A young girl with dark skin and curly hair is hugging an older woman with grey hair from behind. The girl is smiling and looking towards the camera. She is wearing a blue and white checkered shirt. The woman is wearing a dark top with a floral pattern. The background is a soft, out-of-focus indoor setting.

Back on track scheme  
2021/2022

**Help for customers  
who are struggling  
to pay their water bill**

# Our Back on Track scheme explained

**Keeping your head above water and paying your bills on time is not always easy.**

If you're experiencing financial difficulties and worried about paying your water bill, we may be able to offer you some extra help with our Back on Track scheme.

This factsheet explains what help is available and how to apply.

Six charging bands are available depending on your individual circumstances. You will need to give us details about your household income for us to assess how much you can afford to pay. The charges shown in the table apply to applications received and approved between 1 April 2021 and 31 March 2022.

Band	Water charges	Sewerage charges	Total annual charges
1	£57.89	£62.71	£120.60
2	£95.62	£103.58	£199.20
3	£124.42	£134.78	£259.20
4	£167.90	£181.90	£349.80
5	£191.23	£207.17	£398.40
6	£231.55	£250.85	£482.40

## Has your income been affected by COVID-19?

We've extended the scheme for 2021 for those customers who have been financially impacted by COVID-19 and who either receive benefits or have a household income of less than £21,000 a year. If accepted on to the scheme, your water bill would be reduced up to the end of March 2022. Page 3 explains the evidence required to apply on this basis.

Find out which benefits you may be entitled to by visiting [www.turn2us.org.uk](http://www.turn2us.org.uk) and completing their benefits calculator.

# Am I eligible for this scheme?

## To be eligible you must:

- (1) receive one of the benefits/tax credits shown below **OR** have a household income of less than £21,000 a year if applying due to your income being affected by COVID-19 (see clause (3) below):
  - council tax reduction (but not single person discount)
  - housing benefit
  - income support
  - income-based job seeker's allowance
  - working tax credit
  - pension credit
  - child tax credit
  - income related employment and support allowance
  - universal credit.

### and either

- (2) be in arrears with previous years' water charges,
- or**
- (3) be able to demonstrate a change in circumstances due to COVID-19 that has resulted in a reduction in income impacting your ability to pay your water bill.

## To be accepted onto the scheme you must:

- (i) Complete an affordability assessment;
- (ii) Agree to a declaration giving permission for United Utilities to validate you benefit receipt with third party organisations, and where specifically requested provide evidence of current benefit entitlement and/or household income;

### and

- (iii) If applying through clause (3), provide credible documentary evidence that supports the statement that a change in circumstances due to COVID-19 has resulted in a reduction in household income. For example we would accept a letter from your employer confirming you have been furloughed under the Coronavirus Job Retention Scheme (CJRS), confirmation from HMRC that you are benefiting from the Self Employed Income Support Scheme (SEISS), a redundancy notification, or other similar documentation.

## In addition:

- you live at the address which is on your water bill
- along with your new charges you agree to pay an affordable amount towards any outstanding water charges. The contribution you will be asked to pay towards your outstanding water charges is subject to a minimum amount
- water supplied to your home is not used for:
  - watering a garden (other than by hand) by means of any apparatus; or
  - automatically replenishing a large pond or swimming pool.

Wherever possible, customers will be expected to pay their water bill by Direct Debit or via application to the Department for Work and Pensions to pay their water charges direct from their benefits. Where this is not possible, we will set up an alternative payment plan for you.

If you stop making payments you will be removed from the scheme and automatically go back to the way you were charged before you qualified for the scheme.

You can find full terms and conditions at [unitedutilities.com/back-on-track](https://www.unitedutilities.com/back-on-track)

# How do I apply?

**If you think you are eligible, you should complete the application form which is enclosed with this factsheet. Please send it in the pre-paid envelope provided together with copies of all the relevant documents (see below).**

So that we can process your application as quickly as possible, it is essential that you enclose copies of the relevant documents. We are unable to accept you onto the scheme without them.

Depending on your circumstances, you should include copies of the relevant documents, outlined below, with your completed application form:

- proof of your income - this can be photocopies of: wage slips (either monthly or weekly), benefit slips, a benefit entitlement letter or a bank statement.

- if applying due to COVID-19, please provide credible documentary evidence that supports the statement that a change in circumstances has resulted in a reduction in household income. For example we would accept a letter from your employer confirming you have been furloughed under the Coronavirus Job Retention Scheme (CJRS), confirmation from HMRC that you are benefiting from the Self Employed Income Support Scheme (SEISS), a redundancy notification, or other similar documentation.

Please only send us copies of your documents (not originals) as we are unable to return anything to you.

If you have any difficulties in completing this form, please go to your nearest Money Advice Centre or Citizens Advice Bureau for help or call us on **0800 072 6765**.

United Utilities' decision in relation to a person's eligibility for the scheme will be final.

We also reserve the right to:

- amend the eligibility criteria and to suspend or cancel the scheme at any time; and
- close the scheme to new customers at any given time.



A vertical photograph on the left side of the page shows a washing machine with its door open, revealing a load of colorful laundry. The machine is dark-colored with a control panel on the right side of the door.

# Your questions answered

## **What happens once I've been accepted onto the scheme?**

Once we have processed your application and received all necessary evidence of your eligibility, we will then send you a new bill. If you don't have a meter, your bill will include charges from 1 April of the year which you apply and any arrears from previous bills. If you have a meter, your new tariff will be applied from the date of your last meter reading. Please note that this will not reduce any arrears from previous bills but we will help you to find a suitable way to pay for any outstanding amounts. If you have a water meter, we will make sure that you do not pay any more than you would have if you had been charged based on actual usage. We will check this by reading your meter.

## **How will I pay my bill?**

Wherever possible, customers will be expected to pay their water bill by Direct Debit or via application to the Department for Work and Pensions to pay their water charges direct from their benefits. Where this is not possible, we will set up an alternative payment plan for you.

It's really important that you keep to any agreed payment plan otherwise you will be removed from the scheme.

## **What if I stop making payments?**

If you stop making payments you will be removed from the scheme and automatically go back to the way you were charged before you qualified for the scheme. You will also be unable to reapply for the scheme until you have made regular payments for a period of 12 months.

## **How long will I receive help?**

You will qualify for the Back on Track scheme until your circumstances change and you no longer require financial support or until such time as the tariff ends. We may also contact you occasionally to check if you are still eligible for the scheme. You must reply to any requests to confirm your ongoing eligibility. If you do not, you will be removed from the scheme.

If you are accepted on to the scheme due to COVID-19 you will only qualify for a reduced bill until 31st March 2022. After this date you will revert to your previous charges.

## **What if my circumstances change?**

You must inform us immediately if your financial circumstances change, for example your income changes because you get a job and are no longer entitled to receive benefits or tax credits. We will then check that you still meet the eligibility criteria and may ask you to complete another application containing your new financial details. We will then assess whether you are still eligible for the scheme and if you are on the correct band. You may also be eligible for one of our other assistance schemes. Please call us on **0800 072 6765**.

## **What if I move home?**

Please let us know if you move home so we can update your details to make sure you continue to receive our Back on Track scheme at your new address. We'll also check to see if you would be better off on the scheme depending on how much you will pay for your water services at your new home.



# What happens to my details?

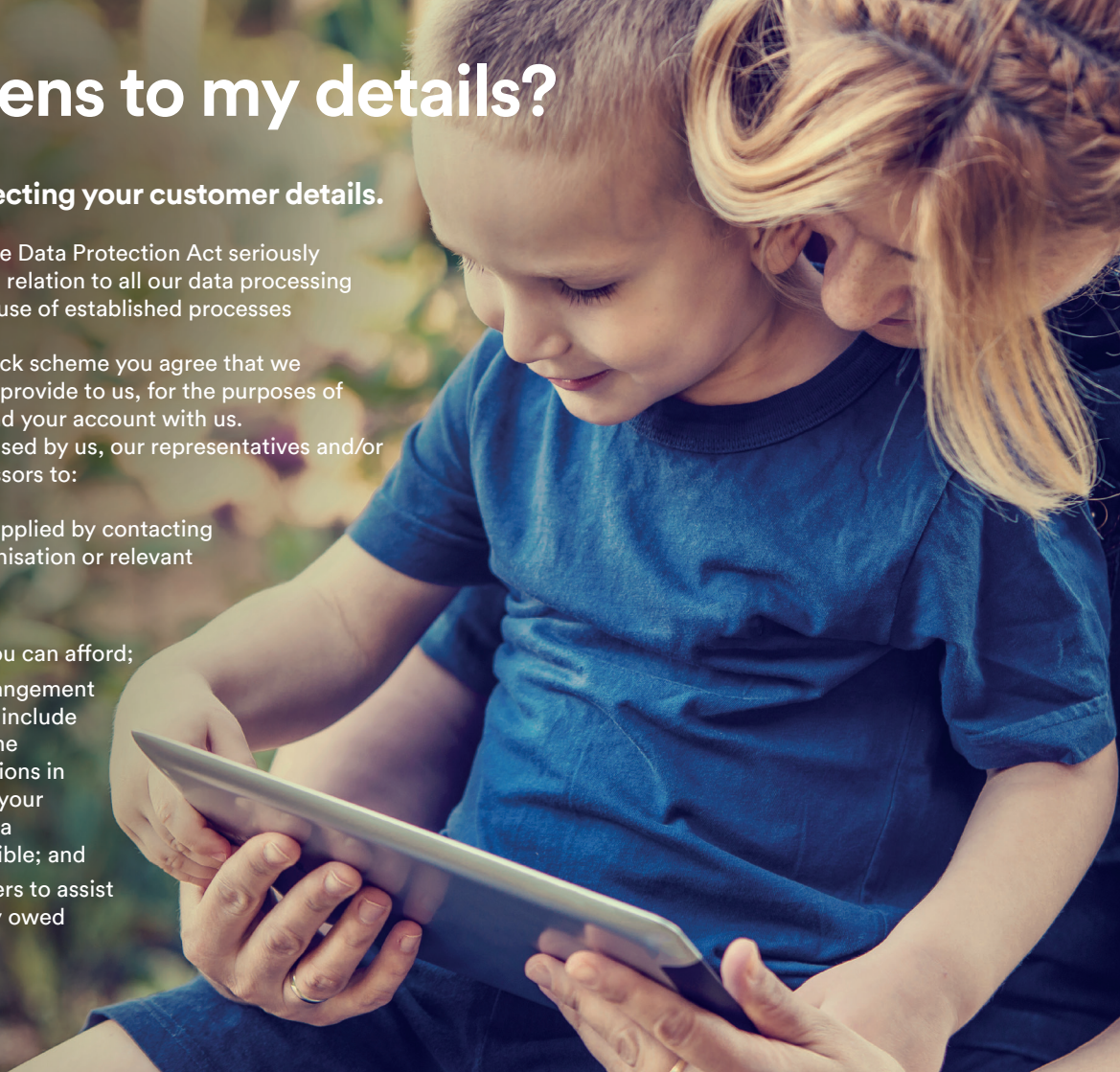
## We're committed to protecting your customer details.

We treat our obligations under the Data Protection Act seriously and seek to ensure compliance in relation to all our data processing through the implementation and use of established processes and procedures.

By applying for the Back on Track scheme you agree that we may hold and use the details you provide to us, for the purposes of administering your application and your account with us.

The details you supply will be used by us, our representatives and/or our contracted third party processors to:

- validate the details you have supplied by contacting any referral agency, other organisation or relevant person for clarification;
- determine your ability to pay;
- adjust your bill to an amount you can afford;
- establish the best payment arrangement for any owed arrears. This may include an application being made to the Department for Work and Pensions in order to deduct payment from your benefits or the arrangement of a payment plan if this is not possible; and
- help external processing partners to assist us with the collection of money owed to us by you.



If you think you are eligible, please complete the enclosed application form and send it together with copies of all the relevant documents to:

**United Utilities, PO Box 455, Warrington, WA55 3QQ.**

## Other leaflets that may be of interest:

This leaflet is one in a series of publications containing useful information for our customers. Others that may be of interest to you are:

- **A simple guide to pipes, drains and sewers**
- **A simple guide to paying your water bill**
- **Could you pay less with a water meter?**
- **Testing household water meters**
- **A simple guide to your water meter**
- **A guide to our Priority Services**
- **A guide to using water wisely**
- **WaterSure**
- **Our complaints procedure**
- **Replacing lead and common supply pipes**

You can download any of our leaflets from our website: [unitedutilities.com/leaflets](https://unitedutilities.com/leaflets), or write to: **United Utilities, PO Box 459, Warrington WA55 1WB.**

## My Account

Register for My Account and you can go online to pay your bill, tell us you've moved, give a meter reading and go paperless.

