

What happens next?

When you've completed the form, you can either:

- Scan it and email to Hello@AffinityWater.co.uk
- Pop it in an envelope and post it back to us at:
[Affinity Water](#)
[Tamblin Way](#)
[Hatfield](#)
[Herts, AL10 9LZ](#)

Whether you qualify or not, we'll always aim to let you know our decision within two to three weeks.

Definitions we have used

London borough – lying within Greater London including Inner and Outer London boroughs

Gross yearly household income – All income from all sources for all permanent residents of the billed property. This includes:

- Salaries, Wages and Pensions
- Benefits and allowances – including