

1 Water Support

This Fact Sheet provides information on our Water Support Scheme which is available to customers for charges raised in 2016/17. This is a Social Tariff and is also referred to in Section 2.4 of our Charges Scheme document which can be downloaded from our website, or is available on request.

What is a Social tariff?

In June 2012 DEFRA, the government department responsible for water supply, set out guidance for water companies to offer discounts to customers who are struggling to pay their water bills. The guidance also enables water companies to impose an additional charge on all other household customers to finance the discounts to be made. The charges discount is referred to as Water Support.

Sutton and East Surrey Water's Water Support Scheme

Those offered Water Support will receive a 50% discount on all water charges. The discount is applied irrespective of whether the property has a water meter.

However, as part of awarding the Water Support discount, we may suggest certain additional measures for you to take to further reduce your water bill. We would expect that you would respond positively to these recommendations.

Am I eligible ?

The only way to find out if you are eligible is to make an application to us. However, you can use the following criteria as a guide to see whether you are likely to be eligible.

The criteria for eligibility are that the customer (or a member of their household) must be in receipt of one or more specified means tested benefits listed:

- Income-based Jobseekers Allowance (JSA)
- Income Support
- Income-related Employment and Support Allowance (ESA)
- Pension Credit (Guarantee Credit only or a combination of Guarantee Credit AND Savings Credit)
OR
- Have a *household income of less than the HMRC's low income threshold (currently £16,105) AND is 62 years of age or older
OR have a disability OR have parental responsibility for a young child (under 5).

Final decisions on eligibility and award of Water Support are at the absolute discretion of the Company and are applicable to domestic properties only.

How do I apply ?

The quickest and easiest way to apply is via the online application form on our website www.waterplc.com/watersupport. Free internet access is generally available at your local library or community advice centres.

Alternatively we can send you an application form to complete and return to a freepost address.

If you need help to apply then either give our Customer Services Team a call on 01737 772000 or seek advice from your Debt Advisor or Social Landlord. If they do help you with an application, please get them to include their details on the form. We will check your application form. You may then be asked to provide copies of paperwork to validate what you have told us. Once we are satisfied that the data we have is correct we will then write to

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

2 Water Support

you confirming whether you have been offered the Water Support discount or not. Those customers offered the Water Support discount will be expected to inform the Company should their circumstances change during the year.

Applicants must receive their water supply from Sutton and East Surrey Water. For 2016/17 there are only a limited number of customers who will be offered the Water Support discount.

Thames Water sewerage charges

Thames Water also offers customers a Social Tariff which is called 'WaterSure Plus'. WaterSure Plus will provide a 50% discount from your sewerage charges if you live in the Thames Water sewerage area (90% of our customers do). Firstly, your bill has to cost at least 3% of your net household income.

If your bill is less than 3% of your net household income then you do not qualify for WaterSure Plus.

To work your bill out as a percentage of your income, simply divide your bill by your income and multiply by 100. **For example:**

If your water and wastewater charges for the year are £350 and your household income for the year is £11,000.

$$350 \div 11,000 \times 100 = 3.18\%$$

If your bill is 3% or more, you can qualify for the tariff in either of two ways:

- You receive a specific means-tested benefit (as listed overleaf)
OR
- You have a *household income of less than the HMRC's low income threshold (currently

£16,105) AND a member of your household is 62 years of age or older OR have a disability OR have parental responsibility for a young child (under 5).

*Household income means all income of the household after tax, national insurance, housing costs (housing benefits, mortgage, rent, discretionary housing payments and support for mortgage interest) and any payments received for council tax benefit, disability living allowance, personal independence payment and attendance allowance have been taken away.

The quickest and easiest way to apply is to complete the online application form on our website when you apply for our Water Support scheme. Alternatively you can download an application form by visiting www.thameswater.co.uk/watersureplus or by calling Thames Water on 0800 980 8800.

Southern Water sewerage charges

Southern Water also offer a Social Tariff for sewerage charges to customers in the Sutton & East Surrey Water supply area. Those customers who qualify for SESW's Water Support discount will automatically receive the relevant discount on their Southern Sewerage Charges.