Visit [unitedutilities.com/myaccount](https://unitedutilities.com/myaccount)



United Utilities Water Limited,  
Haweswater House, Lingley Mere Business Park, Lingley Green Avenue, Warrington WA5 3LP.  
Registered in England and Wales. Registered Number 2366678.

## In case you need to contact us:



### To talk to us about your bill:

**0345 672 2888 if you don't have a water meter**

**0345 672 2999 if you have a water meter**

Opening hours: 8am - 8pm Mon to Fri; 8am - 4pm Sat

### To report problems with your water or wastewater services:

**0345 672 3723**

Opening hours: for emergencies we are open 24 hours.

You can also call this number to check the identity of one of our representatives.

If you have hearing or speech difficulties, and use a textphone, please dial **18001** followed by the number you require.



### You can go online:

Send a message at [unitedutilities.com/email](https://unitedutilities.com/email) or visit our website and click on 'Live Chat' to webchat with a member of our team.



### Or write to us at:

**United Utilities, PO Box 459, Warrington WA55 1WB**

## Follow us on social media:



@OfficialUnitedUtilities



@unitedutilities

## Download our app:

Search **United Utilities** on the App Store and Google Play





# Back on Track application form 2021/2022

This information is required for the purposes of administering your application and your account with us and will be assessed and approved by an independent third party money advice specialist.

**Please use black ink and capital letters**

Title (please tick)	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other (please state) <input type="text"/>
Full name	<input type="text"/>
Address (including postcode)	<input type="text"/>
Daytime tel number	<input type="text"/>
Evening tel number	<input type="text"/>
Mobile tel number	<input type="text"/>
Email	<input type="text"/>
National insurance number	<input type="text"/>
Date of birth	<input type="text"/>
Customer number (you can find this on the top right hand side of your water bill)	<input type="text"/>

## Who shares the house with you?

☐ I live alone ☐ wife ☐ husband ☐ partner ☐ children ☐ other (please specify)

How many children live with you?

What are their ages?

If you have children 18 years and over, please state:

How many are employed

How many are unemployed

## Notes

To qualify for Back on Track you must be receiving at least one of the benefits or tax credits listed below **OR** have a household income of less than £21,000 a year if applying due to COVID-19. You must always provide a photocopy of your latest 'notice of entitlement award letter' showing the full breakdown of your benefits, tax credits or Universal Credit payments. The 'notice of entitlement award letter' must be less than one year old. If you cannot find your notice letter you can get a replacement by contacting your council, local benefit or tax credit office (see useful contacts on page 3 of this form).

## Your benefits

Are you receiving any of the following benefits or tax credits? If yes, please tick **all** of the benefits/tax credits you are entitled to.

Please tick

- ☐ council tax reduction (but not single person discount)
- ☐ housing benefit
- ☐ income support
- ☐ income-based job seeker's allowance
- ☐ working tax credit
- ☐ pension credit
- ☐ child tax credit
- ☐ income related employment and support allowance
- ☐ universal credit

## In addition

Please tick to confirm that the following are true

- ☐ you live at the address which is on your water bill
- ☐ along with your new charges you agree to pay an affordable amount towards any outstanding water charges
- ☐ water supplied to your home is not used for watering a garden (other than by hand) by means of any apparatus, or automatically replenishing a large pond or swimming pool.

## Applying due to COVID-19?

- ☐ Please tick this box if you are applying as your income has been affected due to COVID-19. Please refer to the 'Checklist' on the back page of this application form for the full list of documentary evidence you must provide when applying on this basis.

If you have any difficulties in completing this form, please go to your nearest Money Advice Centre or Citizens Advice Bureau for help or talk to one of our advisors on **0800 072 6765**.

## Please tell us about your financial situation (please include all household income)

### Notes

**Please complete the financial statement below using weekly amounts -**

*to change your monthly amounts into weekly: multiply by 12 (to give total annual figure) then divide the total by 52 (to give weekly amounts).*

## Your income

Weekly income	£
<b>Wages/Salary</b>	
Your take home pay	
Other occupiers' take home pay	
Regular overtime/bonus/commission	
<b>Benefit</b>	
Housing benefit	
Council tax reduction/support	
Jobseekers allowance	
Universal Credit	
Income support	
Child benefit	
Child tax credit	
Working tax credit	
Maternity pay/allowance	
Bereavement benefits	
Statutory sick pay	
Incapacity benefit/ Employment & support (sickness)	
Carer's allowance	
Disability living allowance (care)	
PIP Disability living allowance (care)	
Disability living allowance (mobility)	
PIP Disability living allowance (mobility)	
Industrial disablement benefits	
Severe disablement allowance	
Attendance allowance	

Weekly income (cont)	£
<b>Pensions</b>	
Retirement pension	
Occupational pension	
Private pension	
Annuity	
War pension	
Other occupiers' pension	
Pension credit	
<b>Other income</b>	
Maintenance	
Student grant/loan	
Income from lodgers/property	
Son's/daughter's contribution*	
Other income – please specify:	
<b>Total weekly income</b>	
<b>What (if any) savings do you have?</b>	

Please make sure you have given weekly amounts.  
Separate financial statements will not be accepted.

\* If any of your children are unemployed, please state which benefits they receive in the box opposite.

**IMPORTANT: PLEASE REMEMBER  
TO ENCLOSE PROOF OF INCOME.**

Useful contacts:

Name of benefit or tax credit	Authority
<ul style="list-style-type: none"><li>• Income support</li><li>• Jobseeker’s allowance</li><li>• Pension credit</li><li>• Income-related employment and support allowance</li><li>• Universal credit</li></ul>	Contact your local Jobcentre Plus office or benefits office.
<ul style="list-style-type: none"><li>• Working tax credit</li><li>• Child tax credit</li></ul>	Tax credits helpline: <b>0345 300 3900</b>
<ul style="list-style-type: none"><li>• Housing benefit</li><li>• Council tax reduction/support</li></ul>	Contact your local authority (council) for details
<ul style="list-style-type: none"><li>• Child benefit</li></ul>	Child benefit helpline: <b>0300 200 3100</b>

Please note: United Utilities will make an application for charges to be collected direct from your benefits. Where this is not possible we will set up an alternative payment plan for you.

Please complete the box below if you have any information you wish to provide in support of the application, e.g. recent redundancy.

You must fill in this page

## Declaration

The information I have provided in this form is correct to the best of my knowledge and I have submitted accurate household income information. I understand that if I provide any information which is false, you may refuse my application.

If my circumstances change and it may affect my application, I will tell you straight away.

I give permission to the authority that provides my benefit or tax credit to give you any further information to support my application and for my income to be verified with a Credit Reference Agency.

I agree with the data protection statement as explained on page 6 of the booklet.

Signature									
Date	<table border="1"><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr></table>	D	D	M	M	Y	Y	Y	Y
D	D	M	M	Y	Y	Y	Y		

## Checklist

- ☐ I've filled in all parts of the form.
- ☐ I've enclosed a photocopy of the latest 'notice of entitlement award letter' showing the full breakdown of my benefits, tax credits or Universal Credit payments and/or copies of wage slips (either weekly or monthly). If your wages are paid into a bank account, a copy of a bank statement will be accepted.
- ☐ If applying due to COVID-19 please provide credible documentary evidence that supports the statement that a change in circumstances has resulted in a reduction in household income. For example we would accept a letter from your employer confirming you have been furloughed under the Coronavirus Job Retention Scheme (CJRS), confirmation from HMRC that you are benefiting from the Self Employed Income Support Scheme (SEISS), a redundancy notification, or other similar documentation.
- ☐ If applicable, I am happy for you to discuss my account with the third party who helped me to complete this form.
- ☐ I've signed the form (if you do not sign it, we cannot process your application).

Please send your completed form and other information (see checklist) in the enclosed pre-paid envelope to:

**United Utilities, PO Box 455 , Warrington WA55 3QQ**

### Your feedback is important to us

1. Please tell us the name of the organisation that you obtained this leaflet from:

2. If you are a third party helping the customer to complete this application form, please state the name of your organisation:

Many thanks.

### About us

United Utilities is the North West's water company. We keep the taps flowing and toilets flushing for seven million customers every day. From Crewe to Carlisle, we work hard behind the scenes to help your life flow smoothly.