

# Helping Hand Social Tariff

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## Difficulty paying your water bill? We can help...

Fill in this application form and return it to us at:

**Customer Services Office  
Portsmouth Water Ltd  
PO Box 99  
West Street  
Havant  
Hampshire PO9 1XX**



**If you need help with this form please contact  
Customer Services on 023 9249 9666.**

Our Social Tariff can assist if you have a low income or are in receipt of specified benefits. If your application is successful your water bill will be capped at our minimum charge for the year.

To qualify for the Social Tariff you must have a household income of less than the Government's low income threshold, which currently is £16,105, excluding the following benefits:

- Child Tax Credit
- Personal Independence Payment
- Mortgage Interest Relief
- Attendance Allowance
- Housing / Council Tax Benefit
- Disability Living Allowance

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The information you provide will be used to update your account and will 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.

# Application

## About you

Water account number  
(shown on your bill)

Name

Address

Postcode

Telephone

Mobile

E-mail

Date of birth

National Insurance number

(Please provide the National Insurance number of the person who receives one or more of the benefits)

### How many people are in your household?

Adults

Children (under 19)

### Which benefits are you in receipt of: (Please tick benefits for all adults)

☐ Income Based ESA

☐ Income Support

☐ Income Based JSA

☐ Pension Credit

☐ Working Tax Credit

☐ Universal Credit

### Would you like payment to be made direct from your benefit? (Not available for Working Tax Credit)

☐ Yes

☐ No

### Do you have a household income of less than £16,105?

☐ Yes

☐ No

## 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 to the authority that provides my benefit or tax credit to give you any further information to support my application. I give permission for you to pass on my details on to my sewerage provider (normally Southern Water) so they can also consider my sewerage charges under their scheme.

Signed

Date