

# Arrears **Assist** Application



**Arrears Assist** is designed to help customers who:

- 1 Have more than £300 of arrears with Portsmouth Water  
**and**
- 2 Have not made a payment in the past twelve months

Assuming you qualify for the scheme and maintain regular payments, Portsmouth Water will **match** those payments and so halve the arrears on the account. All future bills must be paid in full.

**Please complete and return to us within fourteen days.**

The information you provide will be used to update your account and allow us to ensure a financial solution to suit your requirements is arranged. We will hold and process your personal data in accordance with our Privacy Policy, which can be viewed online at [www.portsmouthwater.co.uk](http://www.portsmouthwater.co.uk), or you can call us on 023 9249 9666 to request a copy.

## You and your family

Your account number (shown on your bill)

.....

Name

.....

Address

.....

.....

Postcode

.....

Telephone

Mobile

.....

E-mail

Date of birth

.....

National Insurance number

Employment status

.....

**Who shares your home with you? (tick all boxes that apply)**

☐ Wife    ☐ Husband    ☐ Partner    ☐ Children    ☐ Other

**Please provide your partner's National Insurance number and date of birth:**

Name:

National Insurance number:

.....

Date of birth:

Employment status:

.....

**How many children (under 19) occupy this property?** ☐

**Please list their ages:**

Child 1 ☐    Child 2 ☐    Child 3 ☐    Child 4 ☐    Child 5 ☐    Child 6 ☐

**Do you own your home?**    ☐ Yes    ☐ No

**If you rent please tick where appropriate:**

☐ Housing Association    ☐ Private Landlord    ☐ Local Council    ☐ Other

## Income and expenditure

### Please ensure all amounts given are monthly.

It is important that the amounts given are true and completed in full as this may effect our decision on whether your application is successful.

#### INCOME

MONTHLY  
AMOUNT

##### Wages/Salary

Your wages

Your partner's wages

Regular overtime/bonus/commission

##### Benefits

Housing benefit

Council tax support

Job seekers allowance

Income support

Child benefit

Child tax credit

Working tax credit

Employment support allowance

Disability living allowance

Universal Credit

##### Pensions

Retirement pension

Pension credit

##### Other income

Maintenance

Student grant/loan

Rent from other occupiers

Other income - please specify

Total savings

**TOTAL MONTHLY INCOME**

#### EXPENDITURE

MONTHLY  
AMOUNT

##### Housing costs

Rent/mortgage (delete)

Council tax

Insurance

Other

##### Utilities

Water & Sewerage

Gas (inc. bottled gas) & Electricity

##### Housekeeping

Food

General housekeeping (inc. laundry)

Clothing

Cigarettes/alcohol

##### Children

Childcare

School meals

Nappies

Pocket money

##### Travel

Taxi/bus fares

Car running costs (inc. mobility car)

##### Other expenditure

Court fines

Maintenance

Telephone

TV/satellite

Loans

Credit/store cards/catalogues

Catalogues

Other

**TOTAL MONTHLY EXPENDITURE**

## Your future payments

Instalment proposal £ ..... weekly / fortnightly / monthly

### How do you intend to make these payments to Portsmouth Water?

☐ Direct Debit (monthly)

☐ Payment slips

☐ Direct from your benefits

☐ Standing Order (you will need to set this up with your bank)

## Declaration

The information I have provided is correct to the best of my knowledge and I understand that if I provide any information which is false you may refuse to consider my application. If my circumstances change and it may affect my application, I will tell you straight away. I give my permission for the authority that provides my benefit or tax credit to give you any further information to support my application.

Signature .....

Date .....

Once completed please return the Application Form to:  
**Portsmouth Water Limited, PO Box 99, Havant, PO9 1XX**  
If you have any questions please call 023 9249 9666.