

**Back on track scheme  
2017/2018**



**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 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 2017 and 31 March 2018.

Band	Water charges	Sewerage charges	Total annual charges
1	<b>£57.60</b>	<b>£62.40</b>	<b>£120.00</b>
2	<b>£89.28</b>	<b>£96.72</b>	<b>£186.00</b>
3	<b>£126.72</b>	<b>£137.28</b>	<b>£264.00</b>
4	<b>£167.04</b>	<b>£180.96</b>	<b>£348.00</b>
5	<b>£201.60</b>	<b>£218.40</b>	<b>£420.00</b>
6	<b>£224.64</b>	<b>£243.36</b>	<b>£468.00</b>

## We want to help your

# Am I eligible for this scheme?

To help you to work out if you are eligible for this scheme, there is an easy to follow flowchart enclosed in this pack.

To be eligible you must:

- (i) be in arrears with previous years' water charges
- (ii) receive one of the benefits/tax credits shown below:
  - council tax reduction/support
  - housing benefit
  - income support
  - income-based job seeker's allowance
  - working tax credit
  - pension credit guarantee
  - income related employment and support allowance
  - universal credit.

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. Our independent money advice experts will notify us of how much you can afford to pay
- you satisfy other conditions concerning the use of water, for example, it must not be used for automatic garden watering or to replenish a large pond or swimming pool.

Wherever possible we 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.

# 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 three consecutive: wage slips (either monthly or weekly), benefit slips, a benefit entitlement letter or a bank statement; and
- a copy of your most recent water bill.

This documentation is required for the purposes of administering your application and will be assessed and approved by an independent third party money advice specialist. Any missing documentation will delay your application.

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**.



# Your questions answered

## **What if my application is successful?**

Once we have processed your fully completed application form, with supporting evidence, we will send you a new bill. This bill will include charges from 1 April of the year which you apply and any arrears from previous bills.

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.

## **What if my application is unsuccessful?**

We will let you know if your application is unsuccessful. Our decision is final, however, if your financial circumstances change you can re-apply immediately.

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

Wherever possible we will arrange with the Department of Work and Pensions to make payments on your behalf direct from your benefits. Where this is not possible, we will set up an alternative payment plan for you.

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

You will qualify for the Back on Track scheme until your circumstances change and you no longer require help or until such time as the tariff ends. You will have to re-apply every 12 months. But don't worry, we will remind you when to do this. If you decide not to re-apply, you will go back to the way you were charged before you qualified for the scheme.

## **What if I don't pay my new bill?**

If you do not keep up repayments, you will be removed from the scheme and automatically go back to the way you were charged before you qualified for the scheme.

## **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 we may ask you to complete another application form 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 you have moved so we can update your details to make sure you continue to receive our Back on Track scheme at your new address.

# What happens to my details?

A young child with light hair, wearing a blue t-shirt, is sitting and looking down at a tablet computer. An adult woman with blonde hair, also wearing a blue t-shirt, is leaning over the child, looking at the tablet with her. The background is a soft-focus outdoor setting with greenery.

## 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.

## 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](http://unitedutilities.com/leaflets), or write to: **United Utilities, PO Box 459, Warrington WA55 1WB.**

## 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 write to us at:

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



### Or go online:

[unitedutilities.com/help-and-support/contact-us](http://unitedutilities.com/help-and-support/contact-us)



## My Account

You can now manage your water account online.

Register now at: [unitedutilities.com/myaccount](http://unitedutilities.com/myaccount)

