



BRISTOL  
WATER

Wessex Water

YTL GROUP



FOR YOU. FOR LIFE.

Application for

# Help with your water bills

# Application for help with your water bills

## PLEASE READ THE FOLLOWING NOTES BEFORE YOU COMPLETE THIS APPLICATION FORM

We may be able to help you if you live in a household property and you receive your water supply from Bristol Water and your sewerage services from Wessex Water.

### What can we help you with?

- Bristol Water and Wessex Water can help you with your water and sewerage bills and also to clear water and sewerage debts owed to Bristol Water and/or Wessex Water. We cannot help with:
  - court fines, catalogue debts, credit cards, personal loans or other forms of borrowing
  - social fund loans, benefits overpayments or tax credit overpayments now being reclaimed
  - a loan or other bills and financial commitments.

### When completing this form

- Answer all the questions.
- Give us as much information as possible about your personal circumstances. This may include dates of unemployment, illness and so on. Information given will remain confidential and will only be used by Bristol Wessex Billing Services Ltd when assessing applications.
- Please note, to qualify for a low rate tariff, you will need to seek debt advice and complete a financial budget. Without this your application will not be considered. Independent advice organisations offer help online, over the telephone or face to face. For a list of free advice providers and information on how they can help you please see the back page.

Please sign the declarations in sections 8 and 9. If you do not sign them, we cannot process your application.

### Processing your application

When we receive your application:

- we aim to deal with it within five working days. If we are unable to make a decision within that time we will let you know. We may need to ask for further information
- we will contact you to confirm whether you have been accepted on to one of our schemes.

You must continue to make payments while your application is being processed.

### Can I apply for help again?

- If you are not successful, you can apply for help again after six months. Your application will normally only be considered if you have sought further advice from an independent advice organisation or your circumstances have changed.

**PLEASE NOTE THAT THE DECISION ON YOUR APPLICATION IS FINAL**

Please detach this page and keep it for reference.



Please answer the following questions. Most of the questions can be answered by:

- putting a tick or cross in a box like this
- or

- writing in a number or an amount like this

How many [2] Ages [ 17, 19 ]

## 1 Please tell us about yourself and your family

Customer reference number (if known) \_\_\_\_\_

Surname \_\_\_\_\_

First name(s) \_\_\_\_\_

Date of birth \_\_\_\_\_

National Insurance no. \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Mobile number \_\_\_\_\_

Alternative number \_\_\_\_\_

Email \_\_\_\_\_

If you have a support worker who you would like us to contact on your behalf please provide their name and contact details:

\_\_\_\_\_

Is the above address your only or main home? Yes  No

Is your home? Social rented/council  Private rented  Own property

Who shares your home with you? Tick all boxes that apply

I live alone  Wife  Husband  Partner  Children  Other

Please give full name(s) \_\_\_\_\_ Date of birth [ / / ]

of the ADULTS who share \_\_\_\_\_ Date of birth [ / / ]

with you (dd/mm/yy) \_\_\_\_\_ Date of birth [ / / ]

\_\_\_\_\_ Date of birth: [ / / ]

Children under 16 or still at school/college  How many? [ ]

Please give dates of birth Date of birth [ / ] Date of birth [ / ]

(mm/yy) Date of birth [ / ] Date of birth [ / ]

Date of birth [ / ] Date of birth [ / ]

Date of birth [ / ] Date of birth [ / ]

Other adults and children who have left school  How many? [ ] Ages [ ]

## 2 Employment

### About you

I am employed as \_\_\_\_\_

My employer is \_\_\_\_\_

\_\_\_\_\_

Employer address is

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I work: full time  part time

Or I have been unemployed for

[ ] years [ ] months

I am a pensioner: Yes  No

### About your partner/wife/husband

He/she is employed as \_\_\_\_\_

Their employer is \_\_\_\_\_

\_\_\_\_\_

Employer address is

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

They work full time  part time

Jobs other than main job

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

They are self employed as \_\_\_\_\_

Their annual income is £ \_\_\_\_\_

Or they have been unemployed for

[ ] years [ ] months

They are a pensioner: Yes  No

## 3 Your financial situation

Please complete the financial budget on the following pages (5-10) using **weekly** or **monthly** amounts. Alternatively please attach a verified financial budget.

### 3 Please tell us about your financial situation (please include all household income)

Please indicate if the figure given is weekly (W) or monthly (M)

3a Income	£	p	W / M	Notes
<b>Earnings</b>				
Salary or wages (take home)				
Partner salary or wages (take home)				
Other earnings (including self employment)				
<b>Total salary and wages per month</b>				
<b>Benefits and tax credits</b>				
Universal Credit				
Jobseeker's Allowance (income based)				
Jobseeker's Allowance (contribution based)				
Income Support				
Working Tax Credit				
Child Tax Credit				
Child Benefit				
Employment and Support Allowance or Statutory Sick Pay				
Disability benefits				
Carer's Allowance				
Local Housing Allowance / Housing Benefit				
Council Tax support				
Other benefits/tax credits (eg, maternity benefits)				
<b>Total benefits and tax credits per month</b>				
<b>Pensions</b>				
State pensions				
Private or work pensions				
Pension credit				
Other pensions				
<b>Total pensions per month</b>				
<b>Other income</b>				
Maintenance or child support				
Boarders or lodgers				
Non-dependants' contributions				
Student loans and grants				
Other income				
<b>Total other income per month</b>				
<b>Monthly total income</b>				

<b>3b Monthly outgoings: Fixed costs</b>	<b>£</b>	<b>p</b>	<b>W / M</b>	<b>Notes</b>
<b>Home and contents</b>				
Rent				
Ground rent and service charges (factor fees if you live in Scotland)				
Mortgage				
Mortgage endowment				
Secured loans				
Council Tax/rates (including water charge if you live in Scotland and rates in NI)				
Appliance & furniture rental (including appliance and furniture HP, conditional sale and so on)				
TV licence				
Other costs				
<b>Total home &amp; contents costs per month</b>				
<b>Utilities</b>				
Gas				
Electricity				
Other costs (including coal, oil, calor gas etc.)				
Other expenditure				
<b>Total utilities costs per month</b>				
<b>Water</b>				
Water/sewerage bill from Bristol Wessex Billing Services				
Water/sewerage bill from other provider eg, Bournemouth Water				
<b>Total water costs per month</b>				
<b>Care and health costs</b>				
Childcare costs				
Adult-care costs				
Child maintenance or child support				
Prescriptions and medicines				
Dentistry and opticians				
<b>Other care and health costs</b>				
<b>Total care and health costs per month</b>				

<b>3b continued</b>	<b>£</b>	<b>p</b>	<b>W / M</b>	<b>Notes</b>
<b>Transport and travel</b>				
Public transport (eg, work, school, shopping)				
Hire Purchase or conditional sale vehicle				
Car insurance				
Road tax				
MOT and ongoing maintenance				
Breakdown cover				
Fuel, parking and toll road charges				
Other costs (including taxis)				
<b>Total transport and travel costs per</b>				
<b>School costs</b>				
School uniform				
After-school clubs and school trips				
Other costs				
<b>Total school costs per month</b>				
<b>Pensions and insurances</b>				
Pension payments				
Life insurance				
Mortgage payment protection insurance				
Buildings and contents insurance				
Health insurance (medical or accident or dental)				
Other costs				
<b>Total pensions and insurance costs per month</b>				
<b>Professional costs</b>				
Professional courses				
Union fees				
Professional fees				
Other				
<b>Total professional costs per month</b>				
<b>Other essential costs</b>				
<b>Total other essential costs per month</b>				
<b>Monthly total fixed cost outgoings</b>				

<b>3c Monthly outgoings: flexible costs</b>	<b>£</b>	<b>p</b>	<b>W / M</b>	<b>Notes</b>
<b>Communications and leisure</b>				
Home phone, internet, TV package (including film subscriptions)				
Mobile phone				
Hobbies, leisure or sport (eg, socialising, eating out, outings, clubs, leisure courses)				
Gifts (eg, birthdays, festivals, charity donations)				
Pocket money				
Newspapers, magazines, stationery and postage				
Other costs				
<b>Total communications and leisure costs per month</b>				
<b>Food and housekeeping</b>				
Groceries (eg, food, pet food, non-alcoholic drinks, cleaning)				
Nappies and baby items				
School meals and meals at work				
Laundry and dry cleaning				
Alcohol				
Smoking products				
Vet bills & pet insurance				
House repairs and maintenance				
Other costs				
<b>Total food and housekeeping costs per month</b>				
<b>Personal costs</b>				
Clothing and footwear				
Hairdressing				
Toiletries				
Other costs				
<b>Total personal costs per month</b>				
<b>Monthly total flexible cost outgoings</b>				
<b>Monthly total fixed cost outgoings</b>				
<b>Monthly total outgoings</b>				
<b>Monthly total available for creditors</b>				



3d Savings		£	p
Monthly saving amount			
Please confirm that a monthly contribution to savings has been considered (or discussed with an adviser)	<input type="checkbox"/>		
Tick here to opt-out of the savings contribution	<input type="checkbox"/>		
<b>Monthly Savings contribution</b>			
<b>Monthly total available for creditors</b>			

3e Debt administration fee				
Advisers should consider any set up / admin fee and how this might be spread across the first period of payment amounts. Please use the comments section below to explain any expected future change in this fee amount.				
Debt admin fee	£	p	W / M	Notes

<b>Monthly total available for creditors</b>		
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3f Debts						
Priority debts						
Creditor	Owed		Repayment offer		W / M	Notes
	£	P	£	p		
Rent						
Mortgage						
Council Tax						
Child maintenance						
Gas and electricity bills						
Water						
National Insurance						
Income Tax						
Court fines						
TV licence						
Hire purchase						
<b>Total priority debts</b>						

### 3f continued

#### Non-priority debts

Creditor	Owed		Repayment offer		W / M	CCJ (tick if yes)	Notes
	£	p	£	p			
Overdrafts						<input type="checkbox"/>	
Personal loans						<input type="checkbox"/>	
Bank or building society loans						<input type="checkbox"/>	
Credit card						<input type="checkbox"/>	
Store cards						<input type="checkbox"/>	
Payday loans						<input type="checkbox"/>	
Catalogue, home credit or in store debt						<input type="checkbox"/>	
						<input type="checkbox"/>	
						<input type="checkbox"/>	
						<input type="checkbox"/>	
						<input type="checkbox"/>	
						<input type="checkbox"/>	
<b>Total non-priority debts</b>							

**Token payments**

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## 4 Offer of payment

I can pay £ \_\_\_\_\_ monthly  fortnightly  weekly

**(Please give TOTAL amount which includes ongoing bills and arrears)**

If your offer of payment is less than your previous level of payment, please explain why.

I would like to pay by the following method:

Direct Debit (complete form on page 15)  Standing order  Instalment Payment Plan

Deduction from benefits (*if applicable*) (complete form on page 16)

## 5 Why do you need help with water and sewerage charges?

Please tell us why you have not been able to pay your water and/or sewerage bill and give us as much information as possible about your circumstances.

Where possible, please add dates and details of any particular hardship/illness that affects your family and has led to your difficulties.

If anyone in your household is disabled, please explain who is disabled and the nature of their disability.

Please tell us about any arrangements you or your debt adviser have made concerning any other debts you may have.

Please tell us about any other addresses you currently live at or have lived at in the last four years.

## 6 How did you find out about receiving help with your water bill?

Please tick one box

Flyer/leaflet – where/who did you get this from?

Magazine – which one?

Poster – where did you see this?

Event – which one?

With your bill/instalment book/reminder

Our website

Called customer services

Whilst getting debt advice

Other – please specify

## 7 Please tell us who is helping you with this application

Please provide the details of the organisation from which you have received independent advice.

Their name \_\_\_\_\_

Their job title \_\_\_\_\_

Their organisation \_\_\_\_\_

Their address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Their daytime telephone number \_\_\_\_\_

Their email address \_\_\_\_\_

### PRIORITY SERVICES

*Extra support when you need it*

We know that some of our customers may need extra consideration or support at times due to age, ill health, a disability or additional needs and we can help you through Priority Services. To apply see page 17

## 8 How we will use your personal information

The personal and health information you provide in this form about you and any other person will be used to process your application and assess your eligibility for help with your water bills in accordance with our statutory obligations. Your personal data will be treated as set out in our privacy notices which are available at:

- [bristolwater.co.uk/privacy-notice](http://bristolwater.co.uk/privacy-notice) or by writing to Bristol Water, Bridgwater Road, Bristol, BS13 7AT
- [wessexwater.co.uk/privacy-policy](http://wessexwater.co.uk/privacy-policy) or by writing to Wessex Water, Operations Centre, Claverton Down, Bath, BA2 7WW

By ticking the box, you agree to us contacting the organisation which helped you complete this form (as detailed in section 7) regarding this application.

Signed \_\_\_\_\_ Date \_\_\_\_\_

## 9 Declaration to be signed by the applicant

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

I wish to be considered for help. If I am accepted, I agree to make regular payments, as shown in section 4.

If I do not keep up my payments, I understand normal debt recovery action will resume.

Signed \_\_\_\_\_ Date \_\_\_\_\_

## 10 What to do next

**If you are completing a paper copy of this form, please post it in the envelope provided to:**

Social Policy Team  
BWBSL  
1 Clevedon Walk, Nailsea  
Bristol BS48 1WA

**Contact details for queries about this application form:**

Call 0345 600 3 600\* (Monday to Friday, 8am to 8pm;  
Saturday, 8am to 2pm)

or submit an online form via our websites:

**[bristolwater.co.uk/contact-us](http://bristolwater.co.uk/contact-us)**

*We may record telephone calls into our contact centres for quality, security and training purposes.*

## Paying by Direct Debit

### BRISTOL WESSEX BILLING SERVICES LTD

Please tell us your preferred payment date

Payment(s) will be taken on or just after your preferred date. If no date is given, payment will be taken on or just after the first of each month.

#### Name and address

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Daytime telephone number

### BRISTOL WESSEX BILLING SERVICES LTD

Instructions to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form with a ballpoint pen and return to  
Bristol Wessex Billing Services Ltd, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA



Originator's Identification  
Number: 948283

Name(s) of Account Holder(s)

Name and full postal address of your bank or building  
society (BLOCK CAPITALS)

Bank/Building Society account holder

Branch sort code

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Signature

Date

Reference number

Banks and Building Societies may not accept Direct Debit instructions  
for some types of account.

#### Instructions to your bank or building society

Please pay Bristol Wessex Billing Services Ltd Direct Debits from the account  
detailed in this instruction subject to the safeguards assured by the Direct Debit  
Guarantee.

I understand that this instruction may remain with Bristol Wessex Billing Services  
Ltd and, if so, details will be passed electronically to my Bank/Building Society.

## The Direct Debit Guarantee

This guarantee should be detached and retained by the payer



- This guarantee is offered by all banks and building societies that take part in the Direct Debit scheme. The efficiency and security of the scheme is monitored and protected by your own bank or building society.
- If the amounts to be paid or the payment dates change, we will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Bristol Wessex Billing Services Ltd or your bank or building society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your bank or building society. Please also send a copy of your letter to us.

Bristol Wessex Billing Services Limited Registered Office 1 Clevedon Walk Nailsea Bristol BS48 1WA Registered in England No 4143955

## Application for Water Direct – direct payments to us from your benefit

### Why choose Water Direct?

- You do not have to remember to make payments. They will be taken direct from your benefits.
- We will take no action to recover your debt while you are on Water Direct.
- It will cover your ongoing bill and arrears.

Do you have arrears with us?                      Yes                       No

Do you or someone in your household receive Income Support, Jobseeker's Allowance, Employment and Support Allowance, Universal Credit or Pension Credit?

Yes                       No                       Please specify

If you answered yes to both questions and you would like us to apply for direct payments from the Department for Work and Pensions on your behalf, please complete and return this form.

### Details of the person receiving the benefit

First name

Surname

Date of birth

National Insurance number

### Benefit type (please indicate all benefits claimed)

- Income Support
- Jobseeker's Allowance
- Employment & Support Allowance
- Universal Credit
- Pension Credit

I would like Bristol Wessex Billing Services Ltd to apply for direct payments    Yes

No

### How we will use your personal information

We will use your personal information to assess your application and share these details with your benefits agency to confirm an amount to be deducted from the benefits payments you receive.

### Please sign and date if you are the person in receipt of the benefits

I agree to you using my details to process this application for Water Direct

Signed \_\_\_\_\_ Date \_\_\_\_\_

You may withdraw your agreement to our use of your personal information for these purposes at any time by contacting us by phone on 0345 600 3 600\* or by email:  
[customer.services@bwbsl.co.uk](mailto:customer.services@bwbsl.co.uk)



# Extra support when you need it



We want to give all our customers the best service at all times. We know that some of our customers may need extra consideration or support at times due to age, ill health, a disability or additional needs and we can help you through Priority Services.

## Understanding your situation

So we can make sure we can always give the best support, please tick all that apply to you.

- Nebuliser and apnoea monitor
- Heart, lung and ventilator
- Oxygen concentrator
- Oxygen use
- Stair lift, hoist, electric bed
- Careline/ Tele-care
- Medical refrigeration
- Water dependent
- Dialysis, feeding pump and automated medication
- Chronic illness/serious illness
- Blind
- Partially sighted
- Hearing impairment or deafness
- Pensionable age
- Physical impairment
- Speech difficulties
- Restricted hand movement
- Unable to communicate in English  
Please specify your first language

- Developmental condition
- Mental health
- Dementia(s)/ cognitive impairment
- Unable to answer the door
- Medically dependent bathing/showering
- Poor sense of smell/taste
- Additional presence preferred
- Families with children aged five or under

### Temporary

- Young adult householder (under 18)  
Date of birth (month and year)

- Post hospital recovery\*
- Life changes\*

\* We will keep you on the register for 12 months, after this time if we can support you in any other way please let us know.

## Ask someone to act on your behalf

If you'd prefer us to deal with a nominated contact to act on your behalf for any billing, supply interruptions and/or sewerage issues please provide their details.

Contact name

Address

Postcode

Their mobile number

Their email address

### Your contact's agreement for us to use and share their information (if applicable)

Are you happy for Bristol and Wessex Water to contact you as described? Yes  No

Are you happy for us to share your details with the registrant's energy/utility suppliers or networks so you can be contacted about Priority Services for them?

Yes  No

Signature

Both you and your contact can withdraw your consent at any time by contacting us by email at [customer.services@bwbsl.co.uk](mailto:customer.services@bwbsl.co.uk) or by telephoning us on 0345 600 3 600\*.

Continued overleaf

## How we communicate with you

Where we would normally contact customers in a written format how would you like to be contacted?

- Large print     Braille     Phone call  
 Relay UK     Home visit

Register for ebilling where you can view your bills, current balance and the payments you have made. Go to: **[bristolwater.co.uk/my-account](http://bristolwater.co.uk/my-account)**

## Password

If you would like our representative to use a password if they visit your home, please provide one.

Please write password here

Prompt (please add in a prompt question/answer here – eg, mother’s maiden name)

## How we will use your personal information

As we supply essential services, we need to keep records of customers who may require additional help and we will use your personal and health information to assist us to plan support and provide services based on the needs you have indicated.

This may be in how you receive your bills or for help during an event that affects the provision of your water supply and/or sewerage services. We do this as it is in the public interest for us to be able to help people who need it most. We will check with you from time to time whether you still want us to keep this information to use for these reasons but you can opt out at any time by contacting us at [customer.services@bwbsl.co.uk](mailto:customer.services@bwbsl.co.uk) or call us on 0345 600 3 600.

If you have chosen a nominee who has agreed to act on your behalf such information will be shared with them. Full details about your rights and how we use your personal information for priority services purposes is available on our privacy notice at **[bristolwater.co.uk/privacy-notice](http://bristolwater.co.uk/privacy-notice)**

Thank you for completing this form, all information will be treated in the strictest confidence and will ensure that we are able to provide you with an improved service around your needs.

If you have any question, please contact us.

# Debt and budgeting advice can help you to:

✓ **Boost your income:** find out about extra benefits, tax credits and schemes.

✓ **Deal with your debts:** work out a realistic plan to repay your debts and make sure the most serious debts are dealt with first.

✓ **Manage your money:** stay on top of essential bills and keep your spending on track.



**These are some of the organisations providing free debt advice:**

**StepChange**  
Debt Charity

Online: [www.stepchange.org/mse](http://www.stepchange.org/mse)  
Telephone: 0800 138 1111

**NATIONAL  
DEBTLINE**

Online: [www.nationaldebtline.org](http://www.nationaldebtline.org)  
Telephone: 0808 808 4000

**citizens  
advice**

To find your local Citizens Advice:  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)



\* Calls to 0345 numbers from UK landlines cost no more than calls to standard UK landline numbers. If you're calling from a mobile please check with your service provider as sometimes calls can cost more. We may record telephone calls into our contact centres for quality, security and training purposes. Wessex Water is not responsible for the content of external websites.

Please detach this page and keep it for reference.



**BRISTOL  
WATER**

It's what we're made of.

**Wessex Water**  
YTL GROUP



**FOR YOU. FOR LIFE.**

go to the web for more information

[bristolwater.co.uk](http://bristolwater.co.uk)

[wessexwater.co.uk/helptopay](http://wessexwater.co.uk/helptopay)