

SPECIAL ASSISTANCE FUND (SAF)

APPLICATION FORM

The Special Assistance Fund (SAF) is a restricted fund to help those customers who are trying to pay bills but who are having difficulties in doing so for reasons of severe financial hardship or personal circumstances.

To be eligible to receive the SAF you must either:

- i. be in receipt of Housing Benefit, or
- ii. be in receipt of Income Support and have a mortgage (on the property named on your Albion Water bill),

AND

- iii. have an Albion Water bill for the full year (01/04/2020-31/03/2021)

For the year 2020/2021 the financial assistance available will be an award of 15% of the monies paid and cleared or the amount billed for the relevant year (whichever is the lesser) on the individual accounts assessed on 31st May 2021.

Any award will be applied to your account for 2021/2022.

Please complete the application form overleaf and provide proof of the benefits you are receiving, your mortgage payments (if applicable) and a copy of your most recent bill from us. We will not be able to process your application without these documents.

We do not offer cash alternatives.

If you require any assistance to complete this form, please contact our Customer Services Team on 03300 242020 or via email to customerservices@albionwater.co.uk

Your details

Customer reference number (find this on your bill): _____

Mr Mrs Miss Ms other (tick as appropriate)

First Name: _____ Last Name: _____

Address: _____

Postcode: _____

Daytime phone number: _____

Evening or mobile phone number: _____

About benefits

Are you receiving either (please tick as appropriate):

Housing Benefit

Income Support* * please also supply a copy of your most recent mortgage statement

Please note you must provide a photocopy of the latest 'notice of entitlement' for your benefits. The 'notice of entitlement' must be less than one year old. If you do not have a notice you can get a replacement by contacting your council or local benefit office.

Albion Water bill(s)

Please enclose copies of relevant bills

Declaration

The information I have given 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 claim, I will tell you straight away.

I give the Authority who pays me benefits permission to give you any information required to confirm the information I have provided.

Your signature: _____

Date: _____

Checklist (tick as appropriate)

I've filled in all parts of this form which apply to me

I've enclosed a photocopy of the latest 'notice of entitlement' for benefits

I've enclosed a photocopy of my latest mortgage statement (if appropriate)

I've enclosed photocopies of my Albion Water bills for 2020/2021

I've read and signed the declaration

Send your completed application form and other information in the prepaid envelope to:
Albion Water Ltd, Harpenden Hall, Southdown Road, Harpenden, Herts, AL5 1TE