

WaterSure Wales





WaterSure Wales

WaterSure Wales can help with your charges if you have a water meter and receive a qualifying benefit / tax credit (as per Part 2 of 2)

AND

You or a member of your household has a medical condition that requires the use of a SIGNIFICANT amount of extra water

OR

You have 3 or more children under the age of 19, living at your house who you claim Child Benefit for.

Please note:

You don't qualify for WaterSure Wales:

- If you don't have a water meter fitted at your property.
- If you water your garden with a non-handheld appliance such as a sprinkler or domestic irrigation system.
- If you have a swimming pool or pond with a capacity of over 10,000 litres.
- If this isn't your main or only home.

The WaterSure Wales charges are £139.00 for water and £200.00 for sewerage for the period 1 April 2016 to 31 March 2017.

Our aim as a business is to ensure all our customers are on the most affordable tariff for them. If your consumption costs less than the WaterSure Wales tariff, we'll bill you the lower charge.

If you haven't already got a water meter, please complete part 1 of this application form which can be found on page 5. We'll fit your water meter free of charge.

Please note:

The meter application form enclosed is **only** to be used if you're applying for WaterSure Wales. If you don't qualify for the tariff or no longer wish to apply, but still wish to apply for a meter, you can do this online at dwrcymru.com or contact **0800 052 0145** for a free meter survey.

How to apply for WaterSure Wales

1. Read the useful notes in each section to help you fully complete your application.
2. Tear out and return the completed application form (Part 1 and 2 if applying for a meter) and send back along with the information we have asked for (we will accept photocopies) to: **Freepost Dŵr Cymru Welsh Water**
3. We'll give you a decision within 10 working days:
 - If your application is unsuccessful, we'll tell you why and what your options are.
 - If your application is successful, the reduced charge will be applied to your account from 1st April or your occupation date, whichever is the latest.

If you have an existing payment plan, we'll adjust it accordingly and any arrears will be included in your instalments.

Annual Review/Audit

Every year we carry out a review and may ask you to provide relevant information to confirm you're still eligible for WaterSure Wales. It's important to tell us right away if your circumstances change.

You may be interested to know this booklet is available in other formats, including audio cassette, CD and large print.

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

0800 052 0140

Monday – Friday 8am – 8pm, Saturday 8.30am – 1.30pm

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

Telephone: 18002 & the number you want to call

Textphone: 18001 & the number you want to call

Here to Help

We are committed to providing the highest standard of service to all our customers. We understand not everyone's situation or needs are the same, and for this reason we have our free service 'Here to Help'!

Are you?

- Disabled
- Elderly
- Seriously ill

or do you have?

- Learning difficulties

If you have a medical condition that requires a constant supply of water we'll provide you with an alternative supply during emergency interruptions.

In order to benefit from this service you must be registered on our Additional Services register.

The information you provide is treated confidentially. This will be restricted to our employees or agents working on our behalf, who need this information to deliver an alternative supply to you.

If you are applying for WaterSure Wales because someone in your household has a medical condition, we'll add this information to our Additional Services register automatically. If you **don't** wish to be included, please tick the box on **Section 3** of the application form.

It's important you give us a telephone number on **Section 2**, so we can quickly contact you should an emergency arise with your water supply.

Part 1 of 2 – Meter Application

WaterSure Wales

About You

Bill payers name(s):

.....

Address:

.....

Welsh Water account number:

About your property

Please tell us if you are a:

Homeowner

Tenant

If your tenancy agreement is for less than 6 months, you'll need to send us a letter from your Landlord confirming they are happy for us to fit a meter.

My tenancy agreement is:

More than 6 months

Less than 6 months

What happens next

We need to visit your home to make sure we can easily fit a meter.

Please use the table below to let us know the best days and times for us to call to your home:

Time / Day	Monday	Tuesday	Wednesday	Thursday	Friday
8am – 12 noon					
12 noon – 6pm					

Before you sign

It's important to remember we won't be able to continue with your application for WaterSure Wales unless you have a water meter fitted at your property.

We'll acknowledge your request within 14 days of receiving your application and aim to fit your water meter within 3 months. Your current charges remain payable until we inform you the reduced tariff has been applied to your account.

STANDARD TERMS AND CONDITIONS FOR A METERED SUPPLY OF WATER

Dŵr Cymru Welsh Water (hereinafter called "the Company") will supply water by meter subject to the following terms and conditions:

