

**Before completing this application form, please read the notes below carefully**

You may qualify for the WaterCare Tariff if you have a water meter and you or another member of your household is in receipt of one or more of the following means tested benefits:

Income Support

Income-based Job Seeker's Allowance

Income-based Employment and Support Allowance

Housing Benefit

Pension Credit (Guaranteed element)

Universal Credit (Housing element)

To apply, please complete **ALL sections on pages 2 and 3** of this form, **sign the Declaration on page 4** and return the form with **ALL the necessary supporting evidence to the FREEPOST address as detailed below.**

**Supporting evidence required - APPLICATIONS CANNOT BE PROCESSED WITHOUT THESE ITEMS**

Please make sure you attach items on the checklist below. Please provide copies of documents as originals cannot be returned:

- ✓ Photocopies of the latest entitlement notice(s) for the qualifying benefit(s). The notice(s) must be dated less than 12 months before the date of your application.
- ✓ Photocopies of the latest three months' itemised bank statements for you and all other adult family members in your household, including children who have left school.
- ✓ Photocopy of all pages of your Housing Benefit Award letter if your housing costs are not shown on your itemised bank statement.

**Please send this completed application form together with all supporting evidence to:**

**FREEPOST WATERCARE TARIFF**

**(note: no address details needed)**

|  |   |                    |
|--|---|--------------------|
| <b>Customer number</b><br>(located on your water bill)   |   | Office<br>use only |
| <b>Are you on a water meter?</b>   | Yes <input type="checkbox"/> No <input type="checkbox"/>  |                    |
|  | If no, by submitting this application form you authorise us to arrange for a water meter to be installed.   |                    |
| <b>Title</b>   | Mr / Mrs / Miss / other   |                    |
| <b>First name</b>  |   |                    |
| <b>Last name (surname)</b>   |   |                    |
| <b>Address</b>   |   |                    |
| <b>Postcode</b>  |   |                    |
| <b>Home telephone number</b>   |   |                    |
| <b>Mobile telephone number</b>   |   |                    |
| <b>Email</b>   |   |                    |
| <b>How many people live in the household?</b>  | Number of adults  |                    |
|  | Number of children under 14   |                    |
|  | Number of children aged 14 and over   |                    |
| <b>If you and/or someone in your household are receiving any of the following benefits, please tick all that apply</b><br><br>(remember to provide evidence as required) | <input type="checkbox"/> Income Support<br><input type="checkbox"/> Income-based Jobseeker's Allowance<br><input type="checkbox"/> Income-based Employment and Support Allowance<br><input type="checkbox"/> Housing Benefit<br><input type="checkbox"/> Pension Credit (Guaranteed element)<br><input type="checkbox"/> Universal Credit (Housing element) |                    |
| <b>Name(s) of person(s) in receipt of above benefit(s)</b>   |   |                    |
| <b>Do you have a debt with Bournemouth Water that you need assistance with?</b>  | Yes <input type="checkbox"/> No <input type="checkbox"/>  |                    |

| <b>Income</b>  | £<br>Weekly | £<br>Monthly | £<br>Four Weekly | Office<br>use only |
|--|-------------|--------------|------------------|--------------------|
| Customer's salary or wages (take-home pay)   |             |              |                  |                    |
| Partner's salary or wages (take-home pay)  |             |              |                  |                    |
| <b>Other income</b>  |             |              |                  |                    |
| Maintenance or child support   |             |              |                  |                    |
| Rent from boarder or lodger  |             |              |                  |                    |
| Contribution(s) from others living with you (ie non-dependants)  |             |              |                  |                    |
| Jobseeker's Allowance  |             |              |                  |                    |
| Income Support   |             |              |                  |                    |
| Working Tax Credit   |             |              |                  |                    |
| Child Tax Credit   |             |              |                  |                    |
| Child Benefit  |             |              |                  |                    |
| Employment and Support Allowance / Statutory Sick Pay  |             |              |                  |                    |
| Carer's Allowance  |             |              |                  |                    |
| Universal Credit   |             |              |                  |                    |
| Other  |             |              |                  |                    |
| <b>Pensions</b>  |             |              |                  |                    |
| State pension(s)   |             |              |                  |                    |
| Private or work pension(s)   |             |              |                  |                    |
| Pension Credit   |             |              |                  |                    |
| <b>Housing costs - Please provide all pages of your Housing Benefit Award letter (if your housing costs are not shown on your itemised bank statement)</b> |             |              |                  |                    |
| Rent - the difference you have to pay on top of any housing benefit you receive  |             |              |                  |                    |
| Mortgage – the difference you have to pay on top of any help, ie benefit(s) you receive  |             |              |                  |                    |

### How did you hear about the WaterCare tariff?

Bournemouth Water leaflet  Bournemouth Water website  CAB   
Back of your bill  Other (please state) \_\_\_\_\_

### 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 application.

I give permission to Citizens Advice Plymouth to contact me to assist with this application.

I give permission to Citizens Advice Plymouth to contact Jobcentre Plus to verify the information provided.

I consent that information can be shared between Bournemouth Water and Citizens Advice Plymouth to process my application.

**WARNING** if you deliberately give us misleading information you are committing a criminal offence and could be prosecuted.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Signature of person receiving benefit(s) (if they are not the person named on the water bill). We need this signature for Data Protection purposes.

Signature \_\_\_\_\_ Date \_\_\_\_\_

### Other information

We will let you know the outcome of your application. If you have been unsuccessful, we will explain why. If your application is successful, we will apply the reduced charges to your next bill.

**Do you need help with this form? Call our Customer Services number  
01202 590 059**

**8am-6pm Mon-Fri, 9am-2pm Sat, closed on Sundays and bank holidays**

**We can provide this information in large print or different formats. Please call us for details**

### Useful contacts

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

|   |                                     |
|---|-------------------------------------|
| Income Support, Employment and Support Allowance, Job Seeker's Allowance, Universal Credit. | Your local Jobcentre Plus office    |
| Pension Credit  | The Pension Service (08456 060 265) |
| Housing Benefit   | Your local authority (council)      |

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