

**Application for
Discount for
customers
receiving
Pension Credit**

wessexwater.co.uk

Wessex Water
YTL GROUP



Discount for customers receiving Pension Credit

If you receive Pension Credit or your state pension is your only income we can offer a bill discount of around 20%.

To qualify

- You need to receive water and/or sewerage services from Wessex Water.
- Everyone in your household who is over 18 years old must be in receipt of Pension Credit or have a state pension as their only form of income.

To apply

Simply complete the form opposite and return it along with a copy of your Pension Credit entitlement statement or notification or provide a bank statement covering a month's period which shows your state pension is your only form of income, or visit wessexwater.co.uk/pensioncredit to apply online.

What happens next?

- We aim to deal with your application within five working days.
- We will contact you to confirm whether you have been accepted.

If you have, we will send you a revised bill. The discount will be backdated to the start of the billing period in which you apply.

Pension Credit help

If you are unsure whether you receive Pension Credit or need to obtain a letter as proof of your entitlement, please contact the pension service on **0345 606 0265** or visit www.gov.uk/find-pension-centre to look up your nearest branch.

Your local Age UK may also be able to check if you're entitled to Pension Credit.

Bill payer's details

Customer number (*you can find this on your water bill*)

Title (*ie, Mr, Mrs, Miss, Ms*) First name

Last name

Address and postcode

Home telephone number

Mobile phone number

Email

Date of birth

National Insurance number

All household members over the age of 18 either:
receive Pension Credit (*please tick*)

or have the state pension as their only form of income (*please tick*)

Declaration

I declare that the information I have given on this form is complete and correct to the best of my knowledge.

I consent to the personal details I have provided on this form being processed by Bristol Wessex Billing Services Ltd in accordance with the Data Protection Act 1998.

Signed Date

Please return the completed application form along with your proof of Pension Credit or bank statement evidence to:

Social Policy Team, Wessex Water, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA

Contact us

If you have any questions about your application

call: **0345 600 3 600**
(Monday to Friday, 8am to 6pm)

email: **customer.services@wessexwater.co.uk**
(quoting your customer number and telephone number)

write to: **Wessex Water, 1 Clevedon Walk, Nailsea,
Bristol BS48 1WA**

Problems paying?

If you need more help, we have other schemes for customers on a low income. To find out more visit:

wessexwater.co.uk/tap

We welcome calls via the Text Relay service.

Calls to 0345 numbers usually cost the same as standard UK landline numbers.

Please check with your telephone service provider. To protect our customers and staff telephone calls may be recorded.

have your say...

We value your opinion so join our online customer research panel. You can tell us what you think of our services, how we can improve and help us plan for the future. Visit wessexwater.co.uk/haveyoursay