

## 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).

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### 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.

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### 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.