please tell us about any arrangements you or your debt adviser have made concerning any other debts you may have.

Please tell us about any other addresses you currently live at or have lived at in the last four years.

6 How did you find out about receiving help with your water bill?

Please tick one box

Flyer/leaflet – where/who did you get this from?

Magazine – which one?

Poster – where did you see this?

Event – which one?

With your bill/instalment book/reminder

Our website

Called customer services

Whilst getting debt advice

Other – please specify

7 Please tell us who is helping you with this application

Please provide the details of the organisation from which you have received independent advice.

Their name _____

Their job title _____

Their organisation _____

Their address _____

_____ Postcode _____

Their daytime telephone number _____

Their email address _____

PRIORITY SERVICES

Extra support when you need it

We know that some of our customers may need extra consideration or support at times due to age, ill health, a disability or additional needs and we can help you through Priority Services. To apply see page 17

8 How we will use your personal information

We will use the information you provide in this form and any supporting documentation to process your application and assess your eligibility for assistance with paying your bills. We will use the information you provide in this form and any supporting documentation to process your application and assess your eligibility for assistance with paying your bills. We may share your National Insurance number with benefit agencies if you agree to us contacting them about deductions from any benefits. Your personal data will be treated as set out in our privacy notices which are available at:

- bristolwater.co.uk/privacy-policy or by writing to Bristol Water, Bridgwater Road, Bristol, BS13 7AT
- wessexwater.co.uk/privacy-policy or by writing to Wessex Water, Operations Centre, Claverton Down, Bath, BA2 7WW

By ticking the box, you agree to us contacting the organisation which helped you complete this form (as detailed in section 8) regarding this application.

Signed _____ Date _____

I am the person named in section 6 and agree to you using information about my health to process this application

Signed _____ Date _____

You may withdraw your agreement to our use of your health information at any time by contacting us by phone on 0345 600 3 600* or by email: customer.services@wessexwater.co.uk

9 Declaration to be signed by the applicant

I declare that the information I have given on this form is complete and correct to the best of my knowledge.

I wish to be considered for help. If I am accepted, I agree to make regular payments, as shown in section 5.

If I do not keep up my payments, I understand normal debt recovery action will resume.

Signed _____ Date _____

10 What to do next

If you are completing a paper copy of this form, please post it in the envelope provided to:

Social Policy Team
Wessex Water
1 Clevedon Walk, Nailsea
Bristol BS48 1WA

Contact details for queries about this application form:

Call 0345 600 3 600* (Monday to Friday, 8am to 8pm, Saturday, 8am to 2pm)

or submit an online form via our websites:

bristolwater.co.uk/contact-us or

wessexwater.co.uk/contactus

We may record telephone calls into our contact centres for quality, security and training purposes.

Paying by Direct Debit

BRISTOL WESSEX BILLING SERVICES LTD

Please tell us your preferred payment date

Payment(s) will be taken on or just after your preferred date. If no date is given, payment will be taken on or just after the first of each month.

Name and address

Daytime telephone number

BRISTOL WESSEX BILLING SERVICES LTD

Instructions to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form with a ballpoint pen and return to
Bristol Wessex Billing Services Ltd, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA



Originator's Identification
Number: 948283

Name(s) of Account Holder(s)

Name and full postal address of your bank or building
society (BLOCK CAPITALS)

Bank/Building Society account holder

Branch sort code

Signature

Date

Reference Number

Banks and Building Societies may not accept Direct Debit instructions for some types of accounts.
Instructions to your Bank or Building Society
Please pay Bristol Wessex Billing Services Ltd Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee.
I understand that this instruction may remain with Bristol Wessex Billing Services

The Direct Debit Guarantee

This guarantee should be detached and retained by the payer



- This guarantee is offered by all banks and building societies that take part in the Direct Debit scheme. The efficiency and security of the scheme is monitored and protected by your own bank or building society.
- If the amounts to be paid or the payment dates change, we will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Bristol Wessex Billing Services Ltd or your bank or building society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your bank or building society. Please also send a copy of your letter to us.

Bristol Wessex Billing Services Limited Registered Office 1 Clevedon Walk Nailsea Bristol BS48 1WA Registered in England No 4143955

Application for Water Direct – Direct payments to us from your benefit

Why choose Water Direct?

- you do not have to remember to make payments. They will be taken direct from your benefits
- we will take no action to recover your debt while you are on Water Direct
- it will cover your ongoing bill and arrears.

