



HELPU APPLICATION

2023/24

HELPU

If you're a low-income household and in receipt of a means-tested benefit, you may be eligible to receive support from our HelpU tariff to reduce your future charges.

HOW DO I QUALIFY?

To be considered, someone in the household must receive at least one of the following means-tested benefit(s):

- Pension Credit
- Income-based Jobseeker's Allowance (JSA)
- Income Support
- Income-related Employment and Support Allowance (ESA)
- Child Tax Credit
- Working Tax Credit
- Universal Credit
- Housing Benefit
- Council Tax Reduction/Support

AND, your combined annual household income must be on or under the threshold for the household size as shown in the table below. It is important to provide the total number of occupants (including children) and to include all income for occupiers who live at your property aged 16 and over.

HOUSEHOLD INCOME

Household size	Income threshold
1	£10,700
2	£16,000
3 +	£17,700

YOU DON'T QUALIFY FOR HELPU IF:

- You water your garden with a non-handheld appliance, such as a sprinkler or domestic irrigation system.
- You have a swimming pool or pond with a capacity of over 10,000 litres.
- This isn't your main home.
- Your property is used for commercial/business purposes.
- You share payment of your bill with your neighbour(s).
- You're renovating your property.
- The property is used for assisted or supported living.

PROOF OF INCOME

Sometimes we may ask you to provide proof of income.

If you want to speed up your application, please provide proof of your income for all occupiers aged 16 and over e.g. current award notice or 3 months of bank statements or 3 months wage slips (we accept photocopies).

YOUR HELPU APPLICATION MAY BE REJECTED IF:

- Your application is incomplete.
- Your household isn't in receipt of a means-tested benefit and/or exceeds the income threshold for your household size.
- You're unable to provide proof of income, if requested.

WHAT HAPPENS NEXT?

If your application is successful, any reduction in your charges will be applied to your account from the date we received your HelpU application.

The annual HelpU charge is £291.30 (£124.01 for water, £167.29 for sewerage).

HOW TO APPLY

1. Please read the application form and fully complete.
2. Tear out the application form.
3. Include a photocopy as evidence to support your application. This could be an award notice, bank statement or wage slips.
You will need to provide this for all income streams as declared on the form.
4. Return the completed application form to:
Freepost Dŵr Cymru Welsh Water
5. We'll give you a decision within 14 days:
 - If your application is unsuccessful we'll tell you why.
 - If your application is successful, any reduction in your charges will be applied to your account from the date we received your HelpU application.

Alternatively apply online at dwrcymru.com/helpwithbills to get an immediate decision on your application.

HELPU TERMS AND CONDITIONS

1. INTRODUCTION

These Terms and Conditions are an agreement between you (the Customer) and Dŵr Cymru Cyfyngedig (Dŵr Cymru Welsh Water). Please read these terms carefully. By submitting the HelpU application form you'll be agreeing to these Terms and Conditions.

If you disagree with any of these Terms and Conditions you must not submit the HelpU application form.

2. ABOUT YOU

By inputting your full name, you confirm you are the account holder, or are a named person on the account and therefore have the authority:

- To make amendments to your account
- To provide the combined annual household income and other information required to apply for HelpU

3. YOUR PERSONAL INFORMATION

The following personal information you provide may be used to update your customer details we currently hold for you:

- First name
- Middle name
- Last name
- Contact telephone number
- Email address
- Date of birth

4. YOUR HOME

You must provide us with the total number of occupants (including children) that reside at your home. We will need to know:

- The total number of adults 16 years of age and over (including those in full time education)
- The total number of children under 16 years of age

You must confirm how long you have resided at the property, to the nearest month. We will verify this date against the date we started to bill you for water and sewerage charges. We will contact you if there are any discrepancies and may amend your account accordingly.

4.1 Main domestic residence

HelpU is only available in respect of one property which must be your main domestic residence. You agree to inform us if your main domestic residence changes.

5. YOUR TOTAL COMBINED HOUSEHOLD INCOME

It is important that you provide us with an accurate account of your household's combined annual income. By submitting this information you are confirming that you have provided accurate information.

5.1 Income from employment

You must advise us of the total annual take home pay from employment received by everyone in your household aged 16 years and over. This can be on a weekly, fortnightly, 4 weekly, monthly, 6 monthly or yearly basis. This will include all income received from full time or part time employment. You may be required to provide proof of employment income (for example by supplying copies of your wage slips). Income to be included are:

- Income from Employment (take home pay)
- Self Employed Income
- Fostering Allowance

5.2 Income from benefits

You must advise us of the total annual income from benefits received by everyone in your household aged 16 years and over (before any deductions). This can be on a weekly, fortnightly, 4 weekly, monthly, 6 monthly or yearly basis.

Means-tested benefits:

- Pension Credit
- Income-based JSA
- Income Support
- Income-related ESA
- Child Tax Credit
- Working Tax Credit
- Universal Credit
- Housing Benefit
- Council Tax Reduction/Support

Other benefits:

- Attendance Allowance
- Disability Living Allowance
- Personal Independence Payment
- Carer's Allowance
- Incapacity Benefit
- Child Benefit
- Maternity Pay/Allowance
- Statutory Sick Pay

Special Note: We exclude the following from the annual combined household income calculation:

- Council Tax Reduction/Support
- Housing Benefit and Housing element of Universal Credit
- Disability/carer premiums on Pension Credit, JSA, Income Support and ESA
- Disability premiums on Child/Working Tax Credits
- Disabled Child and Limited Capability for Work elements of Universal Credit
- Attendance Allowance
- Disability Living Allowance
- Personal Independence Payment
- Carer's Allowance and Carer element of Universal Credit

We may, at our discretion exclude other benefits. It is important that the information you provide is accurate as you may be required to provide proof of benefit (for example by supplying copies of your benefit Award Notices or bank statements).

5.3 Income from pensions

You must advise us of the total annual income from pensions received by everyone in your household aged 16 years and over. This can be on a weekly, fortnightly, 4 weekly, monthly, 6 monthly or yearly basis. Pensions to be included are:

- Private/Occupational Pensions
- State Pension

It is important that the information you provide is accurate as you may be required to provide proof of pensions (for example by supplying copies of your Award Notices or bank statements).

5.4 Income from other sources

You must advise us of the total annual income from other sources received by everyone in your household aged 16 years and over. This can be on a weekly, fortnightly, 4 weekly, monthly, 6 monthly or yearly basis. Other income to be included (but not limited to) are:

- Child maintenance
- Interest from savings and investments
- Student Loan

It is important that the information you provide is accurate as you may be required to provide proof of other income by supplying evidence (for example by supplying copies of your bank statements).

6. HOW WE WILL PROCESS YOUR APPLICATION

6.1 Verifying your data

On receipt of your application, we will verify your data and provide you with either a telephone call or a written response within 14 days. We will advise you if your application has been accepted, rejected or if we need additional information.

6.2 How we will verify your data

Please note that by submitting the HelpU application form, you give Dŵr Cymru Welsh Water consent to share with, and validate, the information you have supplied, with government departments, Local Authorities, Registered Social Landlords, Credit Reference Agencies and Fraud Prevention Agencies as appropriate. This may involve checking associated people's data. Please refer to the 'How we use your data' section of Dŵr Cymru Welsh Water's 'Welsh Water for you' booklet for further details.

6.3 Accepted applications

We will accept all HelpU applications where it has been verified that the combined annual household income meets the tariff's eligibility criteria and the total number of occupants (including children) has been confirmed. We will contact you if your application has been successful. Your charges will be reduced in line with Dŵr Cymru Welsh Water's Scheme of Charges and will apply from the date the application was received. You will be advised of the amount you need to pay Dŵr Cymru Welsh Water by your preferred payment method.

6.4 Additional information needed

It may be necessary for Dŵr Cymru Welsh Water to ask for additional information from you to support your claim before a decision is made (such as supporting evidence like Award Notice). If this is the case, we would contact you. If proof of your income isn't provided upon request your application will be rejected.

6.5 Rejected applications

If we have received information that indicates your combined annual household income exceeds the eligibility criteria for HelpU, we will contact you to advise you that your application has been declined. Based on the information you have provided us, we may offer you advice on Dŵr Cymru Welsh Water's other affordability schemes that may be of benefit to you. We will also reject your application if we discover you have provided inaccurate information.

7. APPEALS PROCESS

If your application has been rejected and you want to appeal against Dŵr Cymru Welsh Water's decision, you must provide us with the additional

information requested in the rejection notice. If this happens, we may direct you to an independent money advisor and you would be required to undergo a full income and expenditure assessment, produce all your supporting documents and receive professional advice on how to maximise your income and manage your household bills.

8. HOW WE USE YOUR DATA

Dŵr Cymru Welsh Water will use your combined annual household income data to assess your application for the HelpU tariff but may also use the data collected for administering other financial and non-financial support schemes. For further information please see the 'How we use your data' section of Dŵr Cymru Welsh Water's 'Welsh Water for you' booklet.

8.1 Priority Services Register

Our Priority Services Register helps us support customers who may need extra help, either on a temporary or permanent basis, for example due to a medical or health condition or may need access to specific communication requirements. This service is free of charge and has a number of benefits as outlined below, but customers must register to receive this service from us.

Dŵr Cymru Welsh Water may also add you to the Priority Services Register where we believe that you would benefit from being provided with the additional support that this will offer. We will contact you from time to time to check that your details are still up to date but please let us know if any of your personal details or circumstances change.

Dŵr Cymru Welsh Water hold and may share customers' priority services information on a 'substantial public interest' basis (where we think that we need to, or where you tell us that you need assistance) so we, and other organisations in your area, can prioritise the safeguarding of our customers with additional requirements. For more information on Priority Services, please see our 'Priority Services Register' form. For more information on how we use your data, please see our 'How we use your data' booklet.

If you don't want us to add you to our Priority Services Register please tell us. However, if you do decline, we will consider your circumstances in more detail to determine the most appropriate course of action. You can let us know now, or you can contact us at any time.

You may be a parent with a baby, have an illness that requires water, have sight or hearing difficulties or are elderly or disabled.

The Priority Services Register means you can have access to:

- Bottled water if your supply is interrupted
- Alternative ways of getting information
- Reassurance against bogus callers

Please note that bottled water supply may be prioritised to those who are most vulnerable at times of need so please let us know if you have conditions or circumstances which require urgent attention.

9. IF YOUR CIRCUMSTANCES CHANGE

You agree to immediately inform Dŵr Cymru Welsh Water of any changes in your circumstances that may affect the level of your combined annual household income. This could include if the level of income decreases or increases, and/or if there is a change to the number of occupants in your household.

10. REVIEWS/AUDIT

The scheme runs for 12 months at a time and you will have to re-apply at the end of each 12 month period. If you fail to re-apply, the tariff will be automatically removed.

10.2 Audit timings

The audit will take place randomly during your time on the tariff.

10.3 Dŵr Cymru Welsh Water reserves the right to:

- Verify your current financial circumstances with government bodies, Local Authorities, Registered Social Landlords, Credit Reference Agencies or Fraud Prevention Agencies, as appropriate
- Request supporting documents (such as bank statements/Award Notices to confirm current income)
- Request that you complete a full income and expenditure assessment

10.4 Audit outcomes

Dŵr Cymru Welsh Water may advise you in writing of the outcome of each audit undertaken and if there are any changes to your water and sewerage charges. If proof of your income isn't provided upon request, you'll be removed from the tariff.

11. FRAUDULENT CLAIMS

If Dŵr Cymru Welsh Water suspects any fraudulent activity on the basis of any information provided as part of the HelpU application, it may report any such fraudulent activity.

12. FEEDBACK

We may contact you to seek feedback on services provided by us or for market or other research purposes.

CONTACT US

For more information or help with this form, you can contact us on:

0800 052 0145

(Monday – Friday 8am – 6pm, Saturday 9am – 1pm)

We have a Text Relay service for our customers with hearing and speech difficulties:

Textphone: 18001 and the number you want to call.

This booklet is available in other formats, including CD and large print.

HELPU APPLICATION FORM

2023/24



Please read the guidance notes carefully before completing and returning this form.

STEP 1 – ABOUT YOU AND YOUR ACCOUNT

Your customer account number:

(this is the number that appears on your water bill)

.....

When did you move into your home?

(DD/MM/YYYY)

.....

Title:

First Name:

Middle Name(s):

Surname:

Date of birth (DD/MM/YYYY):

Address:

.....

.....

.....

Postcode:

Your telephone number:

.....

Your email address:

.....

Please tick the box which describes you:

Homeowner Tenant

If tenant, please provide details:

Landlord or agent's full name:

Landlord or agent's address:

Landlord or agent's telephone number:

Household size

Please tell us how many people live in your household including yourself and any children.

Number of people 16 years old and over

.....

Number of people under 16 years old

.....

Please tick the box which describes you:

Employed

Self Employed

Retired

Unemployed

STEP 2 – RECEIPT OF MEANS-TESTED BENEFITS AND COMBINED ANNUAL HOUSEHOLD INCOME

Guidance note:

First use the tick-boxes in the means-tested benefit section below to let us know which ones your household is in receipt of.

