



BRISTOL
WATER

Wessex Water

YTL GROUP



FOR YOU. FOR LIFE.

Application for

Discount for customers receiving Pension Credit

Discount for customers receiving Pension Credit

If you receive Pension Credit or your state pension is your only income we can offer a bill discount of on average 20%.

To qualify

- You need to receive water and/or sewerage services from Bristol Water or Wessex Water.
- Everyone in your household who is over 18 years old must be in receipt of Pension Credit, or have a state pension as their only form of income.

To apply

Simply complete the form opposite and return it along with a copy of your Pension Credit entitlement statement or notification, or provide a bank statement covering a month's period which shows the state pension is your only form of income.

This evidence must be dated within the last 12 months and show your name and address. You can also apply online – visit bristolwater.co.uk/pensioncredit or wessexwater.co.uk/pensioncredit

We can accept scanned copies or a photo of your entitlement or notification which can be uploaded to this online form.

What happens next?

- We aim to deal with your application within five working days.
- We will contact you to confirm whether you have been accepted. If you have, we will backdate the discount to the start of the billing period in which you apply.

Pension Credit help

If you are unsure whether you receive Pension Credit or need to obtain a letter as proof of your entitlement, please contact the Pension Service on 0345 606 0265 or visit www.gov.uk/find-pension-centre to look up your nearest branch.

Your local Age UK may also be able to check if you're entitled to Pension Credit.

Contact us

If you have any questions about your application

Call: **0345 600 3 600**
(Monday to Friday, 8am to 8pm;
Saturday, 8am to 2pm)

Submit an online enquiry via our website: bristolwater.co.uk/contact-us or wessexwater.co.uk/contactus
Write to: BWBSL, 1 Clevedon Walk,
Nailsea, Bristol BS48 1WA

Problems paying?

If you need more help, we have other schemes for customers on a low income. To find out more visit:

bristolwater.co.uk

wessexwater.co.uk/tap

Extra support when you need it

When you sign up for Priority Services you can:

- ensure you always have easy access to water
- choose how you receive your bill and information
- ask for help with reading your meter
- set up a password for when we visit.

Priority Services is a free service and anyone in the Bristol Water and Wessex Water regions can sign up for it.

Please see the application form attached.

We welcome calls via the Next Generation Text service.

* Calls to 0345 numbers from UK landlines cost no more than calls to standard UK landline numbers. If you're calling from a mobile please check with your service provider as sometimes calls can cost more. We may record telephone calls into our contact centres for quality, security and training purposes. Wessex Water is not responsible for the content of external websites.

Bristol Water and Wessex Water are not responsible for the content of external websites.

Application

Billpayer's details

Customer number (you can find this on your water bill)

First name

Last name

Address and postcode

Mobile number

Alternative number

Email

Date of birth

National Insurance number

All household members over the age of 18 either:

receive Pension Credit (please tick)

or have the state pension as their only form of income (please tick)

Declaration

I declare that the information I have given on this form is complete and correct to the best of my knowledge.

Signed

Date

How we will use your personal information

We will use the information you provide in this form and in your proof of entitlement/receipt to process your discount application and manage your discount within your account. We may share your National Insurance number with benefit agencies if we need to contact them about deductions from any benefits. Your personal data will be treated as set

out in our privacy notices which are available at:

- bristolwater.co.uk/privacy or by writing to Bristol Water, Bridgwater Road, Bristol, BS13 7AT
- wessexwater.co.uk/privacy-policy or by writing to Wessex Water, Operations Centre, Claverton Down, Bath, BA2 7WW

Please return the completed application form along with your proof of Pension Credit or bank statement evidence to:

Social Policy Team, BWBSL, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA



Extra support when you need it

We want to give all our customers the best service at all times. We know that some of our customers may need extra consideration or support at times due to age, ill health, a disability or additional needs and we can help you through Priority Services.



Section 1

Understanding your situation

So we can make sure we can always give the best support, please tick all that apply to you.

- Nebuliser and apnoea monitor
- Heart, lung and ventilator
- Oxygen Concentrator
- Oxygen Use
- Stair lift, hoist, electric bed
- Careline/ Tele-care
- Medical Refrigeration
- Water Dependent
- Dialysis, feeding pump and automated medication
- Chronic illness/Serious illness
- Blind
- Partially sighted
- Hearing Impairment or deafness
- Pensionable age
- Physical impairment
- Speech difficulties
- Restricted hand movement
- Unable to communicate in English
Please specify your first language

- Developmental condition
- Mental health
- Dementia(s)/ cognitive impairment
- Unable to answer the door
- Medically dependent bathing/showering
- Poor sense of smell/taste
- Additional presence preferred
- Families with children aged five or under

Temporary

- Young adult householder (under 18)

Date of birth (month and year)

- Post Hospital recovery*
- Life changes*

* We will keep you on the register for 12 months, after this time if we can support you in any other way please let us know.

Continued overleaf

Section 2

If you'd prefer us to deal with a nominated contact to act on your behalf for any billing, supply interruptions and/or sewerage issues please provide their details.

Contact name

Address

Postcode

Their mobile number

Their email address

Your contact's agreement for us to use and share their information (if applicable)

Are you happy for Wessex Water to contact you as described?

Yes No

Are you happy for us to share your details with the registrant's energy/utility suppliers or networks so you can be contacted about Priority Services for them?

Yes No

Signature

Both you and your contact can withdraw your consent at any time by contacting us by email at priority.services@wessexwater.co.uk or by telephoning us on 0345 600 3 600*.

Section 3

Where we would normally contact customers in a written format how would you like to be contacted?

- Large Print Braille Phone call
 Next Generation Text Home visit

Register for eBilling where you can view your bills, current balance and the payments you have made. Go to: myaccount.wessexwater.co.uk

Section 4

If you would like our representative to use a password if they visit your home, please provide one.

Please write password here

Prompt (please add in a prompt question/answer here – eg, mother's maiden name)

Section 5

Are you happy for Wessex Water to use your personal and health information to provide you with additional services if there is an incident which affects your water supply?

Yes No

Is it okay for us to share your personal details and reason for registering with your energy/utility suppliers or networks so they can register you for their priority services?

Yes No

Thank you for completing this form, all information will be treated in the strictest confidence and will ensure that we are able to provide you with an improved service around your needs.

If you have any questions about anything in this form, please contact us.

Debt and budgeting advice can help you to:

✓ **Boost your income:** find out about extra benefits, tax credits and schemes.

✓ **Deal with your debts:** work out a realistic plan to repay your debts and make sure the most serious debts are dealt with first.

✓ **Manage your money:** stay on top of essential bills and keep your spending on track.



These are some of the organisations providing free debt advice:

StepChange
Debt Charity

Online: www.stepchange.org/mse
Telephone: 0800 138 1111

**NATIONAL
DEBTLINE**

Online: www.nationaldebtline.org
Telephone: 0808 808 4000

**citizens
advice**

To find your local citizens advice:
www.citizensadvice.org.uk

