



Help with your bill if you have a water meter

WaterSure application pack 2021/2022



Water for the North West

Oh no, not another bill...

It's the sound that everyone hates - a bill landing on the doormat.

No one likes paying them. But when money is tight, bills can go from being an everyday nuisance to a cause of sleepless nights and stress.

That's when WaterSure might be able to help. It's a scheme for customers with water meters* who need to use lots of water, but might struggle to afford it.

We can't make your bill vanish, but we can put a cap on how much you are charged. So, no matter how high the numbers climb on your meter, you'll only have to pay, at most, an amount equal to our average bill.

How it works

It's pretty simple really.

If you have a water meter*, receive benefits and have a good reason for using lots of water – such as a big family or a medical condition - you may well qualify.

Please fill out the form enclosed with this leaflet and post it back to us, along with copies of the supporting documents indicated on the form.

If you fit the bill, so to speak, we'll cap your charges at £425.06 per year. This means that, even if you use lots of water, your bill won't go above this amount each year.

*or you pay an assessed charge because you have applied for a water meter and we were unable to fit one at your property.



Well, it's
one less
thing to
worry
about.



Wait a mo... did you know?

The scheme provides peace of mind by capping your bills.

Even if you use lots of water, your charges won't be more than the average bill amount.

To qualify, you must meet certain criteria – described in this leaflet and in the enclosed application form. Keep reading!

If you're already behind with your water bill payments, we have support schemes to help you out of debt. Visit unitedutilities.com/difficulty-paying-bill for full details.

Do you fit the bill?

To qualify for WaterSure, your current charges will need to be based on a water meter (or an assessed charge because we couldn't fit a meter).

You must also receive certain benefits or tax credits. You'll find a full list of the benefits that count in the enclosed information at the back of this booklet.

Find out which benefits you may be entitled to by visiting www.turn2us.org.uk and completing their benefits calculator.

But that's not the end of the story. You must also have a reason for using all the extra water that has turned your bill into a bit of a monster. The two reasons covered by the scheme are:

- **You have three or more children under the age of 19 living at the same address for whom Child Benefit is claimed.**

OR

- **You, or someone you live with, has a medical condition which requires the use of lots of water. You'll find a full list of these medical conditions in the enclosed application form.**

And that's it.
If that sounds like your household, it's time to get filling in that form!





It's as easy as 1, 2, 3!

To qualify for WaterSure, you must be able to answer 'yes' to all three of the following questions:

1. Do you have a water meter or pay an assessed charge?
2. Do you receive any one of the listed benefits or tax credits shown in the enclosed information?
3. Do you have to use lots of water because either three or more children under 19 (for whom Child Benefit is claimed) live at your house or because of a medical condition of someone who lives there?

Did you answer yes, yes and yes?
Then you could well qualify!

Life with WaterSure

We'll reply to you within 10 working days of receiving your application to let you know if you qualify for the scheme.

If you do qualify we'll apply the new tariff from the day after the date of your last meter reading. Unfortunately, this doesn't mean we can wipe the old slate clean. You'll still have to pay any money you owe from previous bills - but at least the future will look a bit rosier.

You can stay on the WaterSure scheme for as long as you need help and continue to qualify. We may also contact you occasionally to check if you are still eligible for the scheme.

If your circumstances change, so that you no longer qualify for the scheme, please let us know straight away. We'll put you back to the way we used to bill you for your services.

A NOTE ABOUT ASSESSED CHARGES

If we've tried, and failed, to fit a water meter at your home, your water bill may be based on an assessed charge.

If you pay an assessed charge, the good news is you are eligible for our WaterSure scheme too. Simply complete the enclosed form and return this to us.



Wait a mo... did you know?

You can continue to pay your WaterSure bill in the way that suits you best, including Direct Debit, standing order, at your bank, by post or online.

Visit unitedutilities.com/my-bill for full details about ways to pay.

If using the internet makes your life easier, register for My Account via our website unitedutilities.com/myaccount, you can then access your water account 24 hours a day.

Going with the flow

Once you're on the WaterSure scheme, we'll keep reading your meter.

Each year we will look at what you would have paid if your water bill had been calculated on the amount of water actually used. If this shows that your WaterSure charges are higher than you would have paid based on your meter readings, then we will credit your account once a year with the difference.

After all, we're trying to reduce your bill, not make life more expensive.



