

Arrears **Assist** Application



Arrears Assist is designed to help customers who:

- 1 Have more than £300 of arrears with Portsmouth Water
and
- 2 Have not made a payment in the past twelve months

Assuming you qualify for the scheme and maintain regular payments, Portsmouth Water will **match** those payments and so halve the arrears on the account. All future bills must be paid in full.

Please complete and return to us within fourteen days.

The information you provide will be used to update your account and allow us to ensure a financial solution to suit your requirements is arranged. We will hold and process your personal data in accordance with our Privacy Policy, which can be viewed online at www.portsmouthwater.co.uk, or you can call us on 023 9249 9666 to request a copy.

Your details

Your account number (shown on your bill)
.....

Name
.....

Address
.....

Postcode
.....

Telephone
.....

Mobile
.....

E-mail
.....

Date of birth
.....

National Insurance number
.....

Employment status
.....

Your payment offer

Instalment proposal £ weekly / fortnightly / monthly

How do you intend to make these payments to Portsmouth Water?

- Direct Debit (*monthly*) Payment slips or PayPoint barcode
- Standing Order (*you will need to set this up with your bank*)
- Direct from your benefit (*you must be in receipt of either Income Support, ESA, JSA, Universal Credit or Pension Credit*)

Your declaration

The information I have provided 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 application, I will tell you straight away. I give my permission for the authority that provides my benefit or tax credit to give you any further information to support my application.

Signature
.....

Date
.....

Once completed please return the Application Form to:
Portsmouth Water Limited, PO Box 99, Havant, PO9 1XX
If you have any questions please call 023 9249 9666.