

# Application for financial assistance

## Water Utility Consumer Assistance Trust

FORM ONE

Please complete this form to apply for assistance from the Trust to help you manage your water and wastewater costs.

(09) 625 8176  
www.waterassistance.org.nz  
info@waterassistance.org.nz

PO Box 79-233  
Royal Heights  
Auckland 0656

### BACKGROUND INFORMATION

#### What is the Water Utility Consumer Assistance Trust?

The Water Utility Consumer Assistance Trust provides financial support to customers of Watercare Services Limited (Watercare) who are struggling to manage their water and/or wastewater costs. It is a charitable trust that receives funding from Watercare, Auckland's water and wastewater service provider.

**Please note the Trust can only consider applications relating to bills from Watercare.**

#### Am I eligible to be considered for assistance?

To be eligible to be considered for assistance, you need to be a residential customer of Watercare who:

- is an owner-occupier or tenant (landlords of tenanted properties cannot apply)
- has not expressly communicated to Watercare your refusal to pay your Watercare bill
- has generally paid your Watercare bills in the past
- has not received assistance from the Trust in the past 24 months, unless you can demonstrate extenuating circumstances beyond your control
- is prepared to work with a budget advisory service approved by the Trust
- is prepared to share your personal financial details with the Trust, including bank statements
- has agreed to Watercare notifying your landlord (if applicable) about the application, as your landlord is Watercare's customer.

Once you have been identified as eligible to be considered for assistance, your financial situation will be assessed by a budget advisory service approved by the Trust. To receive financial support, you need to:

- be experiencing financial hardship. This means that you are likely to have difficulty paying your Watercare bills without affecting your ability to meet your basic living needs
- show a willingness to deal with debt
- be able to pay future Watercare bills in all likelihood.

#### What happens after I submit my application?

**Step one:** The Trust's administrator will work out whether or not you are eligible to be considered for assistance.

If you are not eligible, you will receive a letter saying your application has been declined.

**Step three:** You will have three weeks to meet with an approved budget advisor who will fully assess your financial situation. You will be sent a list of budget advisory services approved by the Trust as well as a form to take to the meeting. If you have received another bill from Watercare, you will be asked to take it to the meeting. It can be considered as part of your application.

**Step five:** The Trust will assess your application at its monthly meeting. Depending on your circumstances, it may:

- approve a payment arrangement, which may include a write-off of part or all of the amount owed to Watercare
- or
- decline your application.

**Step two:** If you are eligible, Watercare will temporarily put your account on hold from its credit management processes until a decision is made by the Trust regarding your application. This means you will not have any debt collection procedures applied in the meantime, including water restrictions.

**Step four:** You and the approved budget advisor will work through the form together, identifying your income and expenses. The approved budget advisor will assess what you can afford to pay and return the form to the Trust on your behalf.

**Step six:** The Trust will inform you and Watercare of its decision. Watercare will work with you to implement the approved payment arrangements.

#### How long does the process take?

The process usually takes three to six weeks. This depends on the:

- application being filled out correctly
- timing of meeting with the approved budget advisor
- timing of the meeting of the Trust.

**The following information is strictly confidential to the Water Utility Consumer Assistance Trust and Watercare Services Limited.**

<b>SECTION 1: Applicant details</b>	
Title: Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/>	
First name:	Last name:
Home phone:	Work phone:
Mobile:	Email:
Postal address:	
Name on Watercare customer account:	
Watercare customer account number: <small>This is displayed on the top right-hand side of your bill.</small>	
Outstanding amount owed to Watercare: \$	
Is this your first application to the Trust? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If this is not your first application, when did you apply previously? ____ / ____ / ____	

<b>SECTION 2: Property details</b>	
Property address:	
How long have you lived at this address?	
Previous address:	
Are you the property owner? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If you are not the property owner, please provide the property owner's / manager's details (if known)	
First name:	Last name:
Phone:	Email:
Postal address:	
Do you authorise Watercare to contact the property owner / manager regarding your application? Yes <input type="checkbox"/> No <input type="checkbox"/>	

<b>SECTION 3: Household information</b>		
I live:		
Alone <input type="checkbox"/>	With my partner/spouse <input type="checkbox"/>	With my children <input type="checkbox"/>
With flatmates <input type="checkbox"/>	With boarders <input type="checkbox"/>	Other _____
How many children live with you?		
What are the ages of the children?		
How many people live in your household?		

**SECTION 4: Financial situation**

Describe your current circumstances.

“I am having difficulty paying my Watercare bill because...”

**SECTION 5: Declaration**

- I declare that the information I have given on this form is complete and correct.
- I have read the eligibility criteria and I believe I meet the criteria.
- I authorise the Water Utility Consumer Assistance Trust to contact Watercare and any referral agency, organisation or relevant person for clarification and/or confirmation of amounts owing or other information which the Trustees consider relevant to my application.

Name:

Date:

Signature: