

# WaterSure Application form



April 2018 - March 2019

**The WaterSure tariff puts a limit on your water charges.  
The tariff is £142.34 for water.**

The WaterSure tariff for sewerage is: Wessex Water £211 – Southern Water £278

## You must have a meter to qualify for the tariff

Yes, I have a water meter .....

No, I don't have a meter, but I'd like to apply for one .....

(Continue to completed this form)

Who is the person named on the water bill?

1. Mr  Mrs  Miss  Ms  Other

2. First name .....

3. Last name .....

4. Address .....

.....

..... Postcode .....

5. National Insurance number .....

6. Daytime telephone number .....

7. Evening or mobile number .....

8. Account number (you can find this on your last bill) .....

**If you have any problems completing this form, or require any help or advice about the tariff, you can call our Customer Service team on 01202 590059.**

**Customer Service opening hours: Mon-Fri 8am-6pm, Saturdays 9am-2pm.**

**George Jessel House, Francis Avenue, Bournemouth, BH11 8NX**

**Details can be found on our website: [www.bournemouthwater.co.uk](http://www.bournemouthwater.co.uk)**

**Text Relay service (formerly Tynetalk) call 18002 01202 590059 from an ordinary phone or 180014 01202 590059 from a text phone.**

### **How do I qualify?**

You must have a water meter. If you don't, just tick the relevant box on page 1. We'll send you all the details about having a meter. The WaterSure tariff applies to metered domestic properties only.

You, or someone living at your address, must receive certain benefits or tax credits. There's a list of qualifying benefits on page 3. Please tick the benefits being received, and don't forget to add the name of the person who gets the benefits.

### **You need to send evidence of the benefits/tax credits.**

You can send a photocopy, but your evidence must be for this tax year - see notes on page 3.

### **In addition, one of the following must apply:**

1. There are three or more children under 19 living permanently at your address, for whom Child Benefit is received. Again, don't forget the supporting evidence. (see page 4)
2. You, or someone else living within the household, has a health condition that means a lot of extra water is used. We'll need to see supporting evidence. (see page 5)

### **I think I qualify. What do I do now?**

Complete the application and send it back to us in the envelope provided. Don't forget to sign and date the form. We'll give you a decision within ten working days. If you qualify, the new WaterSure tariff will be applied to your account from the date of your last meter read. If you don't qualify, we'll tell you why.

### **How will I be billed?**

You'll be billed every six months. If you pay by Direct Debit, your payments may need to be adjusted when you move to the new tariff. You'll still have to pay any outstanding bill up to the date of the switch to the WaterSure tariff.

## **Passwords**

Normally we don't need to knock at your door, but very occasionally we do.

Always make sure a caller is genuine. Help to keep yourself safe by arranging a password that our staff can quote if we have to call.

Our staff all carry photographic identity cards. You can check they are genuine by calling our Customer Service team on 01202 590059. Our staff are always happy to wait while you do this.

I would like to set a password Yes  No

Please use this as my password.....

## About benefits or tax credits

In order to qualify for the WaterSure tariff you, or someone in your household, must receive one or more of the following benefits or tax credits. (Please tick all boxes that apply.)

- Income Support .....
- Income-based Jobseeker's Allowance .....
- Working Tax Credit .....
- Child Tax Credit (not just the family part) .....
- Housing Benefit .....
- Universal Credit .....
- Pension Credit .....
- Income-related Employment and Support Allowance .....

Name of person who receives benefit/credit .....

- Don't forget to include the name of whoever receives the benefit/tax credits
- Remember to include the supporting evidence, usually this is a photocopy of your latest notice of entitlement
- This notice must be less than one year old for a benefit or six months old for a tax credit
- If you don't have a notice, you can get a replacement by contacting your local Council, or local benefit or tax credit office

Any problems completing this page? Our contact numbers are on page 1.

## Benefits not accepted

- Carers' Allowance
- Local Council Tax Support
- Attendance Allowance
- Disability Living Allowance
- Incapacity Benefit

## This section is for households with three or more children under 19 living at home

I confirm that the person who receives benefits or tax credits (named on page 3) is responsible for, and claims Child Benefit for three or more children under 19 who live with them permanently.

Yes  No

- Remember to include the supporting evidence; usually this is a photocopy of your latest notice of entitlement
- This notice must be less than one year old, and show the names and dates of birth for each child
- If you don't have a notice, you can get a replacement by contacting your local benefit office

Please give the full name and date of birth for each child.

Name	Date of birth
1 .....	.....
2 .....	.....
3 .....	.....
4 .....	.....
5 .....	.....
6 .....	.....

## Useful contacts

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

- Income Support – Jobseeker's Allowance – Pension Credit  
Department for Work and Pensions local office – Tel 0800 0556688
- Working Tax Credit – Child Tax Credit  
Tax Credit Office – Tel 0345 300 3900 – [www.gov.uk/browse/benefits/tax-credits](http://www.gov.uk/browse/benefits/tax-credits)
- Housing Benefit  
Please contact your local authority (Council)
- Child Benefit  
Child Benefit Office – Tel 0300 200 3100 – [www.gov.uk/browse/benefits/child](http://www.gov.uk/browse/benefits/child)

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## This section is for medical conditions needing extra water use

Please tell us the name of the person in your household who has a medical condition that requires the use of extra water.

- Remember to include the supporting evidence. This can be either:
  1. A note or letter from a doctor or consultant; or 2. A prescription or medical certificate
- This evidence must be less than one year old
- If you don't have any of the above, your doctor, surgery or clinic will be able to help
- The evidence must name the patient and give details of the condition/medication that requires extra water to be used
- The name and address of your doctor or consultant's practice must be included
- If the condition is not listed, please give details below or on a separate sheet

Please tick all boxes that apply

- Desquamation (flaky skin disease) .....
- Weeping skin disease (eczema, psoriasis, varicose ulceration) .....
- Incontinence .....
- Abdominal stoma .....
- Renal failure where home dialysis is required .....
- (Don't tick if the health authority helps with water costs.)
- Crohn's disease .....
- Ulcerative colitis .....

\*Another condition which means a lot of extra water is used

\*As this condition is not on the list, you'll need to send us a copy of a note or letter from you doctor or consultant. Please give the name and address of the doctor or hospital consultant who knows about this condition.

Doctor/Consultant .....

Address .....

Postcode .....

Surgery or health centre official stamp (optional)

## Declaration

The information I've given is correct to the best of my knowledge.

If my circumstances change affecting my claim, I'll tell you straight away.

I allow the authority which provides benefits or tax credits to confirm the details I've provided.

If I've made a claim because of a medical condition, I allow the medical professional who knows about it to give you information about the condition, why more water is required, and confirm the details I've provided.

I pay my sewerage charges to a different company, and give you permission to pass on the details I've provided so that they can consider my sewerage charges under the WaterSure 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 scheme
- I only use a hosepipe or watering can to water my garden and don't use an unattended device such as a sprinkler
- My household doesn't have an auto-filling swimming pool or pond which holds over 10,000 litres of water
- I don't receive any help towards the cost of water from the health authority

Your signature ..... Date .....

## Checklist

- Make sure you've completed all parts of the application form that apply to you or your household
- Don't forget to sign and date the form
- Please enclose all the required evidence as we can't process your application without it
- Place your completed form in the envelope provided.

### **Bournemouth Water**

George Jessel House

Francis Avenue

Bournemouth

BH11 8NX

Customer Service 01202 590059

[www.bournemouthwater.co.uk](http://www.bournemouthwater.co.uk)