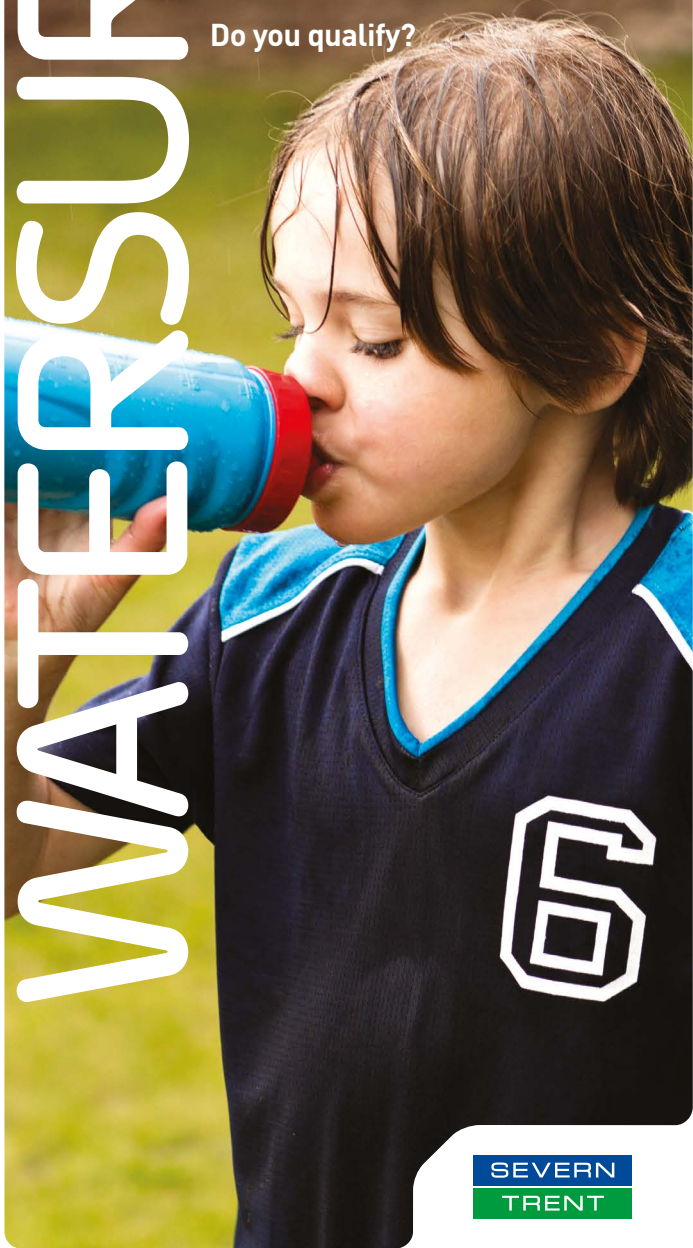


# WATERSURE

## SCHEME 2017/18

Reduced water and sewerage charges for customers on qualifying benefits.

Do you qualify?



# What is WaterSure?

If you are on one of the qualifying benefits, WaterSure could help. The scheme puts a limit on how much we'll charge you for water and sewerage services - as long as you meet the scheme criteria. Disability living allowance and personal independence payments are now part of our accepted benefits.

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## What is the most I will pay in 2017/18?

If you meet the scheme criteria and you get both water and sewerage services from us, you won't pay more than:

**£341.25\***

(£174.77 for water and £166.48 sewerage)

If your current charges are higher than this, you may be entitled to pay the reduced charge.

**Once on the WaterSure scheme, if your actual metered bill is lower than £341.25 we'll charge you the lowest amount.**

\* If your water or sewerage services are provided by another water company that we bill on behalf of, they may charge differently.

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## What is the criteria for joining the WaterSure scheme?

To be eligible for WaterSure you will need to be on a water meter **AND** claiming one of the following qualifying benefits (below).

If you'd like to have a water meter fitted call **0345 7 500 500**. If it can't be fitted, you may still be eligible.

## Qualifying benefits:

- housing benefit
- working tax credit
- income support
- child tax credit (not family element only)
- income based job seekers allowance
- pension credit
- income related support and allowance
- universal credit
- disability living allowance and personal independence payments

## Alongside claiming one of the above benefits someone in the household will also need to:

- be receiving child benefit for 3 or more children, under the age of 19
- OR**
- have a medical condition which means a large amount of water is being used

## What you'll need to send us:

<b>Qualifying benefits</b>	Evidence of qualifying benefits must be enclosed to support your application. More information can be found within our application form.
<b>Child benefit</b> for 3 or more children, under 19	You'll need to confirm the full names and date of births of all the children living at the property for whom child benefit is being claimed, and send in documentary evidence.
<b>Medical condition</b>	<p>We will ask you to confirm the name of the person with the medical condition, what the medical condition is, and how this affects the water usage.</p> <p><b>We'll ask you for documentary evidence in the form of one of the following;</b></p> <ul style="list-style-type: none"><li>• A recent letter from your GP or Consultant, confirming the name of the patient, medical condition and reason for the increase in water usage.</li><li>• A copy of the most recent repeat prescription.</li><li>• An official hospital/surgery/clinic stamp alongside a signature and date from your Consultant, Doctor, Nurse or Health Visitor to confirm the medical condition(s).</li></ul>

**Please note:** documentary evidence of qualifying benefits, child benefit or medical condition **MUST** be enclosed to support your application for it to be considered.

## How do I apply?

If you think you qualify for WaterSure, please call our team on **0345 7 500 500** for an application form, or you can download one from [stwater.co.uk/watersure](http://stwater.co.uk/watersure).

We'll normally give you a decision within 10-12 working days. If your application is successful we will amend your charges as follows;

**If you already have a meter** - we will apply the charges from the day after your last reading, or the date you moved into your property, if no reading has been taken.

**If you currently don't have a meter** - if you are requesting a meter be fitted, we will only consider your WaterSure application once the meter application and WaterSure applications have both been received. WaterSure will start from the date of your meter being fitted.

**You've requested a meter but it can't be fitted** - we will apply our WaterSure assessed charge from the date of the failed meter fit.

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## Payment Plans

**If you currently have a payment plan** on your account, your payments will be reviewed when your application is accepted and we'll let you know in writing of any changes. Your new payment plan will be set up the same as you currently pay, for example monthly direct debit or fortnightly watercard.

**If you've got arrears on your account**, your payment plan **will** include an amount towards the arrears.

**If you don't have a payment plan** or want to change the method of payment, you can choose your preferred payment plan option. If you don't choose a preferred payment option, we'll set up a monthly watercard payment plan for you.

### What's a Watercard?

A Watercard is a payment card which will allow you to pay your monthly payments (free of charge) at any PayPoint outlets in the UK. Take it along with your cash payment and they will give you a receipt for your payment.



## What else do I need to know?

You'll need to supply evidence to support your application. If the evidence is not included your application will not be considered.

You won't qualify for WaterSure if you water your garden with a non-handheld watering appliance, such as a sprinkler or domestic irrigation system - or if you have an auto fill swimming pool or pond with a capacity of over 10,000 litres.

If you need any help completing the form, or have any questions about the scheme, please contact us.



**0800 085 4986**



**[customercare@severntrent.co.uk](mailto:customercare@severntrent.co.uk)**



**[stwater.co.uk/watersure](http://stwater.co.uk/watersure)**

