

What is the Assure tariff?

This is a special tariff that can help some customers on low income pay their bill. If you're eligible and your application is successful, your charges will be discounted for 3 years, in the first year by 60%, the second year by 40% and the third year by 20%. Assure is available for residential customers who meet our eligibility criteria.

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Either							Or
Have a total household income of less than £23,492 per year			For households with dependent children, an additional £1500 per child will be added to £23,492 amount				Customers who receive Pension Credit (Guarantee Element)
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	

About you (please complete the information below)

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

3rd party nominee details

I give permission for to be added as a 3rd party nominee to speak directly to Cambridge Water (via their third party provider Echo Managed Services Limited ('Echo')) to check the progress of my application and any queries I may have.

Print name: Date:

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. Household income refers to the total combined income of all individuals living in a household, including anyone over the age of 18, regardless of their relationship.

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

By submitting this application, I confirm that, to the best of my knowledge, the information I have provided is accurate. I confirm that my household income meets the threshold for the Assure tariff. I understand that South Staffordshire Water (operating as South Staffs Water and Cambridge Water) and its service provider, Echo Managed Services Limited ("Echo"), will process my personal data. They will do this to assess my eligibility for the Assure tariff, apply the discount to my account if I am eligible, and manage my account thereafter.

I may be contacted by South Staffordshire Water or Echo to provide proof of income or other evidence needed to support my application. My information will be handled securely and in line with South Staffordshire Water's Privacy Policy.

South Staffordshire Water processes this information as part of its public duty to support customers in vulnerable circumstances and to deliver affordable water services. Special category data (such as health or financial hardship information) will only be used when necessary and with appropriate safeguards.

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

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)

Service user number **940309**

Name(s) of Account Holder(s)

Bank/Building Society Account Number

Branch Sort Code

Name and full postal address of your Bank or Building Society

Bank/Building Society _____
Address _____
Postcode _____

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.

Signature(s) _____

Print name _____ Date _____

Please complete the form and send to waterinfo@cambridge-water.co.uk or **FREEPOST ASSURE, Green Lane, Walsall WS2 7PD**. If you need help to complete this form please contact us on **0800 093 0570** (calls to 0800 numbers are free).

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 discount on your charges will be applied from the date we receive your application form. A bill with the amended charges will be sent to you.

What happens if I can't keep up payments?

If you're struggling to pay your water bill please contact us and we'll do everything we can to help support you. If you don't make regular payments on your Assure tariff, you will no longer qualify for a discount.