

This Fact Sheet explains 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 Customer Services Team on 01737 772000.

Availability of the tariff

This financial support is available as defined in the regulations issued by The Secretary of State. You qualify if you have a water meter and you – or people residing with you – receive one of the following benefits or tax credits:

- Council Tax Benefit
- Housing Benefit
- Income Support
- Income-based Job Seekers Allowance
- Working tax credit
- Child Tax Credit (other than just the family element)
- Pensions Credit
- Income-related employment and support allowance

and either you are entitled to receive child benefit for three or more children under the age of nineteen who live in the premises; **or** if you or another person living with you – 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 the dialysis);
- any other medical condition which requires the use of significant additional water and can be supported with a doctor's (or other medical practitioner's) certificate.

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

Purpose of the tariff

If you could face severe financial hardship as a result of paying for your water on a measured basis, WaterSure caps your bill at the level of the average household bill. If you meet the requirements you pay on the basis of actual usage or the average bill, whichever is lower

How to apply for the tariff

If you wish to apply for this financial support you must complete an application form which is available from our Customer Services team on 01737 772000. You will need to provide information and sufficient supplementary evidence to enable us to reasonably validate your claim. You will also need to complete a declaration, giving permission for us to contact either Job Centre Plus, or your medical practitioner, to verify the information provided.

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When the tariff is valid

If granted, the financial support will begin from the start of the billing period during which your application is received (i.e. the previous meter reading). This support will not run on automatically year on year. In order for it to continue we will require a new declaration to be completed at the start of each billing year confirming your circumstances have not changed. If this declaration is not completed, or returned, our charges will revert to the normal basis with effect from the start of the billing year.

Restrictions

If you use water for discretionary purposes (e.g. for a swimming pool or garden watering using a sprinkler or unattended device) you will not be eligible for financial support.

Checks

Your application for this tariff will be checked to ensure you properly meet the eligibility criteria. If there is any doubt the information supplied will be checked with Job Centre Plus or your medical practitioner.

If you apply for protection under the medical condition criteria for which you are receiving treatment, you will have to provide sufficient information to demonstrate that the condition does require “significant extra use” of water. We will check to determine whether there is “significant extra use”.

As a quality assurance on our vetting procedures we do, as a matter of policy, carry out random checks on five per cent of all applications for this tariff.

For further information contact the Customer Services team at Sutton and East Surrey Water plc. London Road, Redhill RH1 1LJ
Tel 01737 772000 or Fax 01737 766807 www.waterplc.com