

**Before completing this application form, please read the notes below carefully**

You may qualify for the WaterCare Tariff if you have a water meter and you or another member of your household is in receipt of one or more of the following means tested benefits:

Income Support

Income-based Job Seeker's Allowance

Income-based Employment and Support Allowance

Housing Benefit

Pension Credit (Guaranteed element)

Universal Credit (Housing element or Standard allowance element)

To apply, please complete **ALL sections on pages 2 and 3** of this form, **sign the Declaration on page 4** and return the form with **ALL the necessary supporting evidence to the FREEPOST address as detailed below.**

**Supporting evidence required - APPLICATIONS CANNOT BE PROCESSED WITHOUT THESE ITEMS**

Please make sure you attach items on the checklist below. Please provide copies of documents as originals cannot be returned:

- ✓ Photocopies of the latest entitlement notice(s) for the qualifying benefit(s). The notice(s) must be dated less than 12 months before the date of your application.
- ✓ Photocopies of the latest three months' itemised bank statements for you and all other adult family members in your household, including children who have left school.
- ✓ Photocopy of all pages of your Housing Benefit Award letter if your housing costs are not shown on your itemised bank statement.

**Please send this completed application form together with all supporting evidence to:**

**FREEPOST WATERCARE TARIFF**

**(note: no address details needed)**

<b>Customer number</b> (located on your water bill)		Office use only
<b>Are you on a water meter?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>	
	If no, by submitting this application form you authorise us to arrange for a water meter to be installed.	
<b>Title</b>	Mr / Mrs / Miss / other	
<b>First name</b>		
<b>Last name (surname)</b>		
<b>Address</b>		
<b>Postcode</b>		
<b>Home telephone number</b>		
<b>Mobile telephone number</b>		
<b>Email</b>		
<b>How many people live in the household?</b>	Number of adults	
	Number of children under 14	
	Number of children aged 14 and over	
<b>If you and/or someone in your household are receiving any of the following benefits, please tick all that apply</b>  (remember to provide evidence as required)	<input type="checkbox"/> Income Support <input type="checkbox"/> Income-based Jobseeker's Allowance <input type="checkbox"/> Income-based Employment and Support Allowance <input type="checkbox"/> Housing Benefit <input type="checkbox"/> Pension Credit (Guaranteed element) <input type="checkbox"/> Universal Credit (Housing element or Standard allowance element)	
<b>Name(s) of person(s) in receipt of above benefit(s)</b>		
<b>Do you have a debt with South West Water that you need assistance with?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>	

<b>Income</b>	£ Weekly	£ Monthly	£ Four Weekly	Office use only
Customer's salary or wages (take-home pay)				
Partner's salary or wages (take-home pay)				
<b>Other income</b>				
Maintenance or child support				
Rent from boarder or lodger				
Contribution(s) from others living with you (ie non-dependants)				
Jobseeker's Allowance				
Income Support				
Working Tax Credit				
Child Tax Credit				
Child Benefit				
Employment and Support Allowance / Statutory Sick Pay				
Carer's Allowance				
Universal Credit				
Other				
<b>Pensions</b>				
State pension(s)				
Private or work pension(s)				
Pension Credit				
<b>Housing costs - Please provide all pages of your Housing Benefit Award letter (if your housing costs are not shown on your itemised bank statement)</b>				
Rent - the difference you have to pay on top of any housing benefit you receive				
Mortgage – the difference you have to pay on top of any help, ie benefit(s) you receive				

### How did you hear about the WaterCare tariff?

South West Water leaflet

South West Water website

CAB

Back of your bill

Other (please state) \_\_\_\_\_

### PROPOSED

#### DECLARATION

The information I have given is correct to the best of my knowledge and I understand that if I provide any information which is false, you may refuse to consider my application.

**WARNING** if you deliberately give us misleading information you are committing a criminal offence and could be prosecuted.

#### CONSENT

I grant consent for South West Water to share the above data with Citizens Advice Plymouth for the purpose of assessing my application and whilst on the tariff.

I understand that I have the right to withdraw consent at any time by contacting South West Water and requesting this. I understand that the data I have provided will be shared with Citizens Advice Plymouth only for the purpose outlined above and South West Water will ask for further consent before using it for any other purpose.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Signature of person receiving benefit(s) (if they are not the person named on the water bill). We need this signature for Data Protection purposes.

Signature \_\_\_\_\_ Date \_\_\_\_\_

### Other information

We will let you know the outcome of your application. If you have been unsuccessful, we will explain why. If your application is successful, we will apply the reduced charges to your next bill.

**Do you need help with this form? Call our Accounts Helpline**

**0344 346 1010**

8am-6pm Mon-Fri, 9am-1pm Sat, closed on Sundays and bank holidays

Text Relay: please ring 18001 followed by the helpline number

We can provide this information in large print or different formats. Please call us for details

### Useful contacts

You can get replacement or up-to-date 'notices of entitlement' from the following authorities:

Income Support, Employment and Support Allowance, Job Seeker's Allowance, Universal Credit.	Your local Jobcentre Plus office
Pension Credit	The Pension Service (08456 060 265)
Housing Benefit	Your local authority (council)