What to do now

- Please read the enclosed information carefully to ensure you are eligible for the WaterSure scheme.
- Complete the application form and return it to us with the supporting information we ask for. The notes sections on the form explain the evidence you need to return to us.

Other leaflets that may be of interest:

This leaflet is one in a series of publications containing useful information for our customers. Others that may be of interest to you are:

- **A simple guide to pipes, drains and sewers**
- **Water meter application pack**
- **Testing your household water meter**
- **A guide to paying your water bill**
- **A guide to our Priority Services**
- **A guide to using water wisely**
- **Our standards of service**
- **Our complaints procedure**
- **Replacing lead and common supply pipes**

You can download any of our leaflets from our website:

unitedutilities.com/leaflets, or write to: **United Utilities, PO Box 459, Warrington WA55 1WB.**

My Account

Register for My Account and you can go online to pay your bill, tell us you've moved, give a meter reading and go paperless.

Visit unitedutilities.com/myaccount



Water for the North West

United Utilities Water Limited,
Haweswater House, Lingley Mere Business Park, Lingley Green Avenue, Warrington WA5 3LP.
Registered in England and Wales. Registered Number 2366678.

In case you need to contact us:



To talk to us about your bill:

0345 672 2888 if you don't have a water meter

0345 672 2999 if you have a water meter

Opening hours: 8am - 8pm Mon to Fri; 8am - 4pm Sat

To talk to us about your water and wastewater services:

0345 672 3723

Opening hours: for emergencies we are open 24 hours.

You can also call this number to check the identity of one of our representatives.

If you have hearing or speech difficulties, and use a textphone, please dial **18001** followed by the number you require.



Or go online:

Send a message at unitedutilities.com/email or visit our website and click on 'Live Chat' to webchat with a member of our team.



You can write to us at:

United Utilities, PO Box 459, Warrington WA55 1WB

Follow us on social media:



@OfficialUnitedUtilities



@unitedutilities

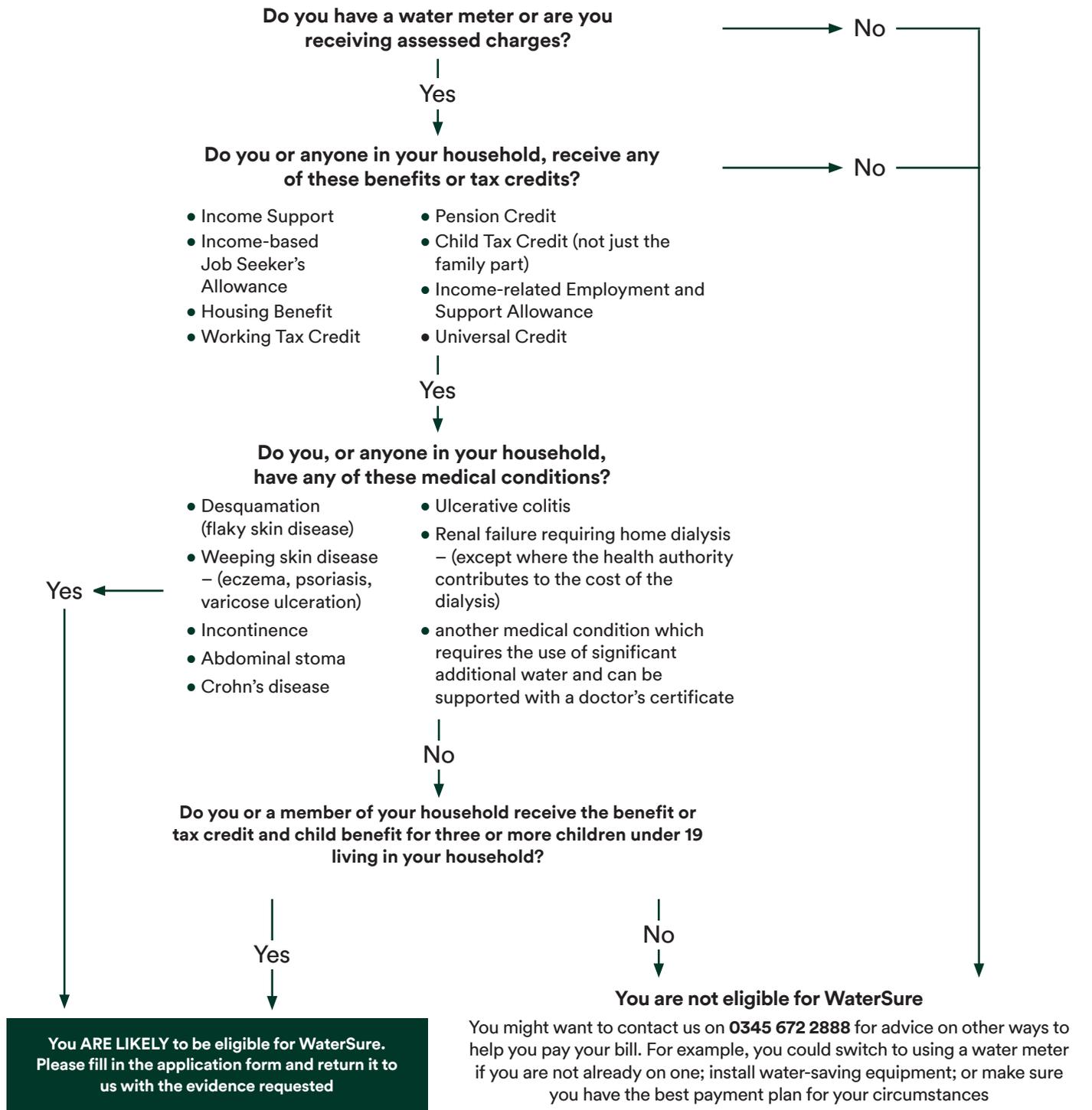
Download our app:

