



South Staffs Water

# Assure tariff

Application form



Making you count

Contact us on 0800 093 0570  
[www.south-staffs-water.co.uk](http://www.south-staffs-water.co.uk)



## What is the Assure tariff?

This is a special tariff that can help some customers on low income pay their bill. If you're eligible and your application is successful, your charges will be discounted for 2 years, in the first year by 60% and the second year by 40%.

Assure is available for residential customers who meet our eligibility criteria.

### Eligibility criteria

To be considered for Assure you must have a total household net income of **less than £16105** per year.

We **don't** take into consideration income received from the following benefits:

- Attendance Allowance
- Personal Independence Payment
- Carer's Allowance
- The disabled child or severely disabled child element of Child Tax Credit
- Disability Living Allowance
- Housing Benefit or Housing Element of Universal Credit
- Council Tax Benefit

You must complete the **income** and **outgoings** on the application form and we'll complete an assessment by reviewing your financial situation. This will be based on government guidelines and will help us determine if you qualify for the Assure tariff depending on your spare available monthly income.

**For households with dependent children an additional £1500 per child will be added to the household income threshold.**

**For example, for a household with two children add £16105 + £3000 = £19105**

### How to apply

1. Please read the application form and complete fully
2. Return the application form and income proofs to: **FREEPOST ASSURE, Green Lane, Walsall, WS2 7PD** (you don't need a stamp), or email **water@south-staffs-water.co.uk**
3. If you need help completing the form, please call us on **0800 093 0570**
4. We'll give you a decision about your application within 10 working days

If your application is **unsuccessful** we'll let you know why in writing.

If your application is **successful**, the discount on your charges will be applied from the date we receive your application and confirmed in writing with an amended bill showing your new charges.

## Application audits

South Staffs Water may review your personal circumstances to determine if you continue to be eligible for a discount on your water and sewerage charges. Audits will occur randomly during your time on the tariff. **You must tell us if your financial circumstances have changed.**

You'll be advised of the audit outcome, your application may be rejected for the tariff if:

- Your total household income is more than the eligibility criteria
- You're unable to provide adequate proof of income, if requested

If an advice worker, money adviser or Citizens Advice officer is helping you complete the form, please ask them to sign the below box confirming they've seen your proof of income.

We may need to contact them to verify their details.

Print name ..... Signature .....

Contact number ..... Organisation .....

Date ..... / ..... / .....

## Do I need to be on a water meter?

You don't have to be on a water meter, but we would encourage you to have a meter if this would benefit you. This may also reduce your water bill and make payments more affordable.

If you would like to know more or apply for a water meter please contact us on **0345 45 67 063** or search '**Switching to a meter**' on our website **www.south-staffs-water.co.uk**.

## Watersure

If you don't qualify for Assure and you have a meter, we'll assess your application for Watersure. Watersure is a tariff which helps some people with their bills. You must be on a certain benefit and need to use a lot of water either for medical reasons or because your household has a certain number of school aged children.

If you or anyone in your household, has any of these medical conditions diagnosed by a doctor, please tick:

- |  |  |
|--|--|
| <input type="checkbox"/> Desquamation (flaky skin disease)   | <input type="checkbox"/> Crohn's disease   |
| <input type="checkbox"/> Incontinence  | <input type="checkbox"/> Ulcerative colitis  |
| <input type="checkbox"/> Renal failure requiring home dialysis (except where the health authority contributes to the cost of the dialysis) | <input type="checkbox"/> Another medical condition which means significant water use supported by doctor's certificate, please state here what that is |

## What happens next?

Once we've received your application, we'll review the information and make a decision. We'll let you know whether your application has been successful within 10 working days.

If we're unable to apply a discount we'll send you details of your payment plan to help you manage your account. Details of other organisations that may be able to help you are at the back of this form.

How would you like to pay your water bill, as we may not have details of this already?

- Direct Debit       Water Direct (if in arrears)  
 Weekly       Fortnightly       Monthly

I/We would like to pay by Direct Debit on one of the following dates of each month: (Please tick)

- 1st       7th       14th       21st

Instructions to your Bank or Building Society to pay by Direct Debit. Please fill in the form and return to:  
**PO Box 7040, Green Lane, Walsall, WS1 9QG**

Reference Number (To be completed by SSW)	<input type="text"/>	Service user number	<b>940309</b>
Name(s) of Account Holder(s)	<input type="text"/>	Bank/Building Society Account Number	<input type="text"/>
Name and full postal address of your Bank or Building Society	<input type="text"/>	Branch Sort Code	<input type="text"/>
Bank/Building Society _____ Address _____ _____ Postcode _____	Instruction to your Bank or Building Society Please pay South Staffordshire Water PLC 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 South Staffordshire Water PLC and, if so, details will be passed electronically to my Bank/Building Society.		
	Signature(s)	<input type="text"/>	
		Date	

## How long will I receive Assure for?

The discount will be applied for 2 years from the date we receive your application. During the first year the discount will be 60%, the second year the discount will be automatically reduced to 40%. This discount will be based on your rateable value of your property or your water consumption, if you have a meter.

After the first year of the discount we'll write to you to advise that the discount will reduce to 40%.

We'll write to you before the second year discount is due to expire and ask you to apply again for the Assure tariff. If you do qualify again, you'll remain on a 40% discount for a further 2 years.

## What about the sewerage charges?

If you qualify for the Assure tariff you'll automatically be eligible for the sewerage provider's equivalent tariff. You don't need to do anything; we'll notify your sewerage provider. Severn Trent Water's discount is based on their average household water bill.

## What happens if I can't keep up the payments?

If you're struggling to pay your water bill please contact us and we'll do everything we can to help support you. Details of other organisations who may be able to help are at the back of this form.

**If you don't make regular payments on your Assure tariff, you will no longer qualify for a discount.**

# About you

**Customer reference number (can be found on your bill):** .....

**Title:** ..... **First name:** .....

**Last name:** ..... **Date of birth:** .....

**Address:** .....

..... **Postcode:** .....

**When did you move into your home? (Month/Year)** .....

**Best contact number:** ..... **Other contact number:** .....

**Email address (if available):** .....

**Number of people in the household, please include name and date of birth, continue on separate sheet if required.**

Name	Date of birth	Employed/unemployed/on benefit/student

## About your finances

It's important you include **all the income your household receives** by completing the table on the next page. You'll need to include the income of all people who live at your home.

### How to complete this

The table on the next page is where we need you to record details of your household income, this includes, wages, pensions and benefits.

1. The first column shows the type of income
2. The second column asks you to write the name of the person who receives it
3. The third column asks the amount you receive
4. The last column asks how often you get paid this

We'll need to see proof of all income with your application form (copies), we don't need to see original documents.

If you don't send in copies of the proof of income we'll not be able to process your application and your application may be rejected.

You can find information about the benefits you receive from your award notice or on your Universal Credit online account.

### Income from benefits/tax credit

We won't include the income you receive from the below mentioned benefits:

- Attendance Allowance
- Personal Independence Payment
- Carer's Allowance
- The disabled child or severely disabled child element of Child Tax Credit
- Disability Living Allowance
- Housing Benefit or Housing Element of Universal Credit
- Council Tax Benefit

### Other notes/comments

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## About your finances (continued)

### Household income

Please complete the below table, remember proof of this is required.

Income	Name of person who receives/earns this	Payment amount £	How often? E.g. weekly, monthly
<b>Wages/salary</b>			
Your take home pay			
Other take home pay			
<b>Pensions</b>			
Government/State			
Work pension			
Any other pensions			
Pension Credit (savings element)			
<b>Benefits and Tax Credits</b>			
Universal Credit *minus housing element			
Income support			
Employment and Support Allowance			
Jobseekers Allowance			
Working Tax Credit			
Child Tax Credit *minus disabled child/severely disabled child element			
Child Benefits			
Other please specify			
<b>Other payments received</b>			
Lodgers wages/benefit			
Statutory sick pay			
<b>Other income, please specify</b>			
Any other comments or notes			

## About your finances (continued)

### Outgoings: Household living costs

Enter the amount you pay, including towards any arrears you may have.

Outgoings	Payment amount £	How often? E.g. weekly, monthly
Home and contents *please include amount you pay after benefit award		
Rent*		
Service charge or ground rent		
Mortgage		
Mortgage endowment		
Secured loans		
Council tax*		
Appliance/furniture rental or loan		
TV licence		
Other costs		
Utilities		
Gas		
Electricity		
Water		
Other costs		
Care and health costs		
Childcare costs		
Adult care costs		
Child maintenance or support		
Dentistry and opticians		
Other costs		
Transport and travel		
Public transport		
Hire purchase or conditional sale vehicle		
Car insurance		
Vehicle excise licence (road tax)		
MOT and on going maintenance		
Breakdown cover		
Fuel, parking, toll charges		
Other costs including taxis		
School costs		
School uniform		
Afterschool clubs/trips		
Other costs		



## About your finances (continued)

### Outgoings: Household living costs

Enter the amount you pay, including towards any arrears you may have.

