



Which of the follow do you need?: Tick more than one if appropriate

Large print

Frequent meter readings

Braille Grade 1

Audio bills

Braille Grade 2

I would like to authorise somebody to discuss my Southern Water account on my behalf:

Name:

Relationship to me:

I consent to sharing this Priority Services information with your gas, electric and fresh water supplier:

Declaration

I declare that the information I have provided on this form is complete and correct to the best of my knowledge. I authorise Southern Water to use this information to provide the most helpful service possible, while treating the details in the strictest confidence. Only relevant employees will have access to your details so we can give you the most helpful service we can. To find out more about our privacy policy, please visit southernwater.co.uk/privacy

Signed:

Print:

Date:



Find out more:
0800 027 0800 Monday to Friday, 9am to 5pm.
payless@southernwater.co.uk
southernwater.co.uk/payless

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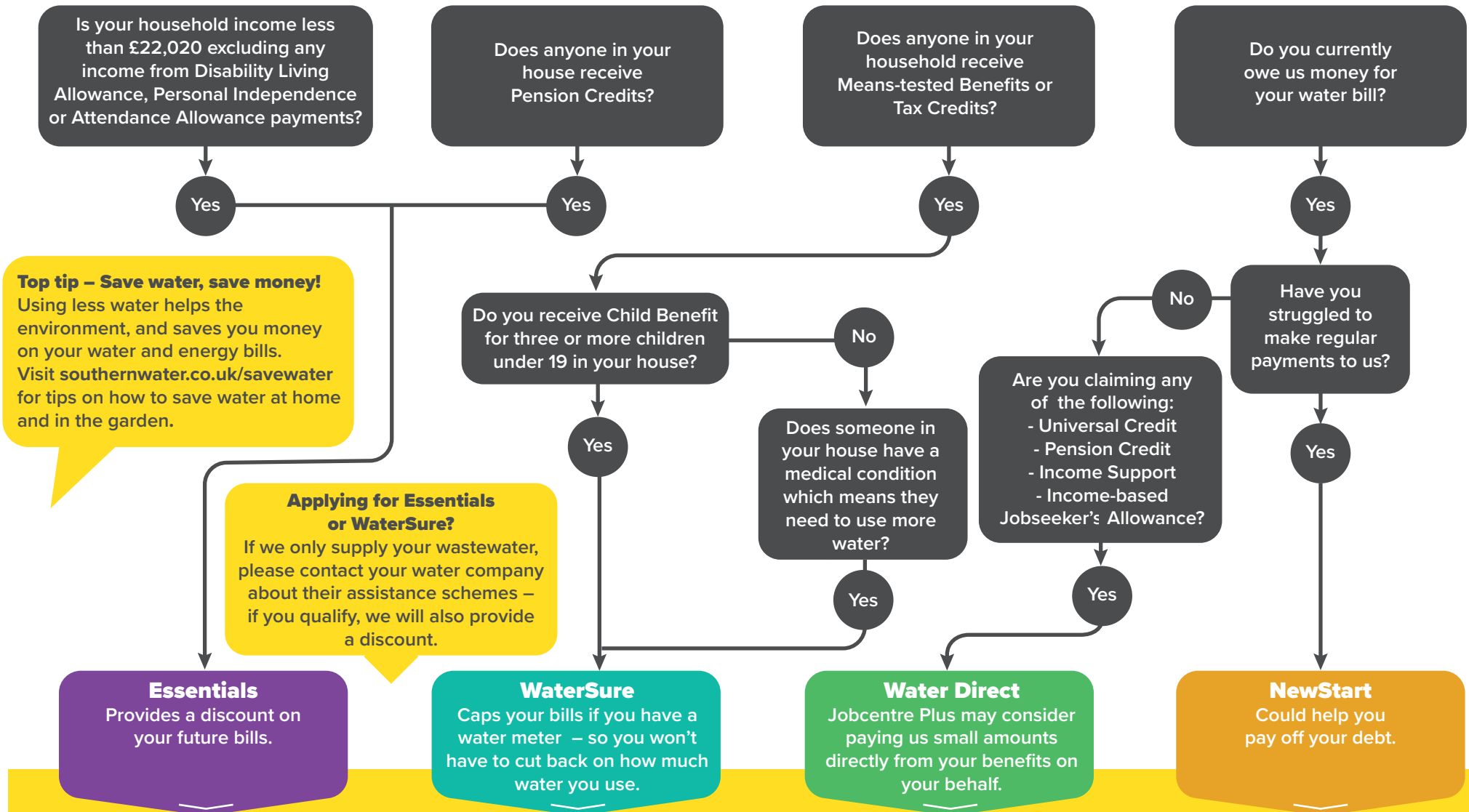
Financial assistance application

Helping you pay less



from
Southern Water

How you can pay less – answer these questions to choose the best payment option for you



Follow these simple steps to apply online. Alternatively,

call our friendly team on 0800 027 0363.

- To apply for one of the options above visit southernwater.co.uk/payless.
- Click on the payment option you want to apply for – you'll be shown a list of information and documents you'll need to support your application.
- When you have everything to hand, complete the online Financial Assistance form.
- If you need to send us photographs of documents, follow the on-screen guidance to email or upload them.
- If your application is missing any information we'll get back to you, but usually we're able to make a decision within 10 working days.

Helping you pay less

All sections of this application form should be completed and returned to:
Affordability Team, Southern Water, PO Box 4056, Worthing, BN13 3NX.

Name

Address

Postcode

Email

Telephone No.
(incl. area code)

Customer number:
(You will find this number near the top right hand corner of your bill.)



Complete the questions below for the payment scheme that best suits your needs. If you're not sure what benefits you get, talk to the advisor that has given you this form, they will be able to assist.

Essentials:

We only need to know your household annual income to apply you for our Essentials tariff (including housing benefit and council tax benefit amounts).

Please note we do not take disability benefits (Personal Independence Payment, Disability Living Allowance and Attendance Allowance) into consideration, so please exclude these from your annual household income amount. If you receive pension credit, you're automatically entitled to a discount.

Annual household income:

Please tick to confirm:

I receive Pension Credit

I **do not** have over £16,000 in household savings

WaterDirect:

If you're in arrears, in receipt of a means-tested benefit and would find it helpful, we can apply to have deductions made directly from your benefits to clear your arrears and pay your usage. Please provide the following information:

Benefit received

Income Support

Income-Based Job Seeker's Allowance

Employment Support Allowance

Universal Credit

Pension Credit

Benefit recipient's name:

Benefit recipient's date of birth:

Benefit recipient's National Insurance number:



WaterSure:

If you are in receipt of a means-tested benefit or tax credit and require the use of more water because you either have a medical condition that means you use more water, or you have three or more people in the property that are under the age of 19, you may be eligible for a cap on your water charges.

Benefit* received:

Please tick to confirm:

I have three or more people in my property under the age of 19:

I have a medical condition that requires me to use more water:

Please either provide a copy of your supporting documents (Proof of benefit, and either proof of medical condition, or proof of large family) by attaching these to an email and sending them to payless@southernwater.co.uk or alternatively you can post them to **Southern Water, PO Box 4056, Worthing, BN13 3NX.**

Without these documents we cannot place you onto our WaterSure Tariff.

NewStart:

There are many ways that we can help with your arrears, for example, we can offer a payment scheme spread out over a longer period of time, or possibly even payment matching to help clear your arrears.

To assess your eligibility, we would need to know some further information. Just give us a call on **0800 027 0363** to see what you may be entitled to.

Extra help when you need it most

Our Priority Services ensure that people in special circumstances can access water services – such as an large print, braille or audio bills, or extra support if there's disruption to their water supply.

To ensure we always know who needs Priority Services, we keep a register. To apply for the Priority Service Register, please call us on **0800 027 0800**, visit southernwater.co.uk/services-we-offer or fill out the form opposite.

Priority Services Register application

So that we can be as helpful as possible, please tell us which of the following apply to you: Tick more than one if appropriate

- Additional presence preferred
- Blind
- Careline/Telecare system
- Chronic/serious illness
- Cognitive impairment including Dementia(s)
- Dialysis, feeding pump and automated medication
- Families with young children five or under
- Heart, lung and ventilator
- Hearing impairment (Inc. deaf)
- Medical dependent showering / bathing
- Medicine refrigeration
- Mental health
- Nebuliser and apnoea monitor
- Oxygen concentrator
- Oxygen use
- Partially sighted
- Pensionable age
- Physical impairment
- Poor sense of smell and/or taste
- Restricted hand movement
- Speech impairment
- Stair lift, hoist, electric bed
- Temporary – life changes
- Temporary – post hospital recovery
- Temporary – young adult householder (<18)
- Unable to answer door
- Water dependant
- Other

