

Application form

What is Water Support?

Water Support is a discount scheme aimed to help eligible customers afford their bills.

Who can receive the discount?

Our criteria has changed to help support more customers. You will qualify if your yearly **household** income is:

- Less than **£16,105** before any deductions, if you do not live in a London borough
 - Less than **£19,201** before any deductions, if you do live in a London borough
- You can deduct any disability benefits from your total income

If you think you could be eligible, please complete and return this form to us. We may ask you to provide evidence of your income after receiving your application.

① Your income

Please provide the total amount of income coming into the household minus any disability benefits:

£ (Gross household income)

Disablement benefits include: Disability Living Allowance, Personal Independence Payments, Attendance Allowance and any other disability payments received as part of other benefits.

② Your details

Please ensure that all fields have been completed.

Water account number

Title Mrs Mr Miss Other

First name

Surname

Address

Postcode

Phone number

Email address

③ By signing the below, you confirm that:

- The information you have provided is factually correct and you understand that we may withdraw any discount if we find this is not the case
- We may use the data that you have provided to assess eligibility and financial assistance, once this has been confirmed this form will be destroyed
- We may ask you to provide evidence of your income and benefits

Date

Applicants signature

***If you are an advice worker completing this form on behalf of the applicant please read the below and sign 'advice worker'**

The advice worker confirms they have seen the documentary evidence verifying the information provided is up to date and factually correct.

Advice* workers Name

Advice* workers signature

Please turn over

What happens next?

Once you have completed your form, you can email it to watersupport@seswater.co.uk or return it by post in the freepost envelope provided or to our free post address **'Freepost SESW WATER SUPPORT AND WATERSURE PLUS'**.

Frequently asked questions

Do I only get the discount if I'm on a water meter?

No, our scheme applies to all eligible customers whether they are on a meter or not.

How much discount will I be entitled to?

You will be entitled to a 50% discount on your clean water bill. If you are a Thames Water customer for your wastewater and are eligible for our discount, you will also receive the same level of discount on your wastewater charges. If you are a Southern Water customer for your wastewater and are eligible for our discount, you will also qualify for a 25% discount on your wastewater charges. If this discount is not applied to your wastewater, please contact them directly on **0800 027 0363**.

Will you need to check my income every year?

Yes, we will contact you each year for an update on your circumstances, to make sure you are still eligible to receive the discount.

What else can I do to save money on my water bill?

Save money by having a water meter fitted. Take control of your water supply and only pay for the water you use. Apply online at seswater.co.uk/meter or give our Customer Service Team a call on **01737 772000**.

4 Need some extra help?

We offer extra assistance through our Priority Services Register, which is free to join, for those with ill health, a disability, have a dialysis machine at home, sight or hearing difficulties or are elderly.

This service offers customers tailored communications, individual notifications in emergencies and more to customers who may need additional support.

If you would like to register for our Priority Services please tick the boxes that apply to you and sign the below or call our Customer Services team on **01737 772000**.

- Blind
- Hearing impairment
- Non-English speaker
- Medical dependency on water
- Chronic / serious illness
- Dialysis
- Partially sighted
- Financially vulnerable
- Unable to answer door
- Mental health condition
- Learning difficulties
- Speech difficulties
- Developmental condition

Date

Signature