

WaterSure

What is WaterSure?

Watersure is a scheme that is designed to cap water bills for vulnerable customers, who need to use a lot of water and are on a water meter.

To qualify, your water supply should not be used to water gardens (other than by hand) or fill a pond or swimming pool with a capacity greater than 10,000 litres.



How can I apply?

To check your eligibility, fill out an application form and send it back to us with supporting documentation to IWNL, Driscoll 2, Ellen Street, Cardiff, CF10 4BP.

You can also call us on 02920 028711.

¹Except for families in receipt of the family element only

²Desquamation, eczema, psoriasis, varicose ulceration

³Except where a contribution is made by the health authority toward the cost your water use



Are you eligible?

You may be eligible if your household claims on of the following:

- Council tax benefit
- Housing Tax Benefit
- Income support
- Job seeker allowance
- Pension credit
- Working tax credit
- Child Tax Credit ¹

And...

Three or more children under the age of 19 living in your property for whom child benefit is claimed, or

Someone in the household has one of the following medical conditions:

- Abdominal stomas
- Incontinence
- Weeping skin disease ²
- Crohn's Disease
- Ulcerative colitis
- Kidney failure requiring dialysis at home ³

Independent Water Networks

T: 02920 028711

W: iwnl.co.uk

Our office hours

GENERAL QUERIES AND BILLING:

Monday – Friday 8am – 8pm

Saturday 9am – 1pm

WATER OR DRAINAGE EMERGENCIES:

Available 24 hours a day, seven days a week.