Search **United Utilities** on the App Store and Google Play



Are you eligible?

This flow chart should help you to decide if you are eligible for the WaterSure Scheme



Please note: you do NOT qualify for WaterSure if:

- You do not receive one of the benefits shown above
- Your bill is not based on a water meter reading (unless we were unable to fit a meter at your property and you have chosen to pay an assessed charge)
- You water your garden with a non-handheld appliance such as a sprinkler or domestic irrigation system
- Your household has an auto-filling swimming pool, pond or other similar piece of equipment which holds over 10,000 litres of water

How to apply for WaterSure

The WaterSure scheme can help you if you have a low-income and your water is supplied by a water meter. We can help by putting a limit on your charges for water and sewerage services, as long as you meet the following conditions:

- 1 Your supply is metered (or you are paying an assessed charge as we were unable to fit a meter at your property).
- 2 The person who pays the water bill, or someone else in your household, receives **benefit** (the list of qualifying benefits are shown on the reverse of this sheet) or **tax credit**; and in addition,
- 3 There are either:
 - a) **three or more children** under the age of 19 living in the household for whom the person receiving the above benefit also claims Child Benefit; or
 - b) you, or someone living in your household has a **medical condition** that means they use a lot of extra water.

This year (1st April 2021 to 31st March 2022), the reduced charges for the WaterSure scheme are:

	Water	Sewerage	Total
Capped charge p.a.	£202.84	£222.22	£425.06

If your current charges are more than this, you may be entitled to pay the reduced charge. Each year we will look at what you would have paid if your water bill had been calculated on the amount of water actually used. If this shows that your WaterSure charges are higher than you would have paid based on your meter readings, then we will credit your account once a year with the difference.

Please note: if you are not connected to the public sewer system for surface water drainage, we will reduce your sewerage charge to £152.58.

How to apply

- 1 Fill in the application form and return it to us with the necessary supporting evidence.
If you need help with the form, please phone us.
- 2 The person named on the water bill should sign the form as well as the person who receives benefit or who has a medical condition (if they are not the person named on the water bill).
- 3 We'll reply to you within 10 working days of receipt of your application to let you know if you've met our criteria. We will contact you if we need any more information.
- 4 If your application is not successful we will tell you why.
- 5 If your application is successful, we will apply the WaterSure tariff to your next bill.

We're happy to provide this information in large print or different formats.

Support when you need it most

We can all benefit from a bit of extra help at some stage in our lives. This could be due to age, ill health, disability, mental health problems, financial worries or language barriers.

Registering for Priority Services is free and means you will benefit from additional services to support your particular needs:

- Braille, large print, 'talking' bills and leaflets
- Nominate a carer, family member or friend to speak to us on your behalf
- Knock and wait service to give you extra time to answer the door if you have mobility needs and we need to visit
- Protection from bogus callers with a password protection scheme
- Support for dialysis patients
- Notice of interruptions to your water supply

You can register at unitedutilities.com/priorityservices or call our team on **0345 072 6093**.