Outgoings	Payment amount £	How often? E.g. weekly, monthly
<b>Pensions and insurances</b>		
Pension payments		
Life insurance		
Mortgage protection payment		
House buildings and contents insurance		
Health insurance		
Other costs		
<b>Professional costs</b>		
Professional courses		
Union fees		
Professional fees		
Other costs		
<b>Communications and leisure</b>		
Home phone, internet		
TV package including film subscription		
Mobile phone		
Pocket money		
Other costs		
<b>Food and housekeeping</b>		
Groceries (food, pet food, cleaning products)		
School meals and meals at work		
Laundry and dry cleaning		
Alcohol		
Smoking products		
Vets bills and pet insurance		
House repairs and maintenance		
Other costs		
<b>Personal costs</b>		
Clothing and footwear		
Hairdressing		
Toiletries		
Other costs		
<b>Other costs mention below</b>		

## Declaration

### **This must be signed in order for us to process your application for Assure.**

I consent to the personal data (including sensitive personal data, such as medical information) I have provided on this form being shared with, processed and held by the provider of my water services, sewerage services and their respective business partners and suppliers, for the purpose of processing my application, including contacting me directly. This also includes managing my water/sewerage account, to enable future budgeting of water and sewerage charges and to provide me with water/sewerage and associated services.

I authorise my water service provider and their representatives to contact the Department for Work and Pensions, any third party from whom I receive benefits or from whom I have received advice, to verify any of the details I have included in my application form or obtain other information that my water service provider considers relevant.

I declare that the information I have given on this application form is complete and correct to the best of my knowledge. I understand that any false information may disqualify my claim and could lead to prosecution.

I declare that I will notify my water provider immediately, if my circumstances change.

**Tick the box to confirm that you have read and understood the declaration.**

**Please complete the below fully, if this is not complete we will be unable to process your application.**

Print name: .....

Signed: ..... Date: .....

## South Staffordshire Water Charitable Trust

[www.sswct.org](http://www.sswct.org)

If you're struggling to pay your water charges and have arrears, we can consider you for the South Staffordshire Water Charitable Trust. This independent charity established by South Staffs Water assists customers facing genuine difficulties or distress with the cost of meeting their bill and arrears.

**If you would like to be considered, please provide the following information:**

What savings do you have? £ .....



South Staffordshire Water  
**Charitable Trust**

## Priority Services Register

Customers who have additional needs or require extra help can access a range of free services we offer by joining our Priority Services Register.

If you or someone in your household has particular requirements due to age, health, medical condition or extra communication requirements please register below.

**Please tick all that apply:**

- Blind or visually impaired       Deaf or hard of hearing       Speech impairment  
 Struggling with money or debts       Physical disability       Mental health condition  
 Need a constant supply of water       Needs home dialysis

**If you have another condition which isn't in the list, please tell us a bit about it:**

**Communication with us, please tick all that apply:**

- Braille bill       Audio CD bill       Bill reading service  
 Large print bill       Meter reading (mobility problem)

**If you would like to register a password for our team to use please note the password here:**

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### Bill nominee

**Fill in this section if you'd like someone to act on your behalf:**

Their name .....

Relationship to you ..... Their telephone number .....

Their address .....

.....

Tick the box if you would like this person to receive your bills

### Priority Services Register consent statement:

I agree that the information about me, such as my name, address and medical information, can be shared with and used by South Staffs Water and the organisations they work with. I understand that this is so they can help me with my priority services application and provide me with support if there is a problem with my water/sewerage supply. The information I have given on this form is complete and correct. I will let South Staffs Water know if my circumstances change, so that my information is always up to date.

Tick the box to confirm you have read and understood the above consent

Print name ..... Signature .....

Date ..... / ..... / .....

## These are some of the organisations providing free debt advice



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



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



To find your local bureau: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
Telephone: **03444 111 444**



Online: [www.capuk.org](http://www.capuk.org)  
Telephone: **0800 328 0006**  
Check postcode for coverage

## Other organisation that can help



Benefits calculator:  
[www.ccwater.org.uk/households/save-money/benefits-calculator/](http://www.ccwater.org.uk/households/save-money/benefits-calculator/)



Benefits calculator:  
[www.turn2us.org.uk/](http://www.turn2us.org.uk/)

## Other utility providers

If you require additional help from us, you may also want to register for help with your other utilities. Energy companies offer password schemes and other services similar to ours. To find out more you should contact your energy supplier directly and ask about their Priority Services Register.

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.

South Staffs Water is not responsible for the content of external websites.