



WaterSure Application Form

2022 - 2023

Southern Water Inset Network



What is WaterSure

We can help you if you have a low-income and your water is supplied by a meter. We can help by putting a limit on your charges for water and sewerage services, as long as you meet the following conditions.

1. The person who pays the water bill or someone else in your household receives benefit (please see page 3 for a list of which benefits qualify) or tax credit; and
2. There are either:
 - a) three or more children under the age of 19 living in the household for whom the person receiving the above benefit also claims Child Benefit; or
 - b) you or someone living in your household has a medical condition that means they use a lot of extra water.

The reduced charges for the scheme for 1st April 2022 to 31st March 2023 are:

£171.00 for water charges and £231.00 for sewerage charges

If your current charges are more than this, you may be entitled to pay the reduced charge. Once on the scheme, if your actual metered bill is lower than the reduced charge, we will only charge you the lower amount.

If accepted for the scheme we will contact you at periodic intervals to ensure you are still eligible. You should however contact us immediately if your circumstances change, such as you cease to be eligible.

How to apply

1. Fill in this application form and return it to us with the necessary supporting evidence in the envelope we have provided. If you need help with this form, please phone us.
2. The person named on the water bill should sign this form as well as the person who receives benefit or who has a medical condition (if they are not the person named on the water bill).
3. We will try to give you a decision within 10 working days. We will contact you if we need any more information.
4. If your application is not successful we will tell you why.
5. If your application is successful, we will apply the reduced charges to your next bill.

Contacting us

Monday to Friday, 8am to 8pm and Saturday, 9am to 1pm

Telephone: 02920 028711

Website: www.iwnl.co.uk

Webchat: www.iwnl.co.uk

We can provide this information in large print or different formats if you ask.