

Application for help with your water bills



Wessex Water
YTL GROUP

FOR YOU. FOR LIFE.

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 and sewerage services from Wessex Water.

What can we help you with?

Wessex Water can help you with your water and sewerage bills and also to clear water and sewerage debts owed. However, 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. Any uncompleted sections may result in a delay to your application.
- 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 process 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 a cross in the 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 (you can find this on your water bill) _____

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 ☐ 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 [/ /]

Number of dependent children Under 16 [] Aged 16-18 []

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

Jobs other than main job _____

I am self employed as _____

I am self employed as _____

My annual income is £ _____

Or I have been unemployed for

[] years [] months

I am a pensioner Yes ☐ No ☐

About your partner/wife/husband

They are 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 financial budget. Both will need to be verified with independent debt advice.

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
Earnings				
Salary or wages (take home)				
Partner salary or wages (take home)				
Other earnings (including self employment)				
Total salary and wages per month				
Benefits and tax credit				
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)				
Total benefits and tax credits per month				
Pensions				
State pensions				
Private or work pensions				
Pension Credit				
Other pensions				
Total pensions per month				
Other income				
Maintenance or child support				
Boarders or lodgers				
Non-dependants' contributions				
Student loans and grants				
Other income				
Total other income per month				
Monthly total income				

3b Monthly outgoings: Fixed costs	£	p	W / M	Notes
Home and contents				
Rent				
Ground rent & service charges				
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				
Total home & contents costs per month				

Utilities				
Gas				
Electricity				
Other costs (including coal, oil, calor gas etc.)				
Other expenditure				
Total utilities costs per month				

Water				
Water/sewerage bill from Bristol Wessex Billing Services				
Water/sewerage bill from other provider eg, Bournemouth Water				
Total water costs per month				

Care and health costs				
Childcare costs				
Adult care costs				
Child maintenance or child support				
Prescriptions and medicines				
Dentistry and opticians				
Other care and health costs				
Total care and health costs per month				

3b continued	£	p	W / M	Notes
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Transport and travel				
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)				
Total transport and travel costs per month				

School costs				
School uniform				
After school clubs and school trips				
Other costs				
Total school costs per month				

Pensions and insurances				
Pension payments				
Life insurance				
Mortgage payment protection insurance				
Buildings and contents insurance				
Health insurance (medical or accident or dental)				
Other costs				
Total pensions and insurance costs per month				

Other essential costs				
Total other essential costs per month				

Monthly total fixed cost outgoings		
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3c Monthly outgoing: flexible costs	£	p	W / M	Notes
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Communications and leisure				
Home phone, internet, TV package (including subscription services)				
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				
Total communications and leisure costs per month				

Food and housekeeping				
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				
Total food and housekeeping costs per month				

Personal costs				
Clothing and footwear				
Hairdressing				
Toiletries				
Other costs				
Total personal costs per month				

Monthly total flexible cost outgoings		
Monthly total fixed cost outgoings		
Monthly total outgoings		

Monthly total available for creditors		
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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"/>	
Monthly savings contribution			
Monthly total available for creditors			

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

Monthly total available for creditors		
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3f Debts						
Priority						
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 agreements						
Total priority debts						

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"/>	
Total non-priority debts							

Token payments

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
- ☐ While getting debt advice
- ☐ Other - please specify _____

7 Please tell us who is helping you with this application

Please provide the details of the person and 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 notice which is available at: [wessexwater.co.uk/privacy-policy](https://www.wessexwater.co.uk/privacy-policy) or by writing to Wessex Water, Operations Centre, Claverton Down, Bath BA2 7WW

By ticking the following boxes:

- ☐ You agree to us contacting the organisation which helped you complete this form (as detailed in section 8) regarding this application.
- ☐ You agree to us sharing your name and address with our partner company Save Water Save Money so they can send you a free WaterSave pack to help you save water and energy.

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
Wessex Water
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 6pm; Saturday 9am to 1pm)

or submit an enquiry at [wessexwater.co.uk/contact-us](https://www.wessexwater.co.uk/contact-us)

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

Paying by Direct Debit

Wessex Water
YTL GROUP



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

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)

Bank/building society account holder

Branch sort code

Signature

Date

Banks and building societies may not accept Direct Debit instructions for some types of account.

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

Reference number

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

Data protection

For information about how we use your personal data, please see our privacy policy available at

wessexwater.co.uk/privacy-policy or by writing to Wessex Water, Operations Centre, Claverton Down, Bath, BA2 7WW

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 and 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@wessexwater.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.



About you

First name

Surname

Address

Postcode

Mobile number

Alternative number

Email address

Customer reference (as shown on your bill)

Understanding your situation

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

Age

- ☐ Pensionable age
- ☐ Family with children under five

Communication

- ☐ Blind
- ☐ Partially sighted
- ☐ Hearing impairment
- ☐ Speech impairment
- ☐ Developmental condition (eg, autism, Asperger's, or dyslexia)
- ☐ Unable to communicate in English

Please specify your first language

Medical

- ☐ Chronic or serious illness
- ☐ Medically dependant showering bathing
- ☐ Mental Health
- ☐ Water dependant (Constant water supply required due to a medical condition)
- ☐ Cognitive impairment inc. Dementia

Mobility

- ☐ Physical impairment
- ☐ Unable to answer the door
- ☐ Restricted hand movement

Safety

- ☐ Poor sense of taste or smell
- ☐ Additional presence preferred

Medical Equipment

- ☐ Nebuliser and Sleep Apnoea Monitor
- ☐ Heart/ Lung Ventilator
- ☐ Dialysis, feeding pump and automated medication
- ☐ Oxygen Concentrator
- ☐ Oxygen Use
- ☐ Stair lift, hoist and electric bed
- ☐ Careline/ Telecare system
- ☐ Medicine Refrigeration

Temporary

- ☐ Young adult householder (under 18)
Date of birth (month and year)
- ☐ Post hospital recovery*
- ☐ Life changes* (recently bereaved, divorced or loss of job and as a result unable to cope with everyday situations)

* 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 friend, relative or carer for any billing, supply interruptions and/or sewerage issues please provide their details. All communication and bills from us will go to your contact not you.

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 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 **priority.services@wessexwater.co.uk** or by telephoning us on 0345 600 3 600.

How we communicate with you

We can communicate with you in another format if you need us to. Please only complete this section if you need anything other than our standard written communication, if not you can move onto completing the next section.

Regarding your bill (please tick one)

- ☐ Large print ☐ Braille ☐ Bill read over the phone ☐ Bill read by Relay UK
☐ Bill by home visit

All other written communication (please tick one)

- ☐ Large print ☐ Braille ☐ Phone call ☐ Relay UK ☐ Home visit

Password

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

Please write password here

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 also want to make sure you get similar priority from those organisations which share need information with us, so we keep each other updated and make sure your interests are put first when you most need it. However, if you do not wish for your information to be shared for this purpose, please tick here ☐

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 **priority.services@wessexwater.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 **wessexwater.co.uk/privacy-policy**

How did you hear about Priority Services?

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:



Online: www.stepchange.org
Telephone: **0800 138 1111**



Online: www.nationaldebtline.org
Telephone: **0808 808 4000**



Online: www.citizensadvice.org.uk
Telephone: **0800 144 8848**

* 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.

go to the web for more information
wessexwater.co.uk/help-to-pay

Wessex Water
YTL GROUP

