

## Application form

**We can offer customers **Assist** if they are in extreme financial difficulty and cannot afford their water bill.**

With **Assist**, customers pay a lower bill than normal based on their ability to pay.

We also ask them to seek independent debt advice and they need to provide details of their income, household bills and any debts or savings they have.

We are aware that some organisations provide housing for people who are likely to be eligible for the **Assist** tariff. As their clients would normally be eligible for **Assist** but are not bill payers themselves, organisations can now apply for **Assist** rather than pay standard charges.

**Organisations may qualify provided that:**

- they are a not for profit organisation, or registered charity
- they provide housing for people likely to be eligible for **Assist**
- the premises are owned by the qualifying organisation and primarily used for the housing of eligible people.

For qualifying organisations, an appropriate level of charge will be set according to the occupancy of each property.

We are unable to apply the tariff if you receive one bill for multiple properties as the bill is reduced per property.

Contact details for queries about this application form:

Social Policy Team on 0800 528 3838 or [customer.services@wessexwater.co.uk](mailto:customer.services@wessexwater.co.uk)

So, if you think you are an eligible charity please apply below.

Name of organisation

Company Number

We are a not for profit organisation

Yes

No

Charity number if applicable

Overview of your organisation's purpose



Confirmation that the discount will be passed on to the tenants through their service charge agreement

Confirmation that your organisation will encourage all individuals within these properties to seek independent debt advice

Your name

Your email address

Your phone number

Please return the completed application form:

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

#### **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 been accepted, we will send you a revised bill. The discount will apply from the start of the billing period in which you apply.

#### **How we will use your personal information**

We will use your personal data to notify you about the outcome of your application and to update our records. For more information about our use of your personal information and your rights please see our Privacy Notice, available at [wessexwater.co.uk/privacy-policy](http://wessexwater.co.uk/privacy-policy)