Then use the list of income types below to tell us which apply to you and how often it is paid (Person 1), or to anyone else who lives with you aged 16 years or over (Person 2, Person 3).

- We exclude the shaded income types from the annual household income calculation but we still need you to tell us how much you get
- Please let us know the total benefit entitlement before any deductions are made by the Department for Work and Pensions

If you have NOT ticked any of the means-tested benefit boxes please don't proceed with the application form as unfortunately you are not eligible for this tariff. We have other schemes available which may help you. Please visit dwrcymru.com or contact us on 0800 052 0145 to discuss your options further.

Tick which means-tested benefits apply

Means-tested benefits

Income Type		Person 1	Person 2	Person 3
Pension Credit (excluding disability/carer premiums)	<input type="checkbox"/>	£	£	£
How often is it paid?				
Income-based JSA (excluding disability/carer premiums)	<input type="checkbox"/>	£	£	£
How often is it paid?				
Income Support (excluding disability/carer premiums)	<input type="checkbox"/>	£	£	£
How often is it paid?				
Income-related ESA (excluding Support Group, Work-related Activity Group & disability/carer premiums)	<input type="checkbox"/>	£	£	£
How often is it paid?				
Child Tax Credit (excluding disability premiums)	<input type="checkbox"/>	£	£	£
How often is it paid?				
Working Tax Credit (excluding disability premiums)	<input type="checkbox"/>	£	£	£
How often is it paid?				
Universal Credit (excluding Housing, Carer, Disabled Child, and Limited Capability for Work elements)	<input type="checkbox"/>	£	£	£
How often is it paid?				
Housing Benefit or Housing element of Universal Credit	<input type="checkbox"/>	£	£	£
How often is it paid?				
Council Tax Reduction/Support	<input type="checkbox"/>	£	£	£
How often is it paid?				
Disability/carer premiums on Pension Credit, JSA and Income Support		£	£	£
How often is it paid?				
Support Group, Work-related Activity Group & disability/carer premiums on ESA		£	£	£
How often is it paid?				

Means-tested	Disability Premiums on Child/Working Tax Credits	£	£	£
	How often is it paid?			
	Disabled Child and Limited Capability for Work elements of Universal Credit	£	£	£
	How often is it paid?			
Non means-tested benefits	Attendance Allowance	£	£	£
	How often is it paid?			
	Disability Living Allowance	£	£	£
	How often is it paid?			
	Personal Independence Payment	£	£	£
	How often is it paid?			
	Carer's Allowance or Carer Element of Universal Credit	£	£	£
	How often is it paid?			
	Incapacity Benefit	£	£	£
	How often is it paid?			
Employment	Child Benefit	£	£	£
	How often is it paid?			
	Maternity Pay/Allowance	£	£	£
	How often is it paid?			
	Statutory Sick Pay	£	£	£
	How often is it paid?			
	Income from Employment (take home pay)	£	£	£
	How often is it paid?			
	Self Employed Income	£	£	£
	How often is it paid?			
Pensions	Private/Occupational Pension	£	£	£
	How often is it paid?			
	State Pension	£	£	£
	How often is it paid?			
Other Income	Child Maintenance	£	£	£
	How often is it paid?			
	Interest from Savings and Investments	£	£	£
	How often is it paid?			
	Student Loan*	£	£	£
	How often is it paid?			

*For student properties, we'll need a copy of your Tenancy Agreement and copies of each tenant's Notice of Entitlement Letter from Student Finance to confirm your household income.

STEP 3 – PAYMENT PLAN

If you haven't got a payment plan or would like to change it, please select either Direct Debit, Water Direct or Payment Card from the options below.

If you don't select a payment method we will send you a payment card.

If you currently have a payment plan on your account, your payments will be reviewed when your application is accepted.

If you have arrears on your account, your current payment plan may not be changed.

Direct Debit



Dŵr Cymru
Welsh Water

Instruction to your bank or building society to pay by Direct Debit



Payment frequency: Weekly Monthly

Day/date of payment:

Name and address of your bank or building society:

Name(s) of account holder(s):

Bank or building society account number:

Branch Sort Code:

Service User Number:

9 9 7 5 4 2

Customer reference number:

(The number in the top right hand corner of your water bill)

Instruction to your bank or building society

Please pay Dŵr Cymru Welsh Water 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 Dŵr Cymru Cyfyngedig and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s):

Date:

The Direct Debit Guarantee

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit Dŵr Cymru Welsh Water will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Dŵr

Cymru Welsh Water to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit by Dŵr Cymru Welsh Water or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when Dŵr Cymru Cyfyngedig asks you to.

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Water Direct

If you receive one of the following benefits and have arrears on your account, you may be eligible to have your water charges paid directly from your benefits/tax credits:

- Income Support
- Income related Employment and Support Allowance
- Income-based Jobseeker's Allowance
- Pension Credit
- Universal Credit

If your application is successful, you'll pay your current year's charges and a fixed amount towards your arrears. If you'd like to pay this way, please tick the box below and provide us with your name and National Insurance number.

I agree to have my water charges paid through my benefits.

Name:

National Insurance number:

.....

Payment Card

Weekly

Day:

Fortnightly

Day:

Monthly

Date:

PRIORITY SERVICES REGISTER

Our Priority Services Register helps us support customers who may need extra help, either on a temporary or permanent basis. The service is completely free of charge and those eligible can access:

Priority contact for supply interruptions, if you need water because of a medical condition, such as home dialysis.

Bottled water. Any vulnerable customer whose health could be put at risk, or those with mobility problems who are unable to reach water bowsers or access alternative supplies will receive bottled water if their water supply is off for more than 4 hours.

Accessible bills and leaflets, in formats including large print, braille, and coloured background for dyslexia. We can also send a member of our team to discuss the bill and payments with you, if you are housebound.

Accessible contact with Welsh Water, such as access to our Text Relay Service (via the Next Generation Text Service). This is a free service that allows you to speak or type and it's converted into text.

Nomination of a relative, friend or carer to talk to us or receive correspondence on your behalf, if you have difficulties communicating or if you find it hard to understand your bill or other information.

Our **password scheme** to help keep you protected from bogus callers who claim to be working for us.

We will contact you from time to time to check that your details are still up to date but please let us know if any of your personal details or circumstances change.

Dŵr Cymru Welsh Water hold and may share customers' priority services information on a 'substantial public interest' basis (where we think that we

need to, or where you tell us that you need assistance) so we, and other organisations in your area, can prioritise the safeguarding of our customers with additional requirements.

We will use your data to assess eligibility for the Priority Services Register. We hold and may share your priority services information on a 'substantial public interest' basis (where we think that we need to, or where you tell us that you need assistance) so we, and other organisations in your area, can prioritise the safeguarding of our customers with additional requirements.

Please tick this box if you do not wish for us to share your details with organisations in your area such as utilities, emergency services, local authorities and health services who may be able to help you during an emergency.

STEP 4 – BEFORE YOU SIGN YOU MUST COMPLETE THIS SECTION OR WE'LL BE UNABLE TO ACCEPT YOUR APPLICATION

It's important you check all the information you've given us is correct.

We may check this with third parties (e.g. *Credit Reference Agencies, Department for Work and Pensions, HM Revenue and Customs, your Registered Social Landlord – if applicable – and Fraud Prevention Agencies*) to confirm the information you've given us. This includes everyone you've told us about in your application.

- I confirm I'm the account holder or named person on the account.
- I confirm the information I've provided in my HelpU application is correct to the best of my knowledge and I understand Welsh Water may decline my application if the information is incorrect.
- I'll let Welsh Water know if the circumstances of my household change in a way that may affect the information I've provided.
- I understand Welsh Water may ask me to evidence the information I've provided.
- I understand that Welsh Water may add me to the Priority Services Register.
- I've read and agree to the HelpU Terms and Conditions.

Print Name:

Signed: **Date:**

FINAL CHECKLIST

Please tick the boxes as appropriate:

- | | | |
|---|---|---|
| <input type="checkbox"/> I've completed all steps in order to make my application. | ⋮ | <input type="checkbox"/> I've included details of all income for all occupants aged 16 years and over who live with me. |
| <input type="checkbox"/> I've declared who lives with me, including any children under the age of 16. | ⋮ | <input type="checkbox"/> I've completed Step 3 as I require a payment plan or wish to change it. |
| <input type="checkbox"/> I've declared which means-tested benefits my household is in receipt of. | ⋮ | <input type="checkbox"/> I've signed and dated Step 4. |



**Please return your application form along with any necessary documentation to:
Freepost Dŵr Cymru Welsh Water**

There's no need to put a stamp or any further address details when responding.

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