

SEVERN

TRENT

WATER

# WaterSure Scheme

(previously the Vulnerable Household Scheme)



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# WaterSure

If you have a low-income, WaterSure could help. The scheme puts a limit on your charges for water and sewerage services, as long as you meet the following criteria:

1. You have a water meter
2. The bill payer or someone else in your household receives benefits (please see the next page for a list of which benefits qualify) or tax credit

**and**

3. There are either:
  - a) you or someone living in your household has a medical condition that means they use a lot of extra water; or
  - b) You or someone living in your household is receiving child benefit for 3 or more children under the age of 19.

**This year, the reduced amount you would pay on the WaterSure scheme is:**

**£176 for water and £157 for sewerage charges for the period 1 April 2014 to 31 March 2015**

If your current charges are higher than this, you may be entitled to pay the reduced charge. Once on the WaterSure scheme, if your actual metered bill is lower than the reduced charge, we'll simply charge you the lowest amount.

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# Are you eligible?

Do you have a water meter?



yes

no

Do you or anyone in your household receive any of these benefits or tax credits?



- Housing benefit
- Income support
- Working tax credit
- Child tax credit (except families in receipt of the family element only)
- Income based jobseeker's allowance
- Pension credit\*
- Income-related employment and support allowance
- Universal Credit

yes

Do you or anyone in your household have any of these medical conditions?



- Desquamation (flaky skin disease)
- Weeping skin disease (eczema, psoriasis, varicose ulceration)
- Incontinence
- Abdominal stoma
- Crohn's disease
- Ulcerative colitis
- Renal failure requiring home dialysis (except where the health authority contributes to the cost of the dialysis)
- Another medical condition which requires the use of significant additional water and can be supported with a doctor's letter

yes

no

Are you or someone living in your household receiving child benefit for 3 or more children under the age of 19.

yes

no



You may be eligible for WaterSure. Call **0345 750 0500** to request your application form.

You're not eligible for WaterSure

You might want to contact us on **0345 750 0500** for advice on other ways to help you pay your bill. You could switch to a water meter if you don't already have one, make sure you have the best payment plan or install water saving equipment.

**Please note:** 1. You do not qualify for WaterSure if you water your garden with a non-handheld appliance such as a sprinkler or domestic irrigation system or if you have an auto-fill swimming pool or pond with a capacity of over 10,000 litres.  
2. You do not qualify if you have a commercial property, i.e. small holding, shared accommodation, farm or nursing home.

This publication is available in alternative formats, including large print and Braille.

For further information:



Call **0345 750 0500**



Textphone **0800 328 1155**

**[customer care@severntrent.co.uk](mailto:customer care@severntrent.co.uk)**

Calls to 0800 numbers are free from UK landlines. Calls to 0345 numbers are charged at a local rate and when phoning from a mobile, may be included in your free minutes package.

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