

# WaterSure

assistance programme



**NORTHUMBRIAN  
WATER**

**WaterSure may be able to help you if your water is supplied by a meter, you are in receipt of certain means tested benefits or tax credits and you have to use large amounts of water. The flow chart opposite will help you to find out if you can apply for this scheme.**

Any information you give to us will be kept confidential and will not be shared with any other organisation.

If you are in receipt of at least one of the means tested benefits mentioned on the chart and you can answer '**YES**' to one of the other questions relating to child benefit or medical conditions, please contact our customer centre on **0845 733 5566**, or you can download an application form from our website **[www.nwl.co.uk](http://www.nwl.co.uk)**.

The conditions stated are specifically covered by government regulations. However, we will consider applications based on other medical conditions that involve high water use if this is supported by a doctor's certificate. Please note that supporting evidence will be required with all applications under the medical criteria.

Providing you meet the conditions we can help by putting a limit on your charges for water and sewerage services, basing them on an average charge rather than the amount of water you use. Once on the WaterSure scheme, if your actual metered bill is less than the average charge, we will only charge you the lower amount.

If you do not have a water meter, but would like further information about having one installed with a view to reducing your water bill, please contact us on **0845 733 5566**. In most cases meter installation is free of charge.

# Can I apply for WaterSure?

Do you have a water meter? \*

Yes



Are you in receipt of at least one of these means tested benefits or tax credits?

- Income support
- Income related employment and support allowance
- Income based Job Seekers Allowance
- Working tax credits
- Child tax credit (but not family element only)
- Housing benefit
- Council tax benefit
- Pension credit

Yes



In addition you must either have:

- 3 or more children up to the age of 19 years old, living with you at the property and for whom you are entitled to receive child benefit

Or

- A member of the household having a medical condition which requires use of significant amounts of water – see box opposite

Do you have either of these?

Yes



Please contact our customer centre on **0845 733 5566** or download an application form [www.nwl.co.uk](http://www.nwl.co.uk)

No



You are not eligible for WaterSure

No



**Government legislation states that the following conditions are likely to result in you using large amounts of water and are eligible as WaterSure medical conditions:**

- Desquamation
- Weeping Skin Disease (Eczema, Psoriasis, Varicose Ulceration)
- Incontinence
- Abdominal Stoma
- Renal failure requiring home dialysis (except where a contribution to the cost of the water consumed during the billing period has been made by the health authority)
- Crohn's Disease
- Ulcerative Colitis

We will consider all other conditions resulting in significant additional water usage, provided they are supported by a doctor's certificate. We will not be responsible for any costs incurred in obtaining such a certificate.

\*For information about having a water meter installed please call 0845 733 5566

This leaflet is also available  
in Braille, large print, audio  
cassette or CD.

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