

WaterSure scheme

Reducing water and
sewerage charges
for those who qualify

2018/19

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What is WaterSure?

With our wonderful WaterSure scheme, if you're on one of the qualifying benefits and have a water meter fitted, we might be able to put a limit on how much you pay for your water and sewerage.

Disability allowance and personal independence payments are included as accepted benefits.

What's the most I'll pay?

If you meet the criteria and use our sewerage and water services, we'll make sure you never pay more than:

£348.33*
(£179.63 for water and £168.70 for sewerage)

If your current charges are higher than this, you might be able to pay the reduced charge instead. If your actual metered bill is lower than this amount, we'll charge you the lower amount.

How do I qualify?

If the answer is 'yes' to both of the following questions, you're eligible to join the scheme.

1. Are you on a water meter **AND** claiming for one of the qualifying benefits?
 2. Is someone at home receiving Child Benefit because they have three or more children under the age of 19, or does someone in the house have a medical condition that means they use a lot more water than usual?
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Anything else?

When you send us your application, please make sure you've included the evidence we need to in order to accept it. This will all be explained in the application form.

Once we've got your application, we'll let you know if you're on the scheme within 10–12 days and your new, lower charges will be included in your next bill.

If your application isn't successful, we'll be in touch to let you know why and chat through any other possible options.

Remember, you won't qualify for WaterSure if you water your garden with anything not handheld (like a sprinkler or a domestic irrigation system), or if you have an auto-fill swimming pool or a pond with a capacity of over 10,000 litres.

If you have any other questions about WaterSure and whether you qualify, take a look at hdcymru.co.uk/watersure

*If another company provides your water and sewerage, and we bill on their behalf, they might charge you a different amount.

Application form

1. Tell us about the person named on the water bill

Account number

Mr

Mrs

Miss

Ms

Other

First Name

Last Name

Address

Daytime/work phone number

Evening/mobile phone number

Email

Postcode

2. Tell us about the person applying for WaterSure

Name of person applying

(if different from above)

If this person is not already named on the account, if they qualify for WaterSure their name will be added to all future bills.

National Insurance Number

Please tick all the benefits that you qualify for (you must tick at least one) and supply a photocopy of your latest notice of entitlement or a recent bank statement that shows these payments.

If you don't have a current notice, you can ask your local council or local benefit office to send a replacement.

Housing Benefit

Working Tax Credit

Income support

Child tax Credit
(not family element only)

Disability living allowance/
personal independence payment

Income based
Jobseeker's allowance

Income related
support and allowance

Universal Credit

Pension Credit

Please note, we can't accept provisional tax credit letters as they do not confirm your entitlement.

2. Tell us about the person applying for WaterSure continued

Signature of person in receipt of benefit

We need this signature for data protection purposes to check they're happy for us to use their information to enroll them on the scheme.

3. Who's the person in your home who has a medical condition that means they use extra water?

Name

(if different from account holder)

Please tell us the name of the medical condition(s)

(If you receive Dialysis at hospital, this does not qualify you for WaterSure).

Please tell us how this affects your water usage

Confirmation of the medical condition must be supported by one of the following:

- A recent letter from your GP or Consultant, confirming the name of the patient, medical condition and reason for the increase in water usage
- A copy of the most recent repeat prescription
- An official Hospital/Surgery/Clinic stamp from your Consultant/Doctor/Nurse or Health Visitor in the box below, and signed and dated, by them, to confirm the medical condition(s)

Surgery/Hospital/Clinic Stamp

(this should be signed and dated by the health official)

Signature of person who has the medical condition

(or parent/guardian if this person is under 16 years old)

We'll automatically enrol you on our **Free Priority Service Register**. This means, if there is a supply issue, we can identify you and give you extra support. Registered customers will receive prior notification of planned work, priority notification in case of any emergency and an alternative water supply where needed.

4. Please name ALL the children that live in your home, for whom you're claiming benefit.

I can confirm that someone living at this address receives benefit for 3 or more children, under the age of 19, who live with us permanently

Name of person receiving child benefit (if different from account holder)

Please tell us the name and date of birth of each child under 19

Child 1 Full name D.O.B.

Child 2 Full name D.O.B.

Child 3 Full name D.O.B.

Child 4 Full name D.O.B.

Child 5 Full name D.O.B.

Child 6 Full name D.O.B.

Child 7 Full name D.O.B.

(continue on an extra sheet of paper if necessary)

You MUST provide a copy of the latest notice of entitlement to child benefit for each child you have named above.

Alternatively, you can supply a copy of the most recent bank statement listing your current entitlement and payments. This also needs to show the name and address of the person claiming child benefit.

We'll automatically enrol you on our **Free Priority Service Register** if you have a child under 2 years old. This means, if there is a supply issue, we can identify you and give you extra support. Registered customers will receive prior notification of planned work, priority notification in case of any emergency and an alternative water supply where needed.

Signature of person in receipt of child benefit

We need this signature for data protection purposes to check they're happy for us to use their information to enrol them on the scheme.

5. Payment plan

If you have a payment plan on your account, we'll let you know in writing how this changes once you're on WaterSure. The way you pay (whether that's direct debit or fortnightly watercard) will stay the same.

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, please specify your preferred payment plan option below.

Direct Debit

Fortnightly Monthly

We'll contact you to set this up.

Watercard

Please specify the preferred frequency of payment:

Weekly Fortnightly Monthly

Water Direct

If you're in receipt of any of the following benefits, and have arrears of more than £50 on your account, you may be eligible to have your water charges paid directly from your benefits.

- Income support
- Job seekers allowance
- Employment Support Allowance
- Pension Credit
- Universal Credit - the amount of arrears needed to qualify may differ, dependant on your circumstances.

We just need your full name and National Insurance Number. If you're successful, you'll pay your current charges and a fixed amount towards your arrears.

If you don't choose a payment option, we'll set up a monthly **watercard payment plan for you.**

What's a Watercard?

Our watercards are great. They let you pay your monthly bills FREE at any PayPoint outlet in the UK – simply take it along with your cash payment and they'll give you a receipt for what you pay.

6. Declaration

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

I will tell you if my circumstances change in any way that would affect my WaterSure eligibility e.g. change in benefits.

I give you my permission to contact third parties to confirm the information I've given is correct.

If I pay my sewerage charges to a different company, I give you permission to pass on the details I've provided so you can also consider my sewerage charges under the WaterSure scheme.

I give you permission to update my record to show me as a priority water customer which will give me assistance in the event of an interruption to my water supply.

It's really important you check all the information you've given us in this application is correct.

I confirm the following:

- A member of my household meets the conditions for help under the WaterSure scheme.
- I only use a hosepipe or watering can to water my garden.
- My household does not have an auto-filling swimming pool or pond which holds over 10,000 litres of water.
- I do not receive any help towards the cost of water from the health authority.
- I am not aware of any leaks at the property.
- The property is not used for any commercial purposes.

I give my permission for the person in receipt of benefits to be added to the account, if not already named, in order to benefit from the WaterSure scheme.

Signature of person applying

Date (DD:MM:YYYY)

Checklist

To help us process your application smoothly, please make sure you have double checked that all the information is correct and you have included everything you needed to.

	Yes	Not applicable
I've completed section 1 and 2 about me and the person applying for WaterSure	<input type="checkbox"/>	
I've enclosed a copy of my most recent benefits notice/bank statement showing the eligible benefit	<input type="checkbox"/>	
If I'm applying under the medical condition criteria - I've completed section 3	<input type="checkbox"/>	<input type="checkbox"/>
I've enclosed proof of the medical condition - see section 3	<input type="checkbox"/>	<input type="checkbox"/>
The person (or guardian of the person) with the medical condition has signed the form	<input type="checkbox"/>	<input type="checkbox"/>
If I'm applying under the large family criteria - I've completed section 4	<input type="checkbox"/>	<input type="checkbox"/>
I've confirmed FULL names and date of births of all children for whom the child benefit's being claimed	<input type="checkbox"/>	<input type="checkbox"/>
I've enclosed a copy of the most recent child benefit award/copy of my most recent bank statement, with the name, the home address, showing the child benefit payment	<input type="checkbox"/>	<input type="checkbox"/>
I've confirmed my preferred payment option - section 5	<input type="checkbox"/>	
I've read the declaration and signed and dated section 6	<input type="checkbox"/>	

Please send your completed application form along with your documentation for proof of eligibility in the prepaid envelope provided to:

Hafren Dyfrdwy
PO Box 409
Darlington
DL1 9WF

Useful contacts

When you're filling out the application, you might realise that you don't have the most recent notice of entitlement. You'll need to get an up to date one or a replacement from the relevant authorities.

Name of benefit or tax credit	Authority to contact
Working Tax Credit/Child Tax Credit	Tax Credit office Tel: 0345 300 3900 Textphone: 0345 300 3909
Housing Benefit	Your local authority Council
Child Benefit	Child Benefit office Tel: 0300 200 3100 Textphone: 0300 200 3103
<ul style="list-style-type: none">• Income Support• Jobseeker's Allowance• Pension Credit• Income Related Employment and Support Allowance• Universal Credit• DLA / PIP	Department Of Work and Pensions local office

If you need any help completing the form, or have any questions about WaterSure, we are happy to help.



0800 085 8033



customer@hdcymru.co.uk



hdcymru.co.uk/watersure

If you have any questions about this leaflet, or there's anything you want help with, get in touch.

This publication is available in alternative formats, including large print and Braille.

For more information:



Call **0330 678 0679**



customercare@hdcymru.co.uk

Calls to 0800 numbers are free from UK landlines. Calls to 0345 numbers are charged at a local rate and when phoning from a mobile, may be included in your free minutes package.