To be eligible for WaterSure Plus, you must meet the following conditions:

- The person who pays the water bill, or someone else in your household, must be receiving benefit or tax credit (see below for a list of qualifying benefits); and
- The Thames Water bill must account for 3 per cent or more of your total household income, including any income from members of the household not named on the account.

Eligible customers will have their total bill reduced by 50 per cent (excluding any previous charges).

Qualifying benefits
- Income-related Employment and Support Allowance or Income Support
- Income-based Jobseeker’s Allowance
- Housing Benefit
- Pension Credit
- Working Tax Credit
- Child Tax Credit (other than just the family element)
- Universal Credit

How to apply
1. Fill in this application form and return it to us with the necessary supporting evidence in the envelope provided.
2. The person named on the water bill must sign this form. If the person who receives the benefit is not the bill payer, please include their signature too, in case we need to contact Jobcentre Plus for more information.
3. We will aim to give you a decision within five working days. We will contact you if we need any more information.
4. If your application is not successful, we’ll tell you why.
5. If your application is successful, we’ll apply the reduced charges to your next bill.

Do you need help with this form?
Call our special helpline 0845 641 0068, lines are open Monday to Friday 9am to 5pm.

Please call us for more details or visit thameswater.co.uk/watersureplus

We can provide this information in large print.
1. About you

1. Title
   - [ ] Mr
   - [ ] Mrs
   - [ ] Miss
   - [ ] Ms
   - [ ] other

2. First name

3. Last name

4. Date of birth

5. Address
   - Postcode:

6. Daytime phone number

7. Alternative phone number

8. Email address

9. Thames Water account number
   (you can find this on your water bill)

10. Are you, or anyone in your household, receiving any of the following benefits or tax credits? (please tick all that apply)
   - [ ] Housing Benefit
   - [ ] Income-related Employment and Support Allowance or Income Support
   - [ ] Income-based Jobseeker’s Allowance
   - [ ] Working Tax Credit
   - [ ] Child Tax Credit (excluding families in receipt of the family element only)
   - [ ] Pension Credit
   - [ ] Universal Credit

11. Please give the name(s) and National Insurance number(s) of the persons who receive(s) one or more of the above benefits or tax credits.
   - Name
   - National Insurance number

Notes

To qualify for WaterSure Plus someone in your household must be receiving at least one of the benefits or tax credits listed.

You must provide a photocopy of the latest ‘notice of entitlement’ for the benefits or tax credits. The ‘notice of entitlement’ must be less than one year old.

If you do not have a notice you can get a replacement by contacting your local benefit or tax office, or send in a bank statement (no older than 3 months) clearly showing the benefit. Please note, bank statements are not accepted as proof of Employment Support Allowance or Jobseeker’s Allowance.)
2. About your finances (please include ALL household income)

**Wages per week (total for household)**

Your take home pay

Your partner’s take home pay

**Benefits/tax credits per week (total for household)**

Housing Benefit

Jobseeker’s Allowance

Universal Credit

Income Support

Child Benefit

Child Tax Credit

Working Tax Credit

Employment and Support Allowance

Council Tax Benefit

Support for mortgage interest

Incapacity Benefit

Disability Living Allowance (Care)

Disability Living Allowance (Mobility)

Severe Disability Allowance

PIP (Mobility)

Industrial Disablement Benefit

Maternity pay/allowance

Bereavement Benefit

Statutory Sick Pay

Attendance Allowance

**Pensions per week (total for household)**

Retirement pension

Partner’s pension

Occupational pension

Private pension

Pension credit

**Other income per week (total for household)**

Maintenance

Student loan

Income from lodgers or property

Contribution from son/daughter

Contribution from any other adult living at the property

Other (please specify)

**Total weekly income**
3. Important supporting documents

So that we can consider your request quickly, please remember to enclose up-to-date proof of all of the household income with your application; for yourself, your partner, other adults and children.

All documents must clearly show name and address details as well as the amounts currently being received.

If you’re working: please enclose copies of your last three wage slips.

If you’re receiving benefits or tax credits: please

Checklist

☐ I’ve completed all sections of the form which apply to me
☐ I have enclosed a photocopy of the latest Notice of Entitlement for benefit or tax credit.
☐ I’ve included all income for every member of the household – including those not named on the Thames Water bill.
☐ I’ve provided copies of my last three wage slips or my pension statement or documents showing any other income (where appropriate).
☐ All documents must clearly show name and address details as well as the amounts currently being received.

4. Declaration

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

If my circumstances change, and it may affect my application, I will tell you straight away.

I authorise my benefit providers to give Thames Water any relevant information to confirm the details I’ve supplied.

If I pay my wastewater charges to a different company, I give you permission to pass on the details provided so that a reduction can also be made to my wastewater charges under the WaterSure Plus tariff.

If I pay my Thames Water Bill via a third party, I give you permission to pass on the information I have provided, to them.

If you deliberately give us misleading information you are committing a criminal offence and could be prosecuted.

I confirm the following:

- A member of my household meets the conditions for help under the WaterSure scheme.
- I do not receive any help towards the cost of water from the health authority.

Your signature

Date

Signature of the person(s) receiving benefit (if different from above)

Please send your completed application form, along with your supporting documents, in the pre-paid envelope supplied to: Thames Water, PO Box 508, Swindon SN38 2TX.