Do you have arrears with us? Yes No

Do you or someone in your household receive Income Support, Jobseeker's Allowance, Employment and Support Allowance, Universal Credit or Pension Credit?

Yes No Please specify

If you answered yes to both questions and you would like us to apply for direct payments from Department of Works and Pensions on your behalf, please complete and return this form.

Details of the person receiving the benefit

First name

Surname

Date of birth

National Insurance number

Benefit type (please indicate all benefits claimed)

- Income Support
- Jobseeker's Allowance
- Employment & Support Allowance
- Universal Credit
- Pension Credit

I would like Bristol Wessex Billing Services Ltd to apply for direct payments Yes

No

How we will use your personal information

We will use your personal information to assess your application and share these details with your benefits agency to confirm an amount to be deducted from the benefits payments you receive.

Please sign and date if you are the person in receipt of the benefits

I agree to you using my details to process this application for Water Direct

Signed _____ Date _____

You may withdraw your agreement to our use of your health information at any time by contacting us by phone on 0345 600 3 600* or by email: customer.services@wessexwater.co.uk

Extra support when you need it

We want to give all our customers the best service at all times. We know that some of our customers may need extra consideration or support at times due to age, ill health, a disability or additional needs and we can help you through Priority Services.



Section 1

Understanding your situation

So we can make sure we can always give the best support, please tick all that apply to you.

- Nebuliser and apnoea monitor
- Heart, lung and ventilator
- Oxygen Concentrator
- Oxygen Use
- Stair lift, hoist, electric bed
- Careline/ Tele-care
- Medical Refrigeration
- Water Dependent
- Dialysis, feeding pump and automated medication
- Chronic illness/Serious illness
- Blind
- Partially sighted
- Hearing Impairment or deafness
- Pensionable age
- Physical impairment
- Speech difficulties
- Restricted hand movement
- Unable to communicate in English
Please specify your first language

- Developmental condition
- Mental health
- Dementia(s)/ cognitive impairment
- Unable to answer the door
- Medically dependent bathing/showering
- Poor sense of smell/taste
- Additional presence preferred
- Families with children aged five or under

Temporary

- Young adult householder (under 18)

Date of birth (month and year)

- Post Hospital recovery*
- Life changes*

* We will keep you on the register for 12 months, after this time if we can support you in any other way please let us know.

Continued overleaf

Section 2

If you'd prefer us to deal with a nominated contact to act on your behalf for any billing, supply interruptions and/or sewerage issues please provide their details.

Contact name

Address

Postcode

Their mobile number

Their email address

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

Are you happy for Wessex 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

Signature

Both you and your contact can withdraw your consent at any time by contacting us by email at priority.services@wessexwater.co.uk or by telephoning us on 0345 600 3 600*.

Section 3

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

- Large Print Braille Phone call
 Next Generation Text Home visit

Register for eBilling where you can view your bills, current balance and the payments you have made. Go to: myaccount.wessexwater.co.uk

Section 4

If you would like our representative to use a password if they visit your home, please provide one.

Please write password here

Prompt (please add in a prompt question/answer here – eg, mother's maiden name)

Section 5

Are you happy for Wessex Water to use your personal and health information to provide you with additional services if there is an incident which affects your water supply?

Yes No

Is it okay for us to share your personal details and reason for registering with your energy/utility suppliers or networks so they can register you for their priority services?

Yes No

Thank you for completing this form, all information will be treated in the strictest confidence and will ensure that we are able to provide you with an improved service around your needs.

If you have any questions about anything in this form, please contact us.

Debt and budgeting advice can help you to:

✓ **Boost your income:** find out about extra benefits, tax credits and schemes.

✓ **Deal with your debts:** work out a realistic plan to repay your debts and make sure the most serious debts are dealt with first.

✓ **Manage your money:** stay on top of essential bills and keep your spending on track.



These are some of the organisations providing free debt advice:

StepChange
Debt Charity

Online: www.stepchange.org/mse
Telephone: 0800 138 1111

**NATIONAL
DEBTLINE**

Online: www.nationaldebtline.org
Telephone: 0808 808 4000

**citizens
advice**

To find your local citizens advice:
www.citizensadvice.org.uk



* Calls to 0345 numbers from UK landlines cost no more than calls to standard UK landline numbers. If you're calling from a mobile please check with your service provider as sometimes calls can cost more. We may record telephone calls into our contact centres for quality, security and training purposes. Wessex Water is not responsible for the content of external websites.

Please keep this page for reference.



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FOR YOU. FOR LIFE.

go to the web for more information
bristolwater.co.uk

wessexwater.co.uk/tap