

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.



WaterSure Plus

Assistance for vulnerable customers



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 re-apply.
- 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 in the envelope we have provided. 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.

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.

Official use Customer reference

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?

- 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)

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 with a doctor's certificate

YES

NO

Does the person who receives the benefit or tax credit also receive child benefit for three or more children under 19 living in your household?

YES

NO

You are likely to be eligible for WaterSure Plus. Please fill in the application form and return it to us with the evidence requested.

You are not eligible for WaterSure Plus

You might want to contact us on 0345 600 3 600 for advice on other ways to help you pay your bill. For example, you could switch to using a water meter if you are not already on one; install water-saving equipment; or make sure you have the best payment plan for your circumstances.

Please note: you do not qualify for WaterSure Plus 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.

I. You must fill in this page

Who is the person named on the water bill?

- 1 Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other ☐
- 2 First name
- 3 Last name
- 4 Address and postcode
.....
- 5 Daytime phone number.....
- 6 Evening or mobile phone number
- 7 Customer reference number (you can find this on your water bill)
.....

- 8 Are you, or someone in your household, receiving any of the following benefits or tax credits? (Please tick all that apply.)

- 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 ☐

- 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.....

National Insurance number

Continue on a separate page if necessary

Notes

- 8 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 5.)

If you are applying because of a medical condition, go to page 4.
If you are applying because you have a large family, go to page 5.

2. Fill in this page if you are applying because of a medical condition

Medical conditions needing extra water use

10 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

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) ☐

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

Name

Address and postcode

Surgery or health centre official stamp (optional)

Notes

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

11 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 at a) to g), please give us a copy of your repeat prescription form or a 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 do not 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 h) 'Another condition' you must include a doctor's certificate or letter from a GP or hospital consultant

The letter or certificate must say:

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

3. Fill in this page if you are applying because of 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.

Please tick ☐

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

Name	Date of birth
..... / /
..... / /
..... / /
..... / /
..... / /
..... / /

(Continue on a separate sheet of paper if necessary.)

Notes

13 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 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 and payments.

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

Useful contacts



Bristol Water, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA
Phone: 0345 600 3 600 (Monday to Friday, 8am to 6pm)

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

4. You must fill in this page

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 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.

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). We need this signature for data protection purposes.

.....

Checklist

Tick as appropriate

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

I have enclosed a photocopy of the latest 'notice of entitlement' for benefit or tax credit. ☐

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

How did you find out about WaterSure Plus?

One of our leaflets ☐

From a friend or relative ☐

Our website ☐

Citizens' Advice ☐

Other (please state) ☐

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Send your filled in form and other information (see checklist) in the prepaid envelope we have provided to: Bristol Water, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA