

FACT SHEET

WaterSure (Incorporating our Vulnerable Groups Tariff)



We have aimed to explain as clearly as possible WaterSure - our scheme for domestic customers who could face hardship as a result of paying for their water by meter. If you would like to talk to someone about the scheme, please call our Metered Accounts Team on 01737 789700.

Availability of the tariff

This tariff is available as defined in the regulations issued by The Secretary of State. Protection is available where customers or people residing with them are in receipt of one of the following benefits or tax credits:

- **Income Support**
- **Income-based Job Seekers Allowance**
- **Housing Benefit**
- **Council Tax Benefit**
- **Pensions Credit**
- **Working Tax Credit**
- **Child Tax Credit (other than just the family element)**

and have **either** three or more resident children under 19 in full-time education **or** is suffering from or is receiving treatment for a qualifying medical condition, or another person residing with them in the premises, whether or not the same person as the qualifying person is suffering from or is receiving treatment for a qualifying medical condition, **which causes them to use significantly more water** such as:

- **Desquamation (flaky skin loss);**
- **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 dialysis);**
- **Any other medical condition which requires the use of significant additional water and can be supported with a doctor's (or other medical practitioners') certificate.**

The conditions governing eligibility for this tariff may change from time to time in accordance with regulations issued by the Secretary of State.

Purpose of tariff

The purpose of the tariff is to protect those customers who could face severe hardship as a result of paying for water on a measured basis by capping measured bills at the level of the average household bill. Customers meeting the requirements who apply for this protection will pay on the basis of actual usage or the average bill, whichever is the lower

WaterSure (Incorporating our Vulnerable Groups Tariff) (continued)

How to apply for the tariff

Customers wishing to opt for this tariff will be required to complete an application form which is available from our Metered Accounts Team on 01737 789700. The form will require that the applicant provides information and sufficient supplementary evidence to allow the Company to reasonably validate the claim. Applicants will also be required to complete a declaration, giving permission for an officer of the Company to contact either Job Centre Plus, or the customer's medical practitioner, to verify the information provided.

When the tariff is valid

The new tariff will be valid from the start of the billing period during which the application is received (i.e. the previous meter reading). This tariff came into operation on 1 April 2000. The tariff will not run on automatically year on year. In order for the tariff to continue the Company will require a new declaration to be completed at the start of each billing year confirming that the customer's circumstances have not changed. Where the annual declaration is not completed, or returned, charges will revert to the normal basis with effect from the start of the billing year.

Restrictions

Customers who use water for discretionary purposes (eg swimming pools or garden watering with a sprinkler or unattended device) will not be eligible for protection under this tariff.

Checks

All applications for this tariff will be checked to ensure that the applicant properly meets the eligibility criteria. Where there is any doubt the information supplied will be checked with Job Centre Plus or the medical practitioner as appropriate. In the case of customers applying for protection under the medical condition criteria for which the applicant is receiving treatment, the applicant will have to provide sufficient information to demonstrate that the condition does incur "significant extra use" of water. The check in respect of these applications will therefore include a test to determine whether there is "significant extra use". As a quality assurance on our vetting procedures the Company will, as a matter of policy, carry out random checks on 5% of all applications for this tariff.