

Welsh Water Assist

APRIL
2011



Dŵr Cymru
Welsh Water

www.dwrcymru.com

PAB0048

If yours is a low income household and you have a large family, or a family member with a medical condition that requires the use of a significant amount of extra water, you may qualify for Welsh Water Assist.

To be considered you MUST:

1. Receive a qualifying benefit/tax credit

AND

Have a medical condition that requires the use of a SIGNIFICANT amount of extra water

OR

2. Receive a qualifying benefit/tax credit

AND

Have 3 or more children under the age of 19, living at your house who you claim child benefit for.

The Welsh Water Assist charges are:

£120.00 for water and £120.00 for sewerage for the period 1 April 2011 to 31 March 2012.

If your property is supplied by a water meter and the charge calculated from actual usage shown on the meter, using the standard measured tariff, is less than the 'Welsh Water Assist' tariff, your bill will be based on the actual reading. Otherwise the bill will be capped at the 'Welsh Water Assist' level.

How to apply:

1. Check your eligibility
2. Fully complete the attached application form. Please read the guidance notes to help you do this.
3. Return the completed form to us with all the necessary supporting evidence. **We will accept photocopies.**
4. We will give you a decision within 10 working days.
 - If your application is unsuccessful we will tell you why
 - If your application is successful, the reduced charges will apply from the start of this year's bill, (or date of occupancy if you moved in after 1 April 2011). Note any arrears will be included in the payment plan.

Annual Review/Audit

Every year between April & July we complete an annual review/audit of customers currently on Welsh Water Assist. We will contact you during this review period to confirm that you continue to qualify.

This leaflet is available in other formats, including audio cassette/CD and large print.

For more information or help with this form, please contact us on 0800 052 0145

Monday-Friday 8am-8pm, Saturday 8.30am-1.30pm.

Important information on Additional Services

Dŵr Cymru Welsh Water is committed to providing excellent standards of service for all of our customers. We understand that some of our customers may require extra help with the services we provide because they are:

- Disabled
- older
- ill or
- have learning difficulties

If you have a medical condition that requires a constant supply of water, we will provide you with an alternative supply during emergency interruptions. In order to benefit from this service you must be registered on our Additional Services register.

Access to the information you give us to register for this scheme will be restricted to our employees or agents. They need this information to deliver an alternative supply to you. All information received is treated confidentially.

If you are applying for Welsh Water Assist because someone in your household has a medical condition, YOU WILL BE PLACED on our Additional Services register automatically. If you DO NOT wish to be please tick the box on Section 2 of the application form.

Section 3 – You MUST complete this section if you are applying because you have a large family.

Families with three or more children at home

I confirm that the person who receives benefits/tax credits (named in Section 1) is responsible for, and claims child benefit for, three or more children under the age of 19, who are in full time education and who live at the address on the water bill. (Please tick the box)

Please give the full names and dates of birth of these children:

Name	Date of birth
.....
.....
.....
.....

Section 4 – You MUST complete this section.

Declaration – Please read carefully before signing

I declare that the information I have given is correct to the best of my knowledge and I understand that any false information may disqualify my application for Welsh Water Assist.

I will notify Dŵr Cymru Welsh Water immediately if there are any changes to the circumstances that affect my application for Welsh Water Assist e.g. change of address, no longer on benefits.

I authorise the authority that administers my benefit/ tax credit to give information to Dŵr Cymru Welsh Water, should it be necessary, in order for the information I have provided to be verified.

If I have made an application for Welsh Water Assist on the basis of a medical condition, I authorise the medical person to give information about the condition and its impact on water use to Dŵr Cymru Welsh Water, should it be necessary, in order for the information I have provided to be verified.

I do not water my garden other than by hand-held means, or have a swimming pool or pond of over 10,000 litres capacity.

I do not receive any contributions towards the cost of water from the Health Authority.

Warning If you deliberately give us misleading information you are committing a criminal offence and could be prosecuted.

Signature: Date:

Please do not send us original copies of your 'award notice' but provide us with photocopies instead.

Please return your application form along with the necessary documentation to:

**Freepost
Dŵr Cymru Welsh Water**

There is no need to put a stamp or any further address details when responding.

Section 3 You MUST provide the full name and date of birth for each child aged under 19.

You should tick the box if the person in receipt of benefit/ tax credit is responsible for and claims child benefit for three or more children who are under the age of 19, who are in full time education and who live at the address on the water bill.

You MUST include with this application a photocopy of the most recent 'Child Benefit Award Notice'. The 'award notice' MUST be less than one year old.

If you cannot find your 'award notice', please contact the Child Benefit Office.

Checklist Tick the boxes as appropriate.

- I've completed all the sections of the form that apply to me (that is parts 1, 2 and 4 or 1, 3 and 4).
- I've completed section 1 and enclosed a photocopy of the most recent 'award notice' for the benefit/tax credits and removed any reference to any bank details.
- If I've completed Section 2 it has been stamped, signed and dated by my GP or Practice Nurse.
- If I've completed Section 3 I've enclosed a photocopy of the most recent 'Child Benefit Award Notice' for each child named and removed any reference to any bank details.
- I have completed Section 4 with my signature and date.

Failure to complete the application form and provide the necessary supporting documentation will result in your application being refused and returned to you.

How did you find out about this scheme?

- Our staff
- Word of mouth
- Our website
- Citizen's Advice Bureau
- Consumer Council for Water
- Other (please specify)

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