Date Received:

Ref No:

United Utilities Trust Fund

Apply online: www.applyuu.org.uk
Telephone: 0300 790 6172

United Utilities Trust Fund Application Form

To apply you must receive water and/or wastewater services from United Utilities

1. HOW CAN WE HELP

What would you like us to consider helping you with?

Payment of water and wastewater charges ☐

Assistance with other costs ☐

NOTE: Applicants must have arrears of less than £3,000 and must not have received a UUTF grant within the previous six years.

2. INFORMATION TO HELP WITH THE APPLICATION

We will confirm with United Utilities to discover how much you owe them now, plus any special information on your account to assist us to help you. We may need to ask other organisations too for relevant information to support the application. We cannot consider the application without this permission.

Please tick the box to confirm ☐

United Utilities Support Schemes

We will check the other United Utilities support schemes operated to see if you also qualify for those, including "Back on Track". United Utilities will check in the future to see if they can continue helping you.

Would you like us to check your eligibility for further support?

Yes ☐ **No** ☐

3. PLEASE TELL US ABOUT YOURSELF

Mr ☐ **Mrs** ☐ **Miss** ☐ **Ms** ☐ **Other** ☐

Name

Address

Postcode **Telephone**

Email

Date of birth D D M M Y Y **N.I. Number**

Are you a homeowner?

Yes ☐ **No** ☐

If not, do you pay rent to: **Housing Association** ☐ **Private Landlord** ☐ **Local Authority** ☐ **Other** ☐

4. HOME AND FAMILY

Who shares your home?

Live alone **Wife** **Husband** **Partner** **Children** **Other**

Please give full name(s) and occupations

How many children 16 and under live with you? Age of each child under 16

How many children over 16 live with you? Age of each person over 16

Please tell us if they are employed or unemployed

Are you or anyone else in the house disabled?
If yes, please tell us who

5. PRIORITY SERVICES

Priority services can provide extra support when you need it most. This could be due to age, ill health, mental health problems, financial worries or language barriers.

If you would like to know more about United Utilities Priority Services, please tick this box

6. PLEASE GIVE US DETAILS OF YOUR WATER AND WASTEWATER ACCOUNTS

Do you have a water meter? **Yes** **No**

Account number (you can find this on your water bill) Total outstanding

If you are applying for help with arrears from a previous address, please add the address below

Postcode Account No

7. PAYING YOUR WATER BILL

Are your water charges deducted directly from your benefits? **Yes** **No**

If 'No' how do you want to pay for future charges?

Payment Card **Direct Debit** **Deducted from Benefits**

Do you prefer to pay:

Weekly **Fortnightly** **Monthly**

8. EQUAL OPPORTUNITIES

You are not required to complete this section; however your answers will help us to make sure we are reaching all members of the community.

Are you **Male** **Female**

What do you consider your ethnic origin to be?

British
Irish
Other White
White & Black Caribbean
White & Black African
White & Asian
Other Mixed
Indian
Pakistani
Bangladeshi
Other Asian
Caribbean
African
Chinese
Other Ethnic group

9. FINANCES: PLEASE INCLUDE ALL HOUSEHOLD INCOME

INCOME - PROOF MUST BE ENCLOSED

Wages/Salary	Weekly Figures
Your take home pay	
Partner's take home pay	
Benefits/Tax credits	
Housing Benefit	
Council Tax Support	
Support for mortgage interest	
Jobseeker's Allowance (contribution)	
Jobseeker's Allowance (income)	
Universal Credit	
Income Support	
Child Benefit	
Child Tax credit	
Working Tax Credit	
Maternity pay/allowance	
Bereavement benefits	
Incapacity Benefit	
Employment & Support allowance (contribution)	
Employment & Support Allowance (income)	
Carer's Allowance	
Disability Living Allowance (care)	
PIP (daily living)	
Disability Living Allowance (mobility)	
PIP (mobility)	
Statutory sick pay	
Severe Disability Living Allowance	
Attendance Allowance	
Industrial Disablement Benefit	
Pensions	
Retirement Pension	
Partner's Pension	
Occupational Pension	
Private Pension	
Other Pension (please specify)	
Other Income	
Maintenance	
Student grant/loan	
Income from property/lodgers	
Son's/daughter's contribution	
Contribution from other adult	
Other - please specify	

OUTGOINGS

Housing costs	Weekly Figures
Rent	
Mortgage	
Secured loans/2nd mortgage	
Council tax	
Life insurance	
Building/contents insurance	
Other - please specify	
Utilities	
Water/Sewerage	
Gas	
Electricity	
Coal and other fuels	
Housekeeping	
Food & general housekeeping	
Clothing	
Laundrette	
Pet costs	
Children	
Child care	
School meals etc.	
Child maintenance	
Travel	
Car costs (inc. MOT, Tax & Fuel)	
Fares - train/bus	
Mobility car	
Health	
Care costs/special needs	
Other Outgoings	
TV licence	
Sky/cable/internet	
Cigarettes/alcohol	
Appliance rental	
Telephone (inc. mobiles)	
Loans (inc. store cards & catalogues)	
HP Payments	
Benefit overpayments	
Other - please specify	

Total weekly income:

Savings (if any):

Total weekly outgoings:

10. HAVE YOU APPLIED BEFORE?

If you have applied to the Trust before please tell us when and from what address if this is different from your current address. The trust is not able to assist if you have received a grant within the last 6 years.

