

WaterHelp application



If your household is on a low income, you may qualify for a discount on your water and waste bills through our WaterHelp scheme (formerly called WaterSure Plus).

Do you qualify for our WaterHelp scheme?

You should qualify if:

- Your gross yearly household income is less than **£16,105** before any deductions, or
- Your gross yearly household income is less than **£19,565** before any deductions, and you live in a London borough

When considering your income, please include all wages, salaries, pensions and benefits for all residents of your household (excluding disability benefits).

If you think you qualify, please complete the form and read the statements below before signing the declaration. It's really important we help those most in need, so we'll check to make sure you're entitled after you've applied.

Account holder details

Mr Mrs Miss Ms other

First name

Last name

Date of birth

Address

Postcode

Phone number

email address

Account number

Number of adults at address (18 and over)

Number of children at address (under 18)

Your authority

We'll treat any information you give us with care and in line with our privacy policy, which can be found at thameswater.co.uk/privacy

By signing below you confirm that:

- The information you've provided is correct, and you understand that Thames Water may withhold or withdraw any benefits if we find this is not the case.
- Thames Water may check the information you've given about income and benefits. This may include sharing your information with trusted third parties such as the Department of Work and Pensions and independent suppliers of data services.
- You understand Thames Water may need you to provide further evidence of your income and benefits.
- You understand any discount may go up or down each year based on your income.
- If a third party has helped you, you authorise us to share information about your application with them (see overleaf).

Account holder's signature

Date

Your total gross household income in the last 12 months

£ a year **This box must be completed before you apply.**

This equals all the money coming into the house from all sources, before any tax or National Insurance deductions have been made. Don't include any disability benefit payments. When working out your income, remember to include pensions, Housing Benefit (whether you receive this directly or not), Child Benefit and any other benefits, as well as wages/salaries.

What happens next?

When you've completed the form, pop it into the post back to us at:

Thames Water
PO Box 508
Swindon, SN38 2TX

Whether you qualify or not, we aim to let you know our decision within two to three weeks. However, this scheme is very popular, so please bear with us if it takes a little longer.

Definitions we've used

London borough – within Greater London including Inner and Outer London boroughs

Gross yearly household income – all income from all sources for all permanent residents of the billed property. This includes:

- Salaries, wages and pensions
- Benefits and allowances – including Housing and Child benefits and any others

Disability payments – you don't have to include any money you receive in respect of disability. This includes Disability Living Allowance, Attendance Allowance, Personal Independence Payments and the disability element of any other benefits.

Do you need other support?

Our priority services team are always here to offer a helping hand.

If you're medically dependent on water or have mobility concerns, we'll provide extra support in times of emergency and make sure you're well looked after.

We also offer a range of services if you need them. For example, if you have sight problems or reading difficulties, we can make sure you receive your bills in the way that works best for you.

You can find out more about Priority Services and register for the free service at thameswater.co.uk/priorityservices or tick the box below and we'll send you an application form.

Please send me an application form for the Priority Services Register.

Are you an advice worker helping with the application?

If so, please complete this section.
Thanks for your support.

Mr Mrs Miss Ms other

First name

Last name

Name of agency

Phone number

email address

Have you seen evidence of income that confirms the applicant's gross household income is below our threshold?

Yes No

Please sign to confirm

Date

Please note: We will write directly to the customer with our decision but please tick this box if you'd like us to notify you of the outcome.