

WATER WITHOUT THE WORRY

WaterSure
assistance programme



NORTHUMBRIAN
WATER *living water*

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

Any information you give to use 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 relating to child benefit or medical conditions you can download an application form from our website at www.nwl.co.uk/watersure.

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 letter explaining the extra use.

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 bill, please visit www.nwl.co.uk or call **0345 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?

- Pension credit
- Income Support
- Income Related Employment and Support Allowance
- Income based Job Seekers Allowance
- Working Tax Credit
- Child Tax Credit (but not family element only)
- Housing Benefit
- Universal 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

YES

Please download an application form from www.nwl.co.uk or contact our customer centre on **0345 733 5566**

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 Ulcerations)
- 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 applications resulting in significant additional water usage, provided they are supported by a doctor's letter explaining the extra water use. We will not be responsible for any costs incurred in obtaining such a letter.



**This leaflet is also
available in Braille,
large print, audio
or Easyread.**



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