

# 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 2020/21 annual bill will be £408.87. 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

All you have to do is complete the attached form and return it with proof of all your household's income and any benefits you receive. We will accept proof such as:

- Bank statements (dated within the last 3 months)
- Benefit award notices (most recent award letter)
- Wage slips (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. You can email your documents along with your application form to [support@yorkshirewater.co.uk](mailto: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 will reply to you within 5 working days.

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 5:00pm.

<b>Customer reference number</b>	
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People living in your house; how many are:	
Over 19	
16-19	
Under 16	

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

Income	The amounts I am providing are		Monthly	<input type="checkbox"/>	Weekly	<input type="checkbox"/>	Fortnightly	<input type="checkbox"/>
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Wages/Salary	£	Pension	£
Your take home pay		Retirement Pension	
Your partner's take home pay		Pension Credit	
Self-employed income		Private/Occupational Pension	
<b>Benefits</b>	£	Partner's Pension	
Jobseeker's Allowance		Widow's Pension	
Income Support		<b>Other Income</b>	£
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		<b>Other income (please specify)</b>	£
Incapacity Benefit			
Employment Support Allowance			
Carer's Allowance			
Disability Living Allowance			
Severe Disablement Allowance			
Attendance Allowance			
Industrial injury			
Universal Credit			
<b>Other benefit (please specify)</b>	£		

### 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.

<b>Name</b>	
<b>Signature</b>	
<b>Date</b>	
<b>Telephone Number</b>	

### Checklist (documents to include)

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