

HelpU Terms and Conditions

1 Introduction

1.1 These terms and conditions are an agreement between you (the Customer) and Dwr Cymru Cyfyngedig (Dwr Cymru Welsh Water). Please read these terms carefully. By submitting the [HelpU](#) application form you will be agreeing to these Terms and Conditions.

1.2 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 total combined household 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 people that reside at your home. We will need to know:-

- The total number of adults over 16 years of age (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 have started to bill you for Water and Sewerage charges. We will contact you if there are any discrepancies and may amend your account accordingly.

5 Your total combined household income

It is important that you provide us with an accurate account of your household's total combined 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 combined take home pay from employment received by your household. 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).

5.2 Income from Benefits

You must advise us of the total combined benefits received by your household. This can be on a weekly, fortnightly, 4 weekly, monthly, 6 monthly or yearly basis.

Benefits to be included (but not limited to) are:-

- Carer's Allowance
- Child Benefit
- Childcare Credits
- Child Tax Credit
- Employment and Support Allowance (ESA)

- Fostering Allowance
- Guardian's Allowance
- Incapacity Benefit
- Income Support
- Jobseeker's Allowance
- Maternity Allowance
- Maternity and Paternity Pay
- Pension Credit
- Shared Parental Pay
- Statutory Adoption Pay
- Statutory Sick Pay
- Student Loan
- Universal Credit (except for Housing Cost Element)
- Working Tax Credit

Special Note : Housing Benefit (HB), Personal Independence Payment (PIP) and Student Grant are to be excluded from the total household income. We may, at our discretion exclude income from students living at the family home, who are receiving a 'fees only' loan.

It is important that the information you provide is accurate as you may be required to provide proof of benefits income (for example by supplying copies of your benefit Award Notices).

5.3 Income from Pensions

You must advise us of the total combined pension income received by your household. This can be on a weekly, fortnightly, 4 weekly, monthly, 6 monthly or yearly basis.

Pensions to be included are:-

- Private Pensions
- State Pension
- Widow/Widowers Pensions

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).

5.4 Income from other sources

You must advise us of the total combined amount of any other income received by your household. This can be on a Weekly, fortnightly, 4 weekly, monthly, 6 monthly or yearly basis.

Other income to be included (and not limited to) are:-

- Child maintenance
- Interest from savings
- Interest from investments

It is important that the information you provide is accurate as you may be required to provide proof of other income by supplying evidence.

6 How we will process your Application

6.1 On receipt of your application, we will verify your data and provide you with 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 Dwr 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 Dwr 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 total combined household income meets the scheme’s eligibility criteria and that the number of adults over the age of 16 have been confirmed.

We will confirm in writing if your application has been successful. Your charges will be reduced in line with Dwr Cymru Welsh Water’s Scheme of Charges and will apply from either 1st April of the current financial year or your occupation date, whichever is the latest.

You will be advised of the amount you need to pay Dwr Cymru Welsh Water by your preferred payment method.

6.4 Additional Information needed

It may be necessary for Dwr Cymru Welsh Water to ask for additional information from you to support your claim before a decision is made (such as supporting evidence like wage slips).

If this is the case, we would contact you either by telephone, email or by written letter.

6.5 Rejected Applications

If we have received information that indicates your total combined 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 the Dwr 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 Dwr 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 will store your data

The Company will use your total combined household income data to assess your application for the [HelpU](#) scheme but may also use the data collected for administering other bill assistance matters (including other social tariffs). For further information please see the “How we use your data” section of Dwr Cymru Welsh Water’s “**Welsh Water for you**” booklet.

9 If your circumstances change

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

10 Annual Audits

10.1 Dwr Cymru Welsh Water may review your personal circumstances to determine if you are still eligible for a reduction in your Water and Sewerage Charges, as determined by the [HelpU](#) tariff.

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

10.3 Dwr Cymru Welsh Water reserves the right to:

- Verify your current financial circumstances with government bodies, Local Authorities, Registered Local Landlords, Credit Reference Agencies or Fraud Prevention Agencies, as appropriate.
- Request supporting documents (such as current wage slips and benefit Award Notices to confirm current income).
- Request that you complete a full Income and Expenditure assessment.

10.4 Dwr 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 Dwr Cymru Welsh Water suspects any fraudulent activity on the basis of any information provided as part of the Help application it may report any such fraudulent activity.