

# Adviser Checklist

## Thames Water Help

Thcan.org.uk

Clients who are customers of Thames Water may be eligible for financial help with: reductions in their water bills, write offs of water arrears and help with provision of free white goods and other freebies to reduce water usage.

They can either apply themselves, all applications are downloadable online

[www.thameswater.co.uk/my-account/billing-and-payment/help-paying-your-bill/watersure-plus-scheme](http://www.thameswater.co.uk/my-account/billing-and-payment/help-paying-your-bill/watersure-plus-scheme)

If they are not able to do the application themselves there is assistance available

Island Advice email; [Halema.Khanam@island-advice.org.uk](mailto:Halema.Khanam@island-advice.org.uk)

Bromley by Bow Centre email; [Mokshuda.Ali@bbbc.org.uk](mailto:Mokshuda.Ali@bbbc.org.uk)

Water debts may be written off if there is financial hardship (Customer Assistance Fund/Payment Matching Scheme). Also Water Help ( which replaced WaterSure *Plus*) Reduces bills by 50% for qualifying customers if both of the following apply

1. Water bill is 3% or more of yearly net household income and

2. One or more of the following applies

- gross household income is less than £19,565 *and*, someone in household is aged over 62, under 5 or registered disabled
- Someone in the household receives one or more of these benefits: Housing Benefit, ,Income Support, Working Tax Credit, Pension Credit, Universal Credit, Child Tax, Income Based , Job Seekers Allowance (JSA), Income based Employment and Support Allowance (ESA) Universal credit (UC)

### Thames water bills.

There are two types of bills . One is based on meter readings and another is a fixed bill where you are billed weekly, monthly, quarterly or yearly.

### Discounts on bills:

#### Watersure/WaterHelp

Thames water give discounts on bills if you are billed by them.

The discounts depend on the type of meter you have installed in your home.

If you have a water meter than you may be eligible for a cap of £398 per year for 2020/21 on your bill, through Water sure.

Have a look at the downloadable application form on the above link.

### Customer assistance fund/white goods:

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If you have a debt with Thames water you can apply to get your debt to be written off or reduced. You must fill in the income and expenditure part of the form for this and give your reasons. If you are not awarded you cannot appeal this. If you are awarded you cannot apply to the fund within 2 years of receiving the funds. You can also apply for white goods /furniture eg freezer, cooker, washing machine, sofa-they give you a standard item and deliver it for free to your home. (you still need to fill in the income/expenditure part of the form for this but need to give a reason for applying).

**Freebies:**

Have a look at the freebies which are 'free' to order to your home.

There is a short video to show how the gadgets can be installed and used.

They help to reduce your water usage and therefore your bill if you have a water meter.

**Water meter calculator & Smart meter**

Have a go on the water meter calculator which shows how much your bill should be for your usage.

You can also request a Smart meter which is installed free at your home and you can keep an eye on your water usage.