

This leaflet is also available in Braille, large print, audio cassette or CD.

WATERSURE

assistance programme

Northumbrian Water
Abbey Road
Pity Me
Durham
DH1 5FJ

www.eswater.co.uk

June 2014

www.eswater.co.uk

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

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

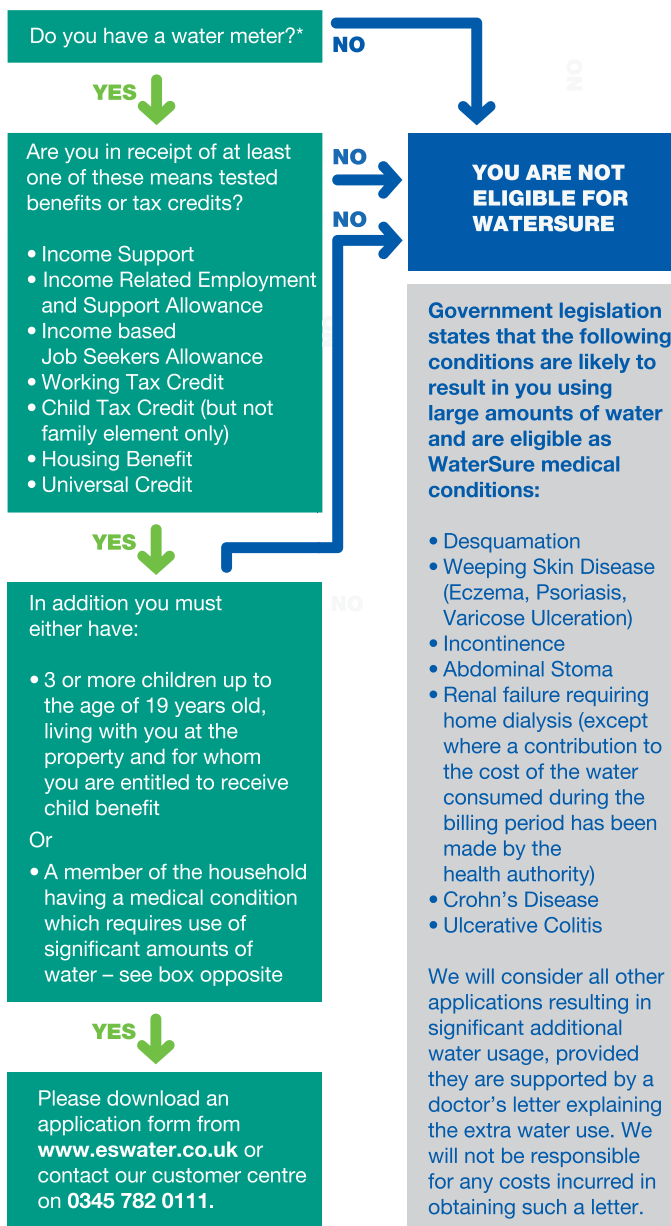
If you are in receipt of at least one of the means tested benefits mentioned on the chart and you can answer 'YES' to one of the other questions relating to child benefit or medical conditions you can download an application form from our website www.eswater.co.uk or contact our customer centre on 0345 782 0111.

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 water 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?



*For information about having a water meter installed visit our website at www.eswater.co.uk or call 0345 782 0111.