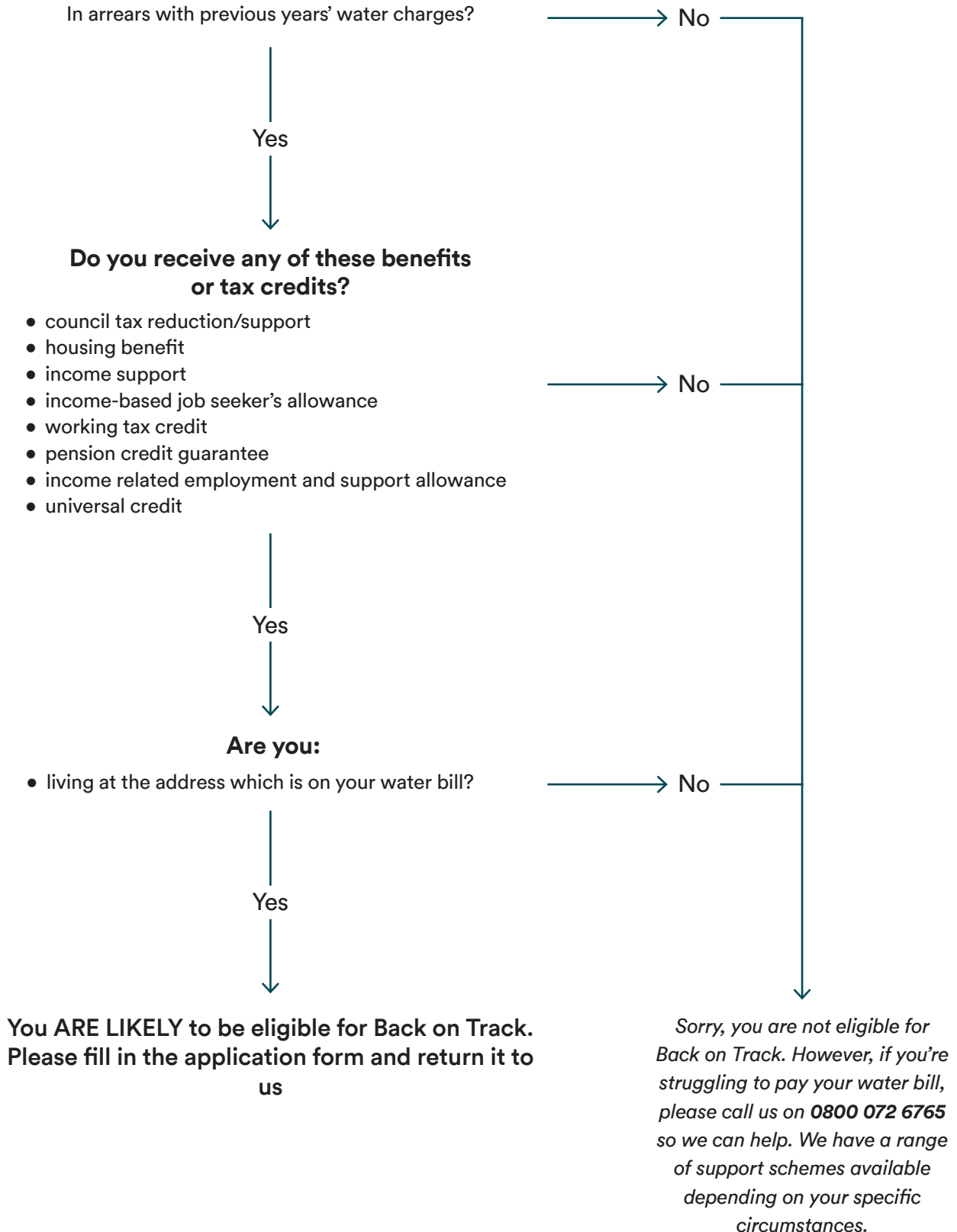
# Back on Track 2017/2018

(formerly Support Tariff)

## Are you eligible?



This flow chart should help you to decide if you are eligible for Back on Track





# Back on Track application form

## 2017/2018 (formerly Support Tariff)



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 below)

How many children live with you?	<input type="text"/>	What are their ages?	<input type="text"/>
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If you have children 18 years and over, please state:

How many are employed	<input type="text"/>	How many are unemployed	<input type="text"/>
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### Notes

To qualify for Back on Track you must be receiving at least one of the benefits or tax credits listed below. 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	In addition
<p>Are you receiving any of the following benefits or tax credits? If yes, please tick <b>all</b> of the benefits/tax credits you are entitled to.</p> <p>Please tick</p> <p><input type="checkbox"/> council tax reduction/support</p> <p><input type="checkbox"/> housing benefit</p> <p><input type="checkbox"/> income support</p> <p><input type="checkbox"/> income-based job seeker's allowance</p> <p><input type="checkbox"/> working tax credit</p> <p><input type="checkbox"/> pension credit guarantee</p> <p><input type="checkbox"/> income related employment and support allowance</p> <p><input type="checkbox"/> universal credit</p>	<p>Please tick to confirm that the following are true</p> <p><input type="checkbox"/> you live at the address which is on your water bill</p> <p><input type="checkbox"/> along with your new charges you agree to pay an affordable amount towards any outstanding water charges. Our independent money advice experts will notify us of how much you can afford to pay</p> <p><input type="checkbox"/> you satisfy other conditions concerning the use of water, for example it must not be used for automatic garden watering or to replenish a large pond or swimming pool.</p>

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>Benefits</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.

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 three recent consecutive 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 applicable, I am happy for you to discuss my account with the third party who helped me to complete this form.
- I've enclosed a copy of my most recent water bill (this is because your application will be assessed and approved by an independent third party money advice specialist).
- 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.