Struggling to pay your bill?

If you are having difficulty paying, please call us as soon as possible on **0800 072 6765**.

If you're on Income Support we may be able to arrange for you to pay your bill direct from your benefit payments.

About us

United Utilities is the North West's water company. We keep the taps flowing and toilets flushing for seven million customers every day. From Crewe to Carlisle, we work hard behind the scenes to help your life flow smoothly.

Application form 2021/2022

This information is required to assess your claim and will not be used for any other purpose.

IMPORTANT - please read:

To qualify for WaterSure, you must have a water meter or pay for your water services on an assessed charge. You must also receive at least one of the benefits shown below.

About benefits or tax credits

1 Are you, or someone in your household, receiving any of the following benefits or tax credits? Please note: you **must** receive at least one of the following benefits to qualify for WaterSure. (Please tick all that apply.)

- Income Support
- Income-based Jobseeker's Allowance
- Working Tax Credit
- Child Tax Credit (not just the family part)
- Housing Benefit
- Pension Credit
- Income-related Employment and Support Allowance
- Universal Credit

2 Please give the name of the person who receives one or more of the above benefits or tax credits.

Name _____

Notes

1 To qualify for WaterSure, 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 for a benefit or shows the current financial year's entitlement for tax credits.**

If you do not have a notice you can get a replacement by contacting your local authority, benefit agency or HM Revenue & Customs. (See 'Useful contacts' on page 3.)

We are unable to accept tax credit provisional notices as they do not confirm entitlements.

You must complete this section

Who is the person named on the water bill?

3 Mr Mrs Miss Ms Other

4 First name _____

5 Last name _____

6 Postal Address _____

Postcode: _____

7 Daytime telephone number _____

8 Evening telephone number _____

Mobile phone number _____

9 Customer account number (you can find this on your water bill)

What to do now if you have ticked at least ONE of the benefits shown above

If you are applying because of a medical condition, go to page 2 ▶

If you are applying because you have a large family, go to page 3 ▶

For further information



unitedutilities.com/watersure



0345 672 2999
Opening hours: 8am - 8pm
Mon to Fri; 8am - 4pm Sat



United Utilities
PO Box 50
Warrington
WA55 1AQ

Fill in this page if you are applying because of a medical condition

Medical conditions needing extra water use

10 Please tell us the name of the person in your household who has a medical condition that means they have to use a lot of extra water.

11 Which of these medical conditions do they have? (Tick all that apply.)

- a) Desquamation (flaky skin disease)
- b) Weeping skin disease (eczema, psoriasis, varicose ulceration)
- c) Incontinence
- d) Abdominal stoma
- e) Renal failure where they need home dialysis
(do not tick if the health authority helps with water costs)
- f) Crohn's disease
- g) Ulcerative colitis
- h) Another condition which means they have to use a lot of extra water
(please tell us the name of this condition)

Surgery or health centre official stamp

Priority Services - free services for customers who need additional support

If you have ticked any of the above medical conditions, you will also be eligible for our free Priority Services scheme (whether you receive benefits or not), offering a range of free services to support our customers' particular needs. If you would like to register or find out more, visit [unitedutilities.com/priorityservices](https://www.unitedutilities.com/priorityservices) or call our friendly Priority Services team direct on **0345 072 6093**.

Notes

10 We need to know the name of the person with the medical condition.

11 Please tell us the medical conditions the person has by ticking all the relevant boxes.

Important - If you tick one of the named conditions listed at a) to g), please give us a copy of your repeat prescription form or ask your doctor's surgery to stamp the box below. You can also send us a doctor's certificate which is less than 12 months old, explaining your condition and why you need to use extra water. You can ask for copies of these from your surgery, clinic or hospital.
If you do not have the prescription or certificate, please provide some other evidence that you have the condition and why you need to use extra water.

or **If you tick h) 'Another condition' you must include a doctor's certificate or letter from a GP or hospital consultant.** The letter or certificate must say:

- the name of the patient;
- the condition they have and how this condition significantly increases water consumption;
- the date the certificate or letter was issued (which needs to be less than 12 months old); and
- the name, position and address of the GP or consultant.

Fill in this page if you are applying because you have a large family

This section is for families with three or more children under 19 living at home

12 I confirm that I, or a member of my household, receives benefits or tax credits (named at question 1) and Child Benefit is claimed for three or more children under 19 who live with us permanently. Please tick.

13 Please give the full names and dates of birth of these children

Name	Date of birth								
_____	<table border="1"> <tr> <td>D</td><td>D</td> <td>M</td><td>M</td> <td>Y</td><td>Y</td><td>Y</td><td>Y</td> </tr> </table>	D	D	M	M	Y	Y	Y	Y
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D	D	M	M	Y	Y	Y	Y		

(Continue on a separate sheet of paper if necessary.)

Notes

12 You should tick this box if Child Benefit is claimed for three or more children who live at the address on the water bill.

13 Please provide the full name and date of birth for each child.

You **must** provide a copy of the latest 'notice of entitlement' (form DL84(TS)) to Child Benefit for each child you list here.

If you cannot find your 'notice to entitlement' to Child Benefit, please contact the Child Benefit Centre. (see 'Useful contacts').

The 'notice of entitlement' to Child Benefit must include the claimant's address details, the name of each child, and be less than 12 months old.

Useful contacts

Water company	United Utilities PO Box 50 Warrington WA55 1AQ Tel: 0345 672 2999
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You can get a replacement or up to date 'notice of entitlement' from the following authorities:

Name of benefit or tax credit	Authority
<ul style="list-style-type: none"> • Income Support • Jobseeker's Allowance • Pension Credit • Income-related Employment and Support Allowance • Universal Credit 	Contact your local Job Centre Plus office or benefits office
<ul style="list-style-type: none"> • Working Tax Credit • Child Tax Credit 	Tax Credits helpline: 0345 300 3900
<ul style="list-style-type: none"> • Housing Benefit 	Contact your local authority (council) for details
<ul style="list-style-type: none"> • Child Benefit 	Child Benefit helpline: 0300 200 3100

You must fill in this page

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 my application.

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

I give permission to the authority that provides my benefit or tax credit to give you any further information to support my application.

If I have made a claim because of a medical condition, I give the medical professional who knows about that condition permission to give you information about the condition, and why I need to use more water, to confirm the information I have provided.

If I pay my sewerage charges to a different company, I give you permission to pass on the details I have provided so that you can also consider my sewerage charges under the WaterSure scheme.

WARNING 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 only use a hand-held appliance such as a watering can to water my garden.
- My household does not have an auto-filling swimming pool, pond or other similar piece of equipment which holds over 10,000 litres of water.
- I do not receive any help towards the cost of water from the health authority.

Signature (of bill payer)	
Date	<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>

Signature of the person receiving benefit or who has the medical condition (if they are not the person named on the water bill). We need this signature for data protection purposes.

Signature	
-----------	--

Please note: only send us copies of your supporting documentation (not originals) as we are unable to return anything to you. Without full supporting evidence we are unable to process your application, which will delay your acceptance onto the scheme.

Send your filled-in form and other information (see checklist) to:

United Utilities
PO Box 50
Warrington
WA55 1AQ

Remember to enclose copies of supporting evidence with your application form

Checklist

(i) If you are applying due to having a large family:

I have enclosed evidence of one of the qualifying benefits that I have ticked on the front page of this application form
AND

I have enclosed evidence of Child Benefit for each child

(ii) If you are applying due to a medical condition:

I have enclosed evidence of one of the qualifying benefits that I have ticked on the front page of this application form.
AND

I have enclosed evidence of the medical condition which causes a significant increase in water usage as follows (only tick the one which applies to you):

I have ticked (a-g) in question 11 and have enclosed a copy of a prescription form or a doctor's certificate.

I have ticked (h) 'another medical condition' in question 11 and have enclosed a separate letter from my GP or consultant confirming that this condition needs extra water.

How did you find out about WaterSure?

- One of our leaflets
 - From a friend or relative
 - Our website
 - Citizens Advice
 - On my water bill
 - From a United Utilities employee (ie: when you contacted our call centre)
 - Local hospital
 - Other (please state)
- _____

About us

United Utilities is the North West's water company. We keep the taps flowing and toilets flushing for seven million customers every day. From Crewe to Carlisle, we work hard behind the scenes to help your life flow smoothly.