

NEED HELP WITH YOUR WATER BILLS?



The Veolia Water Trust offers grants to individuals and families to clear water and sewerage debt.

HOW TO APPLY?

All applications must be on our standard form. Proof of income, relevant bills and evidence of any special circumstances such as disability etc must be sent with the application form.

Forms are available:

- By visiting www.veoliawatertrust.org.uk and either downloading or submitting the application form online.
- By writing to FREEPOST RSHH-JKZA-HAUY, Veolia Water Trust, PO Box 42, Peterborough PE3 8XH or completing and sending the attached tear-off request form (please note, stamp not required).
- By leaving a clear answer phone message on 01733 421060, our application form request line.
- By requesting a copy by emailing: vwt@charisgrants.com

Copies of forms are also available at local advice centres such as Citizens Advice Bureaux. They may be able to help you complete your application.

The Veolia Water Trust is managed by Charis Grants Ltd. For information visit www.charisgrants.com



The Veolia Water Trust is an independent charitable trust. Visit us at www.veoliawatertrust.org.uk
Registered Charity No: 1128398

FREEPOST RSHH-JKZA-HAUY
Veolia Water Trust
PO Box 42
Peterborough
PE3 8XH

WHAT IS THE VEOLIA WATER TRUST?

The Veolia Water Trust is a registered charity funded by Veolia Water Central, Veolia Water Southeast and Veolia Water East.

Governed by trustees, the Trust is independent of its donor companies. Charis Grants administers the Trust on behalf of trustees.

The Trust offers financial assistance to clear water and sewerage debts. It aims to improve the quality of people's lives by helping reduce the burden of debt, giving them the opportunity to start again and manage future bills.

WHO CAN APPLY FOR A GRANT?

To apply to the Trust you must live within the regions supplied by Veolia Water.

WHAT CAN I APPLY FOR?

The Trust awards grants to:

- ♥ Clear water and sewerage debt (customers of Veolia Water only)
- ♥ Clear other essential household debts or purchase essential household items (anyone living within the regions supplied by Veolia Water can apply for such help – you do not need to be a customer). These are called Further Assistance Payments (FAPs).

HOW IS A GRANT MADE?

- ♥ Grants to clear water and sewerage debt are made on a provisional basis, with the applicant having to demonstrate over the six month period post provisional award that they are financially stable and can keep up to date with current water charges.
- ♥ When an award is confirmed, the grant to clear the water / sewerage debt will be paid on behalf of successful applicants direct to Veolia Water.
- ♥ Cheques for other items (FAPs) are made payable to the supplier and can only be used for that purpose.
- ♥ Grants do not need to be repaid at any time.

WHAT ITEMS WILL THE TRUST NOT GIVE GRANTS FOR?

We regret that the Trust cannot help with the following:

- ♥ Fines for criminal offences
- ♥ Educational or training needs
- ♥ Debts to local or central government (Tax or National Insurance)
- ♥ Medical equipment, aids and adaptations
- ♥ Holidays
- ♥ Business debts
- ♥ Catalogues, credit cards or personal loans
- ♥ Overpayment of benefits

CAN I APPLY TO THE TRUST MORE THEN ONCE?

- ♥ If successful, applicants cannot re-apply to the Trust for two years.
- ♥ If the Trust is not able to help you can re-apply after a period of six months.

DO YOU NEED HELP AND ADVICE IN COMPLETING YOUR APPLICATION FORM?

If you need help or advice completing the application form, please contact a local money advice centre such as a Citizens Advice Bureau.

Please send an application form to:

Name:

Address:

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Postcode: