



SPECIAL ASSISTANCE FUND (SAF) APPLICATION FORM

This scheme is available for Albion Water customers and applied to the service provided by Albion Water. If your Water and Waste services are supplied by two companies, this scheme will be applied to the bill produced by Albion Water. You will need to contact the other company to establish the help and support available to you through them.

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), Or
- iii. Have a combined household income of less than £22,000

If you meet the criteria above, we may be able to help you with your Albion Water bill. We will ask for proof of your circumstances.

The financial assistance available will be an award of up to 15% of the value of your current bill. Upon acceptance on the scheme, we will ask you to agree to a payment plan. If you fail to keep up with your payment plan, we reserve the right to remove you from the scheme.

Please complete the application form on the next page and provide proof of the benefits you are receiving, your mortgage payments (if applicable) or proof of income (three months of bank statements or payslips).

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](tel:03300242020) or via email to customerservices@albionwater.co.uk

If successful SAF will be applied to your charges until 01st April each year. At which point, we may contact you to ask to reapply.



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: _____

Why do you qualify for this scheme?

Here you need to let us know why you believe you would qualify for this scheme. You must meet at least one of the qualifying criteria. Please tick the appropriate box.

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

☐ Your total household income is less than £22,000 per year

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. If you qualify due to your household income being less than £22000 per year, you must include three months' worth of bank statements or pay slips from everyone in your household.

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 or photo of the evidence requested

☐ I've read and signed the declaration

Once completed you can email your form and evidence to us at Customer.services@albionwater.co.uk alternatively you send it by post to [Albion Water Ltd, Runway East, 1 Voctoria street, Bristol, BS1 6AA](#) If you need any assistance completing this form, please call [03300242020](tel:03300242020) or email us, and we will be happy to help.