

Assure - Essential Saver

Application form

What is the Assure - Essential Saver tariff?

This is a special tariff that can help customers on a low income pay their bill. If you're eligible and your application is successful, part of your charges will be discounted for 18 months, depending on the amount of water you use and your household size. As an example, if you live in a household with 1-2 people, you will receive a 60% discount for 150 litres of water per day. For a household with 3-4 people, this is 300 litres per day, and for a household with 5+ people, this is 400 litres per day. The water you use on top of this will be charged at your normal metered rate.

Assure - Essential Saver is available for residential customers who meet our eligibility criteria.

Have a total household income of more than £22,011 per year and less than £27,000 per year. We will not include income from the below benefits:

Attendance allowance	Disability Living Allowance	Personal Independence Payment	Carers Allowance	Housing Benefit or Housing Allowance (UC)	Council Tax Benefit (not 25% single occupancy)	Disabled or severely disabled element of Child Tax Credit
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About you

Customer reference number (can be found on your bill):

Title: First name:

Last name: Date of birth:

Address:

..... Postcode:

When did you move into your home? (Month/Year):

Best contact number: Other contact number:

Email address (if available):

Number of people in the household, please include name and date of birth, continue on separate sheet if required.

Name	Date of birth	Employed/unemployed/on benefit/student

Where did you hear about the Assure - Essential Saver tariff?

- | | | | |
|--|----------------------------------|---|---|
| <input type="checkbox"/> Community hub | <input type="checkbox"/> Events | <input type="checkbox"/> Third party organisation | <input type="checkbox"/> Company literature (bills, leaflets etc) |
| <input type="checkbox"/> Social media | <input type="checkbox"/> Website | <input type="checkbox"/> Word of mouth | <input type="checkbox"/> Local authority |

If you would like to find out more about the tariff before applying, visit our website to check out our tariff FAQs:

south-staffs-water.co.uk/assure-essential-saver-faqs

Household income

Please complete the below table. Proof of income may be requested before you are accepted on to the tariff. If this is required, please only send copies. No documents will be returned.

Income	Name of person who receives/ earns this	Payment amount £	How often? E.g. weekly, monthly
Wages/salary			
Your take home pay			
Other take home pay			
Pensions			
Government/State			
Work pension			
Any other pensions			
Pension Credit (savings element)			
Pension Credit (guarantee element)			
Benefits and Tax Credits			
Universal Credit *minus housing element			
Income support			
Employment and Support Allowance			
Jobseekers Allowance			
Working Tax Credit			
Child Tax Credit *minus disabled child/severely disabled child element			
Child Benefits			
Other please specify			
Other payments received			
Lodgers wages/benefit			
Statutory sick pay			
Other income, please specify			

Declaration

This must be signed in order for us to process your application for Assure - Essential Saver.

I confirm that I am the bill payer and I consent to the personal data I have provided on this form being shared with South Staffordshire Water (operating as South Staffs Water and Cambridge Water) for the purposes of processing my application for the Assure - Essential Saver tariff.

Tick to confirm your consent: ☐

Declaration - continued

By submitting an application I am confirming that my income meets the threshold for this tariff, and I understand that I **may** be contacted to provide proof of income before being accepted onto the tariff. I understand that South Staffs Water/Cambridge Water (via their third party provider Echo Managed Services Limited ('Echo')) will process my information in accordance with the South Staffordshire Water plc privacy policy (available at south-staffs-water.co.uk/privacy-cookie-policy) for the purposes of completing my application for Assure and managing my account. I understand I may be contacted directly by Echo for these purposes. Please complete the below fully, if this is not complete we will be unable to process your application.

Print name: **Date:**

Please insert your name to confirm you're happy for your application to be processed

It is important we find out what customers think about this tariff, so we can offer the best support. During your time on the tariff, we may send you a request for feedback, sent by our trusted research partner, Qa Research. You can opt out of receiving requests for feedback about the tariff at any time, and, if you have already opted out of receiving surveys from us, you won't receive one.

If you do not want to receive emails from us detailing how to save water and when to submit meter reads, please tick here: ☐

How would you like to pay your water bill, as we may not have details of this already?

- ☐ Direct Debit
 ☐ Water Direct (if in arrears)
 ☐ Weekly
 ☐ Fortnightly
 ☐ Monthly

I/We would like to pay by Direct Debit on the following date* of each month:

***Please select a date between the 1st and 28th.**

Instructions to your Bank or Building Society to pay by Direct Debit.

Reference Number
(To be completed by SSW)

Name(s) of Account Holder(s)

Name and full postal address of your Bank or Building Society

Bank/Building Society

Address

Postcode

Service user number

940309

Bank/Building Society Account Number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Branch Sort Code

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Instruction to your Bank or Building Society

Please pay South Staffordshire Water PLC Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with South Staffordshire Water PLC and, if so, details will be passed electronically to my Bank/Building Society.

Print name:

Date

Please complete the form and send to water@south-staffs-water.co.uk or FREEPOST ASSURE, Green Lane, Walsall, WS2 7PD if you are returning via post. If you need help to complete this form, please contact us on **0345 60 70 456**.

Once we receive your completed application form, we'll let you know if it was successful within 10 working days. If your application is successful, the tariff will be applied to your charges from the date we receive your application form. Your next bill will show your amended charges.