

# 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/Universal Credit, 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 (01/04/2022-31/03/2023)

For the year 2022/2023 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 31<sup>st</sup> May 2023.

Any award will be applied to your account for 2022/2023.

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](mailto: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/Universal credit

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 2022/2023

I've read and signed the declaration

Send your completed application form and other information in the prepaid envelope to:  
Albion Water Ltd, 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA