

WATER WITHOUT THE WORRY

WaterSure
assistance programme



ESSEX & SUFFOLK
WATER *living water*

WaterSure may be able to help you if your water is supplied by a water meter, you are in receipt of certain means tested benefits or tax credits and you have to use a large amount of water. The flow chart opposite will help you to find out if you can apply for this scheme.

Any information you give to use will be kept confidential and will not be shared with any other organisation.

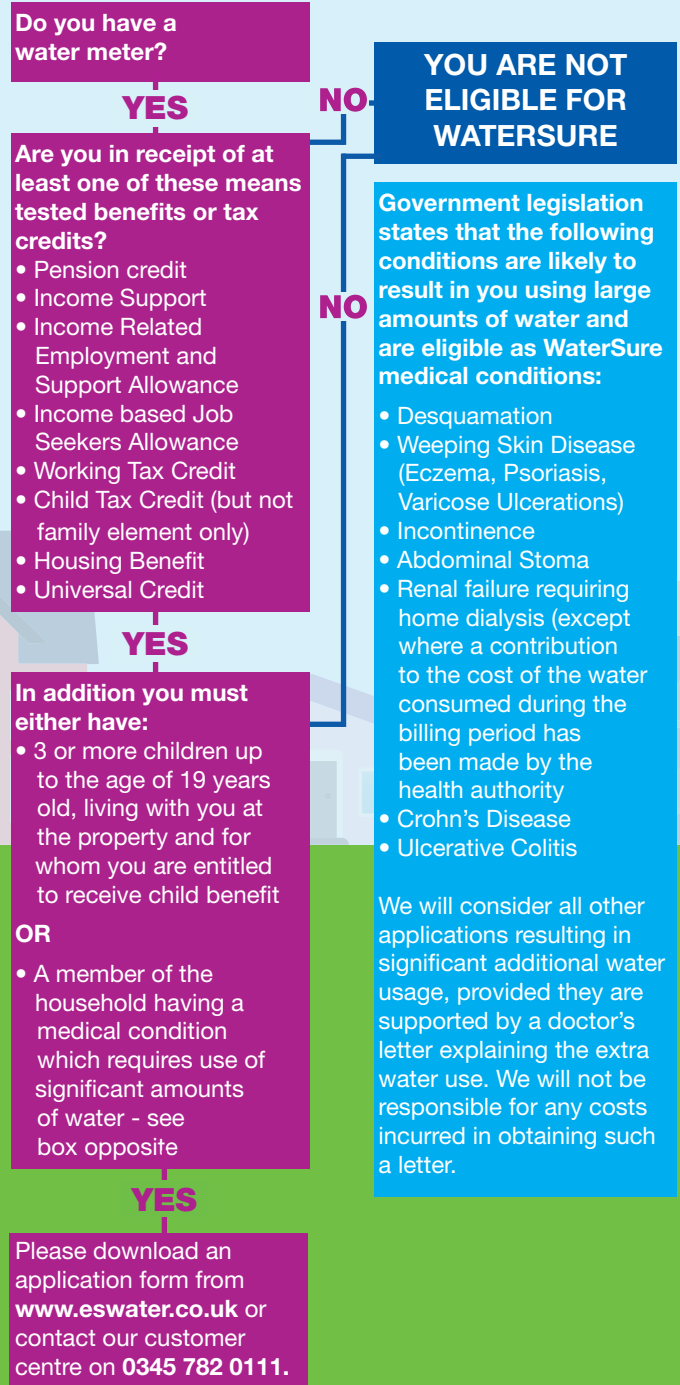
If you are in receipt of at least one of the means tested benefits mentioned on the chart and you can answer 'YES' to one of the other questions relating relating to child benefit or medical conditions you can download an application form from our website at www.eswater.co.uk/watersure.


The conditions stated are specifically covered by government regulations. However, we will consider applications based on other medical conditions that involve high water use if this is supported by a doctor's letter explaining the extra use.

Providing you meet the conditions, we can help by putting a limit on your charges for water and sewerage services, basing them on an average charge rather than the amount of water you use. Once on the WaterSure scheme, if your actual metered bill is less than the average charge, we will only charge you the lower amount.

If you do not have a water meter, but would like further information about having one installed with a view to reducing your bill, please visit www.eswater.co.uk or call **0345 782 0111**. In most cases meter installation is free of charge.

CAN I APPLY FOR WATERSURE?





**This leaflet is also
available in Braille,
large print, audio
or Easyread.**



ESSEX & SUFFOLK
WATER *living water*