Independent
Water Networks

Social Tariffs Application Form

Our Social Tariff reduces the amount you pay for your water services. You may be eligible for our Social Tariff if you live in a low-income household.

To apply for our Social Tariff, we will need:

1. Proof of your household's total income:
The evidence could be payslips, employment contracts, benefit letters, or bank statements. You need to provide proof of income for everyone who lives in your home.

2. Documents relating to any social tariff scheme you have qualified for before:
This could be from a previous water company.

If you think you are eligible, please fill in the form below and send it back to us using our online contact form: www.iwnl.co.uk/contact-us or in the post: IWNL, Driscoll 2, Ellen Street, Cardiff, CF10 4BP.

Once you have applied, we will reply within 14 days. We will confirm whether your application was successful or not.

Section 1 - Proof of household total income

This section is mandatory.

Please provide proof of your household's total income. When you send your application back, please enclose proof of any of the items below. We must receive proof of income for everyone who lives in the home.

The documents need to show the property address we supply to. If you provide evidence of benefits, it must be dated within the last year, or six months for a Tax Credit.

- ☐ Payslips
- ☐ Employment contracts
- ☐ Bank statements
- ☐ **Proof of benefits or tax credits.** We have listed them below. If you receive multiple benefits, you only need to provide evidence of one of these.
  - ☐ Council Tax Benefit
  - ☐ Housing Benefit
  - ☐ Income Support
  - ☐ Income-based Job Seekers Allowance
  - ☐ Working Tax Credit
  - ☐ Pension Credit
  - ☐ Universal Credit
  - ☐ Child Tax Credit (except for families in receipt of the family element only)
  - ☐ Income Related Employment and Support Allowance

Section 2 - Proof of Social Tariffs you have previously qualified for

This section is NOT mandatory.

If you have previously qualified for a Social Tariff, please provide evidence to support your claim. This must be dated within the last year.

☐ I have previously qualified for a Social Tariff and I am enclosing proof of this.

Section 3 - Declaration

I agree that, to the best of my knowledge, the information I have given is correct. I understand that, if I provide false information, you may reject my claim.

I agree to tell you right away if my situation changes and it may affect my claim.

I authorise whoever gives me benefits or Tax Credits to confirm my information with you.

If I pay sewerage charges to a different company, I allow you to share my details. You can then consider my sewerage charges under this Social Tariff.

I confirm the following:

- I am currently on a low income.
- I have enclosed evidence confirming this.

Name: Customer Account Number:

Signature: Date: