

WaterSupport Application form

We have a number of ways to make bills more affordable for our customers and we want to check you are on the best scheme.

A different scheme

If you qualify for WaterSupport, your 2024/25 annual bill will be £364. To check if you can be on this scheme, we need to know how many people live in your home and see proof of your household income.

Applying is easy

First you'll need to save this blank downloaded form, complete with your details, and save it again. Then e-mail it with proof of all your household's income and any benefits you receive. This could be an attachment, picture or screenshot of:

- a bank statement (dated within the last 3 months)
- a benefit award notice (dated within the last 12 months)
- a wage slip (dated within last 3 months)
- self-employed business records (most recent Self-Assessment Tax return)

Please make sure all proof shows your name, address and amount(s) received. More information about proof can be found at yorkshirewater.com/proof. You can email your documents along with your application form to support@yorkshirewater.co.uk or post with photocopies to **Customer Accounts, Yorkshire Water, PO Box 52, Bradford, BD3 7YD**.

What happens next

After we receive your application and proof, we'll check to see if you're eligible and let you know the outcome.

Please note, we do not back date the lower charges for this scheme, so please send your information as soon as possible. If successful, the lower charges will only be applied to future bills.

Other help

We are here to help, so please contact us if you have any questions or if you would like more information about other ways we can help, for example:

- Priority services scheme – for customers who need a little extra help from us. (e.g. You may struggle to read your meter or bills, be concerned about unwanted callers or have a medical condition which means you need a constant supply of water.)
- Different ways to pay your bill.
- What we can do if you are struggling to pay or if you have arrears plus other debts.

Contacting us

If you have any questions or want more information about how we can help you, please contact us on **01274 250542**. We are available Monday to Friday between 8:00am and 6:00pm.

| | |
|----------------------------------|--|
| Customer reference number | |
| Customer address | |

| People living in your house; how many are: | | | |
|---|--|-----------------------------------|--|
| Adults | | Children under 18 | |
| Dependants 18 and over | | Total people living in your house | |

Please tick this box to confirm you do not have savings over £16,000

Income The amounts I am providing are Monthly Weekly Fortnightly

| Wages/Salary | £ | Pension | £ |
|---------------------------------------|----------|--------------------------------------|----------|
| Your take home pay | | Retirement Pension | |
| Your partner's take home pay | | Pension Credit | |
| Self-employed income | | Private/Occupational Pension | |
| Benefits | £ | Partner's Pension | |
| Jobseeker's Allowance | | Widow's Pension | |
| Income Support | | Other Income | £ |
| Child Benefit | | Maintenance | |
| Child Tax Credit | | Student Grant/Loan | |
| Working Tax Credit | | Income from lodgers | |
| Maternity Pay/Allowance | | Son/daughter's contribution | |
| Statutory Sick Pay | | Other income (please specify) | £ |
| Incapacity Benefit | | | |
| Employment Support Allowance | | | |
| Carer's Allowance | | | |
| Disability Living Allowance | | | |
| Severe Disablement Allowance | | | |
| Attendance Allowance | | | |
| Industrial injury | | | |
| Universal Credit | | | |
| Other benefit (please specify) | £ | | |
| | | | |
| | | | |

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 claim.

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

| | |
|-------------------------|--|
| Name | |
| Signature | |
| Date | |
| Telephone Number | |

Checklist (documents to include)

- Bank statement showing all income
- All pages of recent benefit award notice
- Wage slips
- Proof of self-employed income