

A young child with brown hair is focused on washing a light blue bowl in a sink. They are using a yellow sponge, and their hands are covered in white soap suds. An adult, partially visible in the background, is smiling and watching the child. The scene is brightly lit, likely from a window, creating a warm and domestic atmosphere.

# Here2Help Scheme

Customer  
application form

**RHAGOROL O'R TAP  
WONDERFUL ON TAP**



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# Application form

Account number

## Account Holders Details

First name

Surname

1st Line of address

Postcode

Landline Number

Mobile Number

E-mail address

Date of Birth

/ /

## Additional Contact Details

*(If you would also like us to discuss your application with somebody else)*

First name

Surname

1st Line of address

Postcode

Landline Number

Mobile Number

E-mail address

Date of Birth

Relationship to  
Account Holder:

/ /

## Data Protection

Hafren Dyfrdwy Cyfyngedig will process your data as set out in our privacy notice

[www.hdcymru.co.uk/help-and-contact/legal/privacy/](http://www.hdcymru.co.uk/help-and-contact/legal/privacy/)

The purpose of the data collection (in the form) is to allow us to provide appropriate support using the available schemes to manage your account and debt under the lawful basis of legitimate interest.

Please contact [dataprotection@severntrent.co.uk](mailto:dataprotection@severntrent.co.uk) if you have any questions, concerns or complaints about this privacy notice.

We would like to contact you in the future to find out what you thought of the service you have received here. This helps us to improve our service for others.

I am happy for you to contact me to find out what I thought of the service

Yes ☐ No ☐

*Please tick*

## 1. You and your household

Total number of people in household (aged 18+)

Number of dependent children 13 and below

14 – 18

## 2. Household income

Please provide total annual household income for all adults. The grey highlighted sections will be excluded and should NOT be counted as available income for Here2Help.

Household Income		£ annual
Employment/Pensions/ Other unearned income	Take home pay	
	Partners take home pay	
	Income from lodgers or property	
	Self-Employment Income	
	Private / Occupational Pension	
	State Pension	
	Child Maintenance	
	Interest from Savings & Investments	
	Student Loan (not Grant*)	
	Other - Please specify: _____	
Means-tested benefits	Working Tax Credit (excluding Disability Premiums)*	
	Child Tax Credit (excluding Disability Premium)*	
	Pension Credit (excluding disability/carers premiums)*	
	Income-based JSA (excluding disability/carers premiums)*	
	Income Support (excl disability/carers premiums)*	
	Income related ESA (excluding Support Group, work related Activity Group & disability / carer premium)*	
	Universal Credit (excluding Housing, Carer, Disabled Child & limited Capacity for Work Element)*	
	Housing Benefit or Housing Element of Universal Credit*	
	Council Tax Reduction / Support*	
	Support Group, Work related Activity Group & Disability/Carer Premiums on ESA	
Non means-tested benefits	Disability premiums on Child / working Tax Credits	
	Disability / Carer premium on Pension Credit, JSA & Income Support	
	Disabled Child & Limited Capability for working elements of Universal Credit	
	Attendance Allowance	
	Disability Living Allowance	
	Personal Independent Payment	
	Carers Allowance or Carers Element of UC	
	Incapacity Benefit	
	Child Benefit	
	Maternity Pay / Allowance	
	Statutory Sick Pay	
<b>Total Income</b>		
<b>Available Income (Exclusions deducted)</b>		

3. Any other information

Please provide us with any other information that you feel will support your application?

4. Payment options

How would you like to pay your water bill?

Direct Debit ☐ Watercard ☐

How often would you like to pay your water bill?

Weekly ☐ Fortnightly ☐ Monthly ☐

5. Confirmation

**Please provide 3 months of evidence to support your income shown on page 2 of this application.**

- 1. All documents must clearly show your name and address as well as the amounts you receive.
- 2. If you are sending a DWP or HMRC letter to confirm the benefits received, the letter must be less than 1 year old and clearly show the weekly/monthly payment.
- 3. If you are sending proof of Universal Credit, you must provide all pages of the breakdown showing how your Universal Credit has been calculated.
- 4. If you are sending wage slips, they must be recent and consecutive. We also need you to send a minimum of 3 in total.
- 5. If you are sending a bank statement it must be dated within the last 3 months and show **all** household income and amounts received.

Signed

Date

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