

WaterSure Wales

Application Form 2022/23



If completing a hard copy, please use black ink and BLOCK CAPITALS

CUSTOMER DETAILS (MANDATORY)

Customer details

Customer reference number (if available)

Address

Title (Mr, Miss, Mrs, etc.)

First Name(s)

Postcode

Surname

Home phone number

Date of birth

Mobile number

Date customer moved into the property?

Email address

How many people live at the property who are:

16 + years old

Under 16 Years old

The following benefits or tax credits have been verified:

Income Support

Pension Credit

Housing Benefit

Disability Living Allowance (DLA)

Income-based Jobseeker's Allowance

Personal Independence Payment (PIP)

Income related Employment and Support Allowance

Attendance Allowance (AA)

Working Tax Credit

Child Tax Credit (except if in receipt of family element only)

Universal Credit

Method of verification:

Bank Statement(s)

Award Notice(s)

Other (please state)

WATERSURE WALES TARIFF

Only complete if applying for WaterSure Wales

Please indicate on what basis the application is being made by completing EITHER Part 1 or Part 2

PART 1

Medical based application

Name of the person using more water because of a medical condition:

Method of verification

Prescription Medication
Consultant/Doctor/Medical Professional Letter
Other. Please specify:

Please tick ALL medical conditions that apply:

Desquamation (flaky skin disease)	Weeping Skin (e.g. eczema, psoriasis)
Incontinence	Renal Failure requiring home dialysis (except where the health authority contributes towards the cost of dialysis)
Abdominal Stoma	
Ulcerative Colitis	
Crohn's Disease	Other*

*If other, please tell us the name of the condition, along with the reason(s) why a more substantial amount of water is used:

PART 2

Large family based application

Method of verification

I've verified Child Benefit is being claimed for THREE or more children under the age of 19 against:

Bank Statement(s)
Award Notice(s)
Other. Please specify:

Please give the full names and dates of birth of these children:

Name	Date of birth
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NOTE: If the customer qualifies under this section, when the eldest child turns 19, we'll automatically remove the tariff from their account.

Does
customer
require a
Payment
Plan?

METER APPLICATION

To be completed if:

The customer wants a **water meter to apply for WaterSure Wales** and doesn't already have a water meter.

Does
customer
require a
Payment
Plan?

Customer details

Customer reference (if available):

Bill payer name(s):

Address:

How many people live at the property?

Are any of the following appliances used? (please tick all that apply)

Automatic Washing Machine

Dishwasher

Garden Hose

Sprinkler

Power Shower

Property details

The customer is a: Homeowner Tenant

Tenancy agreement is: More than 6 months Less than 6 months

NOTE: If the customer is a tenant and the tenancy agreement is for less than 6 months, a letter from their Landlord confirming they're happy for us to fit a meter will be required; or alternatively, where the landlord is present they can complete the details below.

What happens next

We'll contact the customer to arrange a visit to their home so we can make sure a meter can be fitted easily.

Phone number:

Best time to call:

NOTE: We'll let the customer know we've received their application within 14 days of receiving it and aim to fit the meter within 3 months. The meter and installation are free of charge.

If Landlord is present and gives consent to install water meter, please provide:

Signature:

Rent Smart Wales reg. number:

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 a payment method is not selected and there is no current payment plan in place, a payment card will be sent.

If there is already a payment plan in place, payments will be reviewed when the application is accepted.

If there is arrears on the account, the 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:

Service User Number:

9 9 7 5 4 2

Customer reference number:

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

Name and address of your bank or building society:

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.

Name(s) of account holder(s):

Signature(s):

Bank or building society account number:

Date:

Branch Sort Code:

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:

DECLARATION

To be signed by the Applicant (mandatory)

I declare all of the information I've provided in this application is correct to the best of my knowledge.

I understand any false information may disqualify my application

I'll let Welsh Water know if the circumstances of my household changes in a way that may affect the information I've provided e.g. if my benefits change or if I move address.

I'm happy for Welsh Water to check with third parties the information I've given is correct.

I understand my current charge will remain payable until the reduced tariff has been applied to my account.

If I'm accepted onto WaterSure Wales, I understand that the tariff will be applied to my account from the day after my last meter reading or the date I moved into my home or from date of the meter installation, whichever is the latest.

I understand and agree to the WaterSure Wales/Water Meter terms and conditions which have been provided by the person named below in a separate document.

By completing this form you are consenting to us recording your details on our systems, including our Priority Services Register if applicable. We will contact you from time to time to check our details are up to date.

I hereby give consent for the person named below to act on my behalf in relation to this application form regarding my water and sewerage services and authorise them to add me to the Priority Services Register and/ or share details with other trusted partners in my area (if applicable).

I understand that Welsh Water may add me to the Priority Service Register

Customer Signature:

Date:

Third Party Advisor Details

Name:

Organisation:

Contact Number:

Email Address:

Date:

Signature:

Office Stamp

This form must be returned via email to: workinginpartnership@dwrcymru.com

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 extra communication requirements. This service is free of charge and customers on the register also receive free bottled water if their water supply is off for any reason. We will 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. We will use your data to assess eligibility for the Priority Services Register.

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.

USEFUL INFORMATION

Contact Information

Bill Assistance

0800 052 0145

Our charges

WaterSure Wales

Service	Water	Sewerage
Annual Charge	£157.50	£216.51

2022/23 total annual charge **£374.01**

Average annual charge for metered customers 2022/23

Average User

Occupiers	Water	Sewerage	Combined
1	£127.80	£211.44	£339.24
2	£164.90	£257.22	£422.12
3+	£208.87	£311.47	£520.34

Low User

Occupiers	Water	Sewerage	Combined
1	£105.81	£184.31	£290.12
2	£137.42	£223.30	£360.72
3+	£175.89	£270.78	£446.67