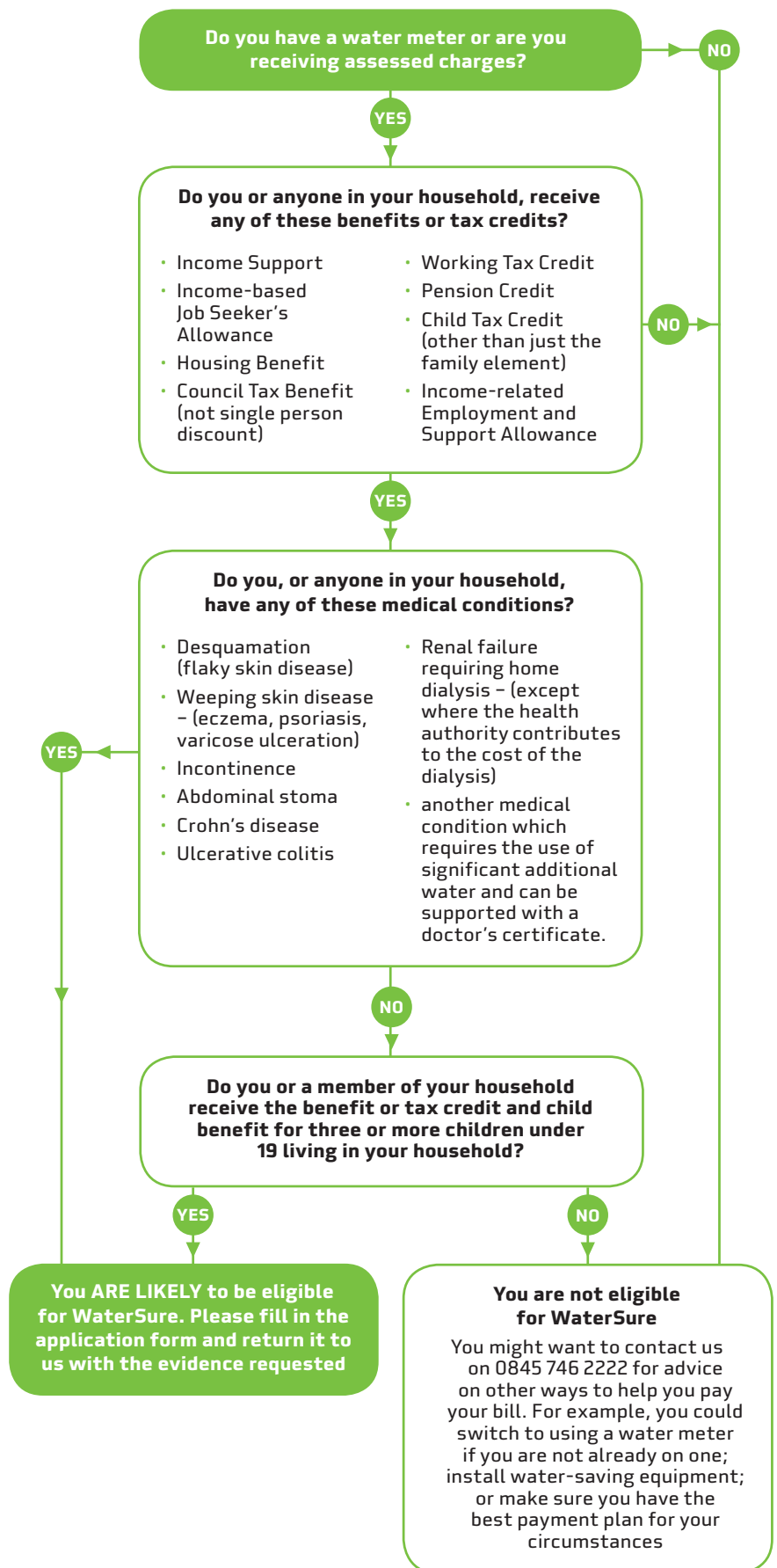


WATERSURE SCHEME

Are you eligible?

This flow chart should help you to decide if you are eligible for the WaterSure Scheme (formerly called the Vulnerable Customer Scheme)



Please note: you do not qualify for WaterSure if:

- You do not receive one of the benefits shown above
- Your bill is not based on a water meter reading (unless we were unable to fit a meter at your property and you have chosen to pay an assessed charge)
- You water your garden with a non-handheld appliance such as a sprinkler or domestic irrigation system
- You have an auto-fill swimming pool or pond with a capacity of over 10,000 litres

How to apply for WaterSure (formerly called the Vulnerable Customer Scheme)

WaterSure can help you if you have a low-income and your water is supplied by a meter. We can help by putting a limit on your charges for water and sewerage services, as long as you meet the following conditions:

- 1 Your supply is metered (or you are paying an assessed charge as we were unable to fit a meter at your property).
- 2 The person who pays the water bill or someone else in your household receives **benefit** (please see page 5 for a list of which benefits qualify) or **tax credit**; and in addition
- 3 There are either:
 - a) **three or more children** under the age of 19 living in the household for whom the person receiving the above benefit also claims Child Benefit; or
 - b) you or someone living in your household has a **medical condition** that means they use a lot of extra water.

This year (1st April 2010 to 31st March 2011), the reduced charges for the WaterSure scheme are:

	Water	Sewerage	Total
Average household p.a.	£171	£188	£359

If your current charges are more than this, you may be entitled to pay the reduced charge. Once on the WaterSure scheme, if your actual metered bill is lower than the reduced charge, we will only charge you the lower amount.

How to apply

- 1 Fill in the application form and return it to us with the necessary supporting evidence.
If you need help with the form, please phone us.
- 2 The person named on the water bill should sign the form as well as the person who receives benefit or who has a medical condition (if they are not the person named on the water bill).
- 3 We will try to give you a decision within 10 working days. We will contact you if we need any more information.
- 4 If your application is not successful we will tell you why.
- 5 If your application is successful, we will apply the WaterSure tariff to your next bill.

Do you need help with the form?

Call our helpline 0845 309 3001

**We can provide this information in large print or different formats if you ask.
We can also provide this form in Hindi, Urdu, Gujarati, Chinese, Bengali and Punjabi.
Please call us for details.**

ExtraCare from United Utilities

We provide a range of free services for customers with additional needs. Our ExtraCare services are ideal for customers who:

- have a disability
- have a serious illness
- have sight, hearing or learning difficulties, or
- want a password

For further information visit our website www.unitedutilities.com/extracare or request a booklet from our 24-hour automated leaflet line on **0845 303 7711**.

unitedutilities.com

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