1. The customer shall take the supply subject to The Water Supply (Water Fittings) Regulations 1999 made under the Water Industry Act 1999 currently in force or any regulations from time to time made by the Secretary of State under the Water Industry Act 1991 or any statutory modification or re-enactment thereof for preventing the waste, undue consumption, misuse or contamination of water, and shall abide by, observe and comply with such byelaws and regulations.
2. For the purpose of ascertaining the quantity of water supplied, the Company will provide a meter of such size and description as it may prescribe and shall maintain and replace the same as it may consider necessary. The said meter or any substituted meter shall belong to the Company and shall not be removed or in any way disturbed or interfered with except by an official of the Company, except under (11) below. Unauthorised tampering with a meter is an offence under S175 of the Water Industry Act 1991 and carries a fine on summary conviction.
3. If water escapes from an internal meter installation for whatever reason, the customer is responsible for any resulting damage. The customer is responsible for ensuring that any internal meter installation is protected from freezing whilst still allowing easy reading of the meter.
4. The record of the meter of the consumption of water shall be taken by an official of the Company (or, on occasions, with the agreement of the Company, by the customer) and form the basis of any charges to be levied in accordance with water consumed, together with any fixed charges prescribed by the Company in accordance with its published Scheme of Charges. Should any doubt arise on either side as to the correctness of the meter register of the water supplied, the Company may, and at the written request of the customer shall, remove and test the meter in accordance with the Water (Meters) Regulations and the Measuring Equipment (Cold Water Meter) Regulations or such other Regulations as may be made. Where a reduction of charges under S.147 of the Water Industry Act 1991 applies, the arrangements for measurement shall be determined by the Company. The Company seeks to read meters at least once every 12 months. If it cannot read a meter the Company may ask the customer to provide a reading. In the absence of a reading the Company will estimate usage based on previous consumption. The next bill based on an actual meter reading will adjust the figures to the correct amount. If a customer is dissatisfied with an estimated bill, the customer may notify the Company of the actual reading and the company will issue an amended bill.
5. The customer shall be responsible for all water after it has passed through the meter and shall pay therefore notwithstanding for any loss or leakage, waste or misuse. This responsibility shall not be relieved by any repairs to pipes and fittings which are the customer's responsibility to maintain being carried out by the Company or any other person. Consequently it is in the customer's own interest to read the meter at frequent and regular intervals in order that any unaccountable increase in consumption will not continue without investigation. (See the Company's Leakage Code of Practice and 'Your Metered Supply').
6. The Company reserves the right to require the customer to install a stop valve on the customer's part of the service pipe within his own land as near as is reasonably practical to the meter. It should be noted that the customer is responsible for the maintenance of all pipes and fittings (which term, by virtue of Clause 2 above, does not include the meter) on the customer's part of the service pipe irrespective of the position of the meter. The customer's part of the service pipe extends from the Company stop valve generally at the highway boundary into the customer's premises. The responsibility for some parts of the service pipe is sometimes shared with other customers.
7. The Company reserves the right to require the customer to install cold water storage facilities having a volume considered adequate by the Company in relation to the use of water at the site to be connected.
8. The supply of water may be interrupted or suspended for the purposes of carrying out any necessary works subject to any safeguards relating to prior notification under the Company's Service Guarantee.
10. Subject to the Company's Service Guarantee the Company shall not be responsible for any damage or loss that the customer may sustain or any accident to any of the customer's employees by reasons of any interruption or suspension of the supply or any excess or deficiency of pressure or any failure of any employees, works, machinery, pipes or apparatus of the Company.
11. For household customers, whenever the customer has failed to pay Company's charges, the Company's Code of Practice for the Collection of Unpaid Charges from Household Customers will be observed.
12. For Non household wherever the customer has failed to pay the Company's charges, the supply of water may be discontinued and/or the service pipe disconnected in accordance of S.61 of the Water Industry Act 1991.
13. The supply of water may also be discontinued at the request of the customer in accordance with S.62 of the Water Industry Act 1991. Provided the customer has given notice to the Company under S.62 of the Water Industry Act 1991 for the supply of water to be disconnected, the Company will make no charge for permanently disconnecting the service pipe. If the arrangements to supply water by meter are discontinued for any reason and the meter is within the curtilage of the customer's premises, the customer will be required at his/her expense to remove and to deliver the meter to the Company in good condition, unless the customer and the Company agree that the meter becomes the property and liability of the customer.
14. Any notice from the Company under these terms and conditions may be served by leaving it for the customer at the premises to be supplied or at the customer's last known address or place of business or (in the case of a company) at its registered office or by putting it into the general post addressed to the customer at such premises, and shall be sufficiently authenticated if it bears or purports to bear, in print or otherwise, the signature of the Director or any other authorised officer of the Company. Any notice from the customer to the Company shall be signed by or on behalf of the customer, and shall be sent to Dŵr Cymru Welsh Water PO. Box 690, Cardiff, CF3 5WL, by post or otherwise.
15. The Company will specify details of the meter location, type, size and installation arrangements, in accordance with S.47(2) and S.162 of the Water Industry Act 1991 subject to any overriding statutory regulations. If the meter is not located in the highway, and not on the customer's own premises, the customer must have a legal right of access thereto for the benefit of himself and the Company.

Part 2 of 2 - Application for 2016 – 2017 WaterSure Wales (Household Customers only)

Do you, or anyone in your household, receive any of the
BENEFIT(S) / TAX CREDIT(S) listed below?

Guidance notes for SECTIONS 1 AND 2:

1. Tick one or more of the boxes in SECTION 1.
2. Fully complete SECTION 2.
3. Include a photocopy of your "Award Notice".

Ensure your "Award Notice":

1. Is dated within the last 12 months.
2. Shows your current address.
3. Is complete and you've included all the pages.

A copy of your "Award Notice" will be kept on file, please ensure any bank details are blanked out before they're sent to us.

Please complete SECTION 1 and 2

SECTION 1

Tell us about the benefit(s) / tax credit(s) you or someone in your household receives
(please tick **ALL** that apply).

- | | |
|---|--|
| <input type="checkbox"/> Income Support | <input type="checkbox"/> Housing Benefit |
| <input type="checkbox"/> Income related Employment
and Support Allowance | <input type="checkbox"/> Working Tax Credit |
| <input type="checkbox"/> Income-based Jobseeker's Allowance | <input type="checkbox"/> Child Tax Credit
(except families in receipt of the family element only) |
| <input type="checkbox"/> Pension Credit | <input type="checkbox"/> Universal Credit |

The name of the person receiving benefits/tax credits is:

Their National Insurance No is:

SECTION 2

The person named on the bill **MUST** complete this section.
Please read the guidance notes carefully before returning this form.

Customer Reference Number:

Name of the bill payer(s):

(Mr/Mrs/Miss/Ms):

Address:

Postcode:

Daytime telephone number:

Mobile number:

When did you move into the property, if after 1 April 2016:

Please give us an up to date reading from your water meter (if it is safe to do so):

Meter reading is: Taken on:

Please continue to SECTION 3

Do you, or anyone in your household, have any **MEDICAL CONDITIONS** where you need to use more water?

Guidance notes for **SECTIONS 3 AND 4**:

1. Tick one or more of the medical conditions in **SECTION 3**.
2. Tell us why more water is used.
3. Your doctor, nurse or suitably qualified medical person has to complete **SECTION 4**.

If you receive dialysis at hospital you will not be eligible for WaterSure Wales. We may contact your doctor directly to clarify the details you have given us.

YES – Please complete SECTION 3 and 4

NO – please continue to SECTION 5

SECTION 3

Tell us about the person at this address with the medical condition.

Do they have? (Please tick ALL that apply)

Desquamation (flaky skin disease)

Weeping skin
(eczema, psoriasis, varicose ulceration)

Incontinence

Abdominal stoma

Crohn's disease

Renal failure requiring home dialysis
(except where the health authority contributes to the cost of the dialysis)

Another medical condition which requires the use of a significant amount of extra water.

Please tell us the name of this condition and why you need to use a significant amount of extra water:

.....

.....

.....

.....

.....

.....

.....

.....

Tick here if you **don't** wish to be included on our Additional Services register.

SECTION 4

Your Consultant/Doctor/Nurse/Health Visitor **MUST** complete this section to confirm your medical condition.

This person **MUST** provide the **STAMPED** clinic/ surgery/ hospital address in the box opposite and sign and date your application form to confirm the illness you've ticked above.

Professional Reg No:

Signature of Medical Professional:

.....

Date:

Please continue to SECTION 5

SECTION 6 – You MUST complete this section

Before you sign, please read the following information carefully

- I confirm the information I've given is correct to the best of my knowledge.
- I will tell Dŵr Cymru Welsh Water immediately if there are any changes to the circumstances that affect my application for WaterSure Wales e.g. If I move or if my benefits change.
- I'm happy for Dŵr Cymru Welsh Water to check with third parties the information I've given is correct.
- I don't water my garden other than by hand-held means, or have a swimming pool or pond of over 10,000 litres capacity.
- I don't receive any contributions towards the cost of water from the health authority.

WARNING:

If you deliberately give us misleading information you're committing a criminal offence and could be prosecuted.

Name:

Signature:

Date:

FINAL CHECKLIST tick the boxes as appropriate

- | | |
|---|---|
| <input type="checkbox"/> If I don't have a water meter, I've completed Part 1 of 2 (Meter Application) (If you don't have a meter and you haven't completed this part, your application form will be returned to you) | <input type="checkbox"/> If I've completed SECTION 5, I've enclosed a photocopy of the most recent 'Child Benefit Award Notice' for each child named and removed any reference to any bank details. |
| <input type="checkbox"/> I've completed all the sections that apply to me. | <input type="checkbox"/> I've completed SECTION 6 with my signature and date. |
| <input type="checkbox"/> For SECTION 1 and 2 I've enclosed a photocopy of the most recent "Award Notice" for the benefit(s)/ tax credit(s) and removed any reference to any bank details. | |
| <input type="checkbox"/> If I've completed SECTIONS 3 and 4, it's been stamped, signed and dated by my Doctor or Practice Nurse. | |

To avoid any delay in your application for WaterSure Wales, it's important you fill this form in telling us as much as possible and send us all the information we've asked for. All information you supply must be for your current address.

Please return your application form along with the necessary documentation to:

Freepost Dŵr Cymru Welsh Water

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

How did you find out about WaterSure Wales?

- | | | |
|--|---|---|
| <input type="checkbox"/> Welsh Water | <input type="checkbox"/> Registered Social Landlord | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Welsh Water website | <input type="checkbox"/> Citizen's Advice Bureau | <input type="checkbox"/> Consumer Council for Water |
| <input type="checkbox"/> Advert on bill | <input type="checkbox"/> Event/conference | <input type="checkbox"/> Other (please specify below) |