Date applied (approx)

Address

11A. WHY DO YOU NEED HELP WITH WATER/SEWERAGE CHARGES?

Please give as much information about your circumstances as possible, including why you have not been able to pay your water and sewerage charges. The more information you provide in this section, the better understanding we'll have of your circumstances. If any of the following has impacted on your ability to pay, please advise us in the section below and include dates where possible:

- Redundancy
- Reduction in Benefits
- Budget contributor left the household
- Increase in water charges
- Newly diagnosed illness
- Behind with two or more bills
- Bereavement
- Pregnancy
- Divorce

11B. HOW WILL A GRANT HELP YOU MAINTAIN FUTURE PAYMENTS?

12. FURTHER ASSISTANCE

In certain cases the Trust can consider giving help towards an essential item. Please tell us what you need and how this will help you. Please add a contact telephone number if you are requesting help with a household appliance.

Telephone

Please tick if you have an old appliance to be removed

If the Trust agrees to purchase a household item, the choice of make/type is at the discretion of the trustees and will be limited to our supplier. The Trust cannot give you a loan/help with energy bills you have already paid for. It will not consider grants towards: energy bills, benefits/tax credit overpayments, court fines, catalogue debts, credit card debts and other forms of personal borrowing.

13. FINANCES

Are you in debt with any of the following?

	Amount of Arrears	Weekly Payment	Benefit Deductions
Rent	£	£	£
Mortgage	£	£	£
Secured loan	£	£	£
Council Tax	£	£	£
Gas	£	£	£
Electricity	£	£	£
Court Fines	£	£	£

	Amount of Arrears	Weekly payment
HP Agreements	£	£
Catalogues	£	£
Store/credit cards	£	£
Loans	£	£
Telephone	£	£
Other - please specify	£	£
Other - please specify	£	£

If you are completing this application without the help from a money adviser and/or you are having difficulty paying any of your arrears, you can get help and advice from your local Citizens Advice or other advice centres.

14. ENERGY SUPPLIER INFORMATION

Who is your current energy supplier? We may be able to make you aware of other organisations who can help.

Gas **Electricity**

15. IF SOMEONE HAS HELPED YOU TO COMPLETE THIS FORM, PLEASE INCLUDE THEIR DETAILS

Mr **Mrs** **Miss** **Ms** **Other** **Name**

Job title **Organisation**

Address

Postcode

Phone **Email**

If you are from an advice agency and unable to enclose proof of income, by signing this statement you are confirming you have seen and verified the applicant's proof of income. Copies may be requested at any time. **If this statement is not signed, the application will be returned.**

Signature **Date**

16. WHAT HAPPENS NEXT?

When we receive your application, we will contact you and provide you with a unique reference number. Please keep this reference number safe. You will need to quote it if you contact us.

If your application is not successful we suggest that you telephone the water company to discuss what other options are available or you may benefit from some help from an advice agency. There is a whole range of organisations such as Citizens Advice, Local Authorities and Social Landlords who can provide free independent and confidential advice on your finances and can ensure that you are obtaining all the benefits and other income you are entitled to. If you do not receive a grant from the Trust, you can apply again after six months.

17. IMPORTANT INFORMATION

- **So that we can consider your request you MUST enclose up to date proof of ALL household income with your application (i.e. yourself, partner, other adults and children).**
- **Please DO NOT send original documents, they will not be returned.**
- **All documents must clearly show name and address details as well as amounts received.**
- **The letter which shows the benefits you receive must be less than one year old, or less than six months old if it is for tax credits and also show your weekly payment.**
- **If providing wage slips, please send copies of 3 recent consecutive wage slips.**
- **You may also provide a copy of your latest bank statement(s) showing the amounts received if you cannot find other necessary proof of income**
- **If you are in receipt of Universal Credit you must provide ALL pages of a statement from your online journal.**
- **Should you have any questions regarding the completion of this form, you can call one of our friendly staff who will be happy to help. We are available between 9:00am-5:00pm, Monday to Friday on 0300 790 6172.**

If you have a payment plan in place you should continue to make payments whilst your application is being dealt with.

United Utilities Trust Fund is an independent charitable trust. Trustees oversee the policy and development of the Trust. Day-to-day management is undertaken by Auriga Services Limited within guidelines and delegation set by the trustees.

Please tick to confirm that you have provided proof of all household income ☐

Your application may be declined if proof of income is not provided

18. DECLARATION

I declare that the information given on this form is complete and correct to the best of my knowledge. I confirm that I have read this form and the United Utilities Trust Fund (UUTF) privacy notice (www.uutf.org.uk/gdpr) and understand that UUTF, its scheme operators (Auriga Services) and representatives need the information requested so that they can:

(A) Contact me or my water / waste water supplier and any referral agency, other organisation or relevant person for clarification and / or confirmation of amounts owing or other information which the trustees consider relevant to my application. (B) Provide relevant information to my water / sewerage company for the purposes of seeking additional grant aid. (C) Provide relevant information to the United Utilities Trust Fund scheme operators (Auriga Services) to deliver free and impartial money advice services. (D) Contact me where I have given my consent for them to do so about any similar or related schemes for which I might be eligible going forwards. (E) Use my anonymised information for data analysis and research in order to improve and enhance their services.

Signature	Print Name	Date

Please return the completed form to:

UNITED UTILITIES TRUST FUND
FREEPOST RUHG-UXLC-ZYCE
18 BENNETTS HILL, BIRMINGHAM
B2 5QJ