



South Staffs Water

# Application for Assure tariff

## What is the Assure tariff?

The Assure tariff can help household customers on a low income or who are struggling to pay their water charges. It aims to make our bills more affordable.

## Can we help you with the Assure tariff?

If you're on a low income then we may be able to support you in paying your water bill by offering a discount.

If you have a household income of less than £16,105 per year (£1,342.08 per month or £309.71 per week) excluding income from Disability Living Allowance, Personal Independence Payment & Attendance Allowance, then you may qualify for a discount of up to 80% on your water bill.

## How do I apply?

You must complete the application form in full, providing details of all income and expenditure requested on the form. In addition please provide proof of your payslip (3 most recent months), pension, and your most recent benefits awards notice if applicable.

## Why do you need to see proof of income?

We use the income your household receives to assess whether you qualify for a discount so we need to see proof of this. You don't have to send original documents, we're happy to accept photocopies.

## What happens next?

Once we've received your application, we'll complete an assessment by reviewing your financial situation. This is in line with government guidelines and helps us to decide how much discount we should apply.

We'll aim to let you know whether your application has been successful in writing within 10 working days.

If we're unable to apply a discount we'll provide you with other information to help you manage your account. This also includes information of other organisations that may be able to help you.

## Do I have to have a water meter?

No. You can apply for the Assure tariff as long as you meet the qualifying criteria. If you are billed on rateable value you may save more money by having a meter installed.

If you don't have a water meter you may still qualify for a discount of up to 80%.

## What about the sewerage charges?

If you do qualify for the Assure tariff you will automatically be eligible for the sewerage provider's equivalent Tariff. You do not need to do anything; we will notify your sewerage provider on your behalf.

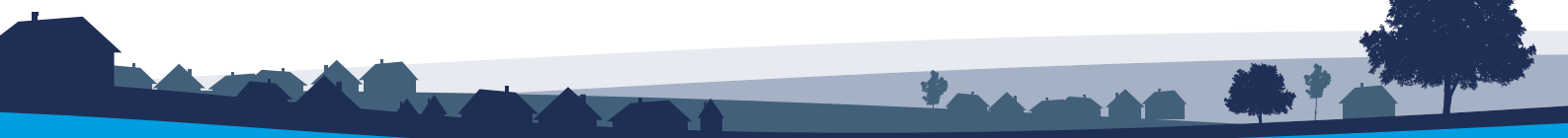
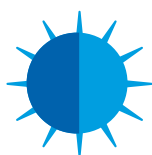
## How long will I receive Assure for?

The discount will be applied for 12 months from the date we received your application. We'll write to you 30 days before the anniversary date to let you know your discount is due to expire.

We will send you a renewal form before the tariff expires to ask if you want to re-apply. If your circumstances haven't changed you may be eligible for the discount again. If they have changed, we'll review the changes and let you know whether you still qualify.

## What happens if I cannot keep up the payments?

If you're struggling to pay your water bill please contact us and we'll do everything we can to help support you. If you don't make regular payments you may no longer qualify for a discount.



## Where to get free advice

### Call us

If you require help completing this form please call us on **0800 0930610**.

## These are some of the organisations providing free debt advice



Online: [www.stepchange.org/mse](http://www.stepchange.org/mse)  
Telephone: **0800 138 1111**



Online: [www.nationaldebtline.org](http://www.nationaldebtline.org)  
Telephone: **0808 808 4000**



To find your local bureau: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
Telephone: **03444 111 444**

## Other organisation that can help



Benefits calculator:  
[www.ccwater.org.uk/savewaterandmoney/benefits-calculator/](http://www.ccwater.org.uk/savewaterandmoney/benefits-calculator/)

## Other utility providers

If you require additional help from us, you may also want to register for help with your other utilities. Energy companies offer password schemes and other services similar to ours. To find out more you should contact your energy supplier directly and ask about their Priority Services Register.

Calls to 0345 numbers usually cost the same as standard UK landline numbers. Please check with your telephone service provider. To protect our customers and staff telephone calls may be recorded.

South Staffs Water is not responsible for the content of external websites.

Please send your completed application along with proof of your income to:  
South Staffs Water, PO Box 7040, Green Lane, Walsall, WS1 9QG

## 1 About you

Customer reference number: ..... (if known)

Surname: ..... Title: .....

First name(s): .....

Date of birth: ..... National Insurance no: .....

House name/number: .....

Street: .....

Town: ..... Postcode: .....

Landline no: ..... Mobile no: .....

Email address: .....

When is the best time to contact you? Please specify: .....

If you've received help completing this form and you're happy for us to discuss your application with them, please provide their name and contact details below:

.....  
.....  
.....

Is your home:  Social rented/council  Private rented  Owned

Are you:

Employed  Unemployed  Self-employed  Retired  Student

## 2 About the people in your home

Who normally shares your home with you? Please tick all that apply:

I live alone  Spouse/civil partner  Partner  Children (under 16)  Children (16 - 19)  Other adults

How many children under 19 years in your home?

For all residents aged over 16 please provide the following:

Name	Age	Occupation

### 3 About your household income and outgoings

To help us assess whether we're able to apply a discount we need to know about the income your household receives and the outgoings. If you've visited the Citizens Advice Bureau or Stepchange you can include a verified financial budget statement from them.

Below is an example of how to complete this section:

Income	Weekly £	Outgoings	Weekly £	Arrears (total) £
<b>Wages/salary</b>		<b>Housing costs</b>		
Your take home pay	250	Rent	85	750
Your partner's take home pay	115	Mortgage		
Regular overtime/bonus/commission		Secured loans/second mortgage		

When detailing arrears (debt) please make sure you record the total amount outstanding.

We have listed some organisations at the front of this form providing free impartial advice.

Please complete the financial statement below using WEEKLY figures.

To change annual figures to weekly, divide by 52

To change monthly figures to weekly, multiply by 12 and then divide by 52

To change four weekly figures to weekly, divide by 4

To change fortnightly figures to weekly, divide by 2

Income	Weekly £	Outgoings	Weekly £	Arrears (total) £
<b>Wages/salary</b>		<b>Housing costs</b>		
Your take home pay		Rent		
Your partner's take home pay		Mortgage		
Regular overtime/bonus/commission		Secured loans/second mortgage		
<b>Benefits</b>		<b>Utilities</b>		
Housing benefit		Council tax		
Council tax support		Ground rent/service charge		
Income support		Mortgage endowment policies/ISA		
Jobseeker's allowance		House contents/buildings insurance		
Employment and support allowance		<b>Housekeeping</b>		
Child benefit		Gas		
Child tax credit		Electricity		
Working tax credit		Coal and other fuels (eg, bottled gas)		
Universal credit		<b>Other important items</b>		
Bereavement benefits		Court fines/orders		
Maternity pay/allowance		Maintenance		
Statutory sick pay		Life assurance		
Incapacity benefit		TV licence		
Carer's allowance		Telephone		
<b>Pensions</b>		<b>Travel</b>		
State and Private		Fares (e.g. to work/school etc)		
Partner's State and Private		Car running costs		
<b>Other income</b>		<b>Other expenditure</b>		
Maintenance		Car loan/Motability car		
Student grant/loan		Benefits overpayment/Social fund loan		
Income from lodgers/property		TV/video/satellite/cable		
Shares and Dividends		Broadband		
Other income – please specify		Appliance rental		
		Other (specify)		
<b>Total income</b>		<b>Total expenditure</b>		

Remember, we'll need to see proof of all income – we won't be able to process your application without this.

## 4 Additional comments

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## 5 How you would like to pay?

**Direct Debit - its simple, safe and convenient**

Please complete the Direct Debit form on page 7 and we'll collect your payment every month

**Water Direct – pay us direct from your benefits**

If you're struggling to pay your water charges and have a balance of £50 or more, please complete the form on page 8

**Payment Card/Slips**

How often would you like to pay?

Monthly

Fortnightly

Weekly

## 6 How did you find out about Assure?

**Please tick one box**

- Flyer/leaflet..... where/who did you get this from? \_\_\_\_\_
- Magazine..... which one? \_\_\_\_\_
- Poster..... where did you see this? \_\_\_\_\_
- Event..... which one? \_\_\_\_\_
- With your bill
- Our website
- Called us
- Other please specify \_\_\_\_\_

## 7 Charitable trust

This independent charity is run by South Staffordshire plc, which owns South Staffs Water. It assists customers facing genuine difficulties or distress with the cost of meeting their bill and arrears.

If you're facing difficulties and would like us to check if you're eligible for help from the trust please tell us the following:

Do you have any savings?

Yes  No

Present value of savings held: £ \_\_\_\_\_

## 8 Declaration to be signed by the applicant

I consent to the personal data (including sensitive personal data, such as medical information) I have provided on this form being shared with, processed and held by the provider of my water services, sewerage services and their respective business partners and suppliers for the purpose of processing my application (including contacting me directly). This also includes managing my water/sewerage account, to enable future budgeting of water and sewerage charges and to provide me with water/sewerage and associated services.

I authorise my water service provider and their representatives to contact the Department for Work and Pensions, any third party from whom I receive benefits or from whom I have received advice; to verify any of the details I have included in my application form or obtain other information that my water service provider considers relevant.

I declare that the information I have given on this application form is complete and correct to the best of my knowledge. I understand that any false information may disqualify my claim and could lead to prosecution.

I declare that I will notify my water provider immediately if my circumstances change.

Tick the box to confirm you have read and understood the above declaration:

Signed: ..... Date: .....

## 9 Have you included everything?

Have you answered all of the questions on this application form?

Have you signed the declaration?

Have you included copies of your proof of income/benefit for all adults in your home?  
It's really important to include this, if not your application will be put on hold.

Have you included all pages of the application form?

## 10 Watersure

If you don't qualify for Assure we'll assess your application for Watersure, if you have a water meter.

Watersure is a tariff which helps some people with their bills. You must be on a certain benefit and need to use a lot of water either for medical reasons or because your household has a certain number of school age children.

Have you, or anyone in your household, had any of these medical conditions diagnosed by a doctor? **Please tick all that apply.**

Desquamation (flaky skin disease)

Incontinence

Weeping skin disease (eczema, psoriasis, varicose ulceration)

Abdominal Stoma

Crohn's disease

Ulcerative colitis

Renal failure requiring home dialysis (except where the health authority contributes to the cost of the dialysis)

Another medical condition which means the use of significant additional water and which can be supported by a doctors certificate

# Paying by Direct Debit

Instructions to your Bank or Building Society to pay by Direct Debit  
Please fill in the form and return to:

**PO Box 7040, Green Lane, Walsall, WS1 9QG**

Reference Number   
(To be completed by SSW)

Service user number **940309**

Name(s) of Account Holder(s)

Bank/Building Society Account Number

Branch Sort Code

Name and full postal address of your Bank or Building Society  
Bank/Building Society \_\_\_\_\_  
Address \_\_\_\_\_  
Postcode \_\_\_\_\_

Instruction to your Bank or Building Society  
Please pay South Staffordshire Water PLC Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with South Staffordshire Water PLC and, if so, details will be passed electronically to my Bank/Building Society.  
Signature(s) \_\_\_\_\_  
Date \_\_\_\_\_

For South Staffs Water official use only. This is not part of the instruction to your Bank or Building Society.

I/We would like to pay by Direct Debit on one of the following dates of each month: (Please tick)

1st    7th    14th    21st



## The Direct Debit Guarantee

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit South Staffordshire Water PLC will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request South Staffordshire Water PLC to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit by South Staffordshire Water PLC or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when South Staffordshire Water PLC asks you to.

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

## Application for Water Direct - Direct payments to us from your benefits

### Why choose Water Direct?

- You do not have to remember to make payments. They will be taken direct from your benefits
- We will take no action to recover your debt while you are on Water Direct
- It will cover your ongoing bill and arrears

Water Direct is only available if your account is in arrears. Do you have arrears with us?

Yes  No

Do you or someone in your household receive income support, jobseeker's allowance, employment and support allowance, universal credit or pension credit?

Yes  No

If you answered yes to both questions and you would like us to apply for direct payments from the Department of Work and Pensions on your behalf, please complete and return this form.

Details of the person receiving this benefit:

First name: .....

Surname: .....

Date of birth: ..... National Insurance no: .....

Benefit type (please indicate all benefits claimed)

- Income support
- Jobseeker's allowance
- Employment & support allowance
- Universal credit
- Pension credit

I confirm that I am currently in receipt of the benefit or credit shown. Please arrange for the Department of Work and Pensions to make Water Direct payment to South Staffs Water PLC on my behalf.

Signed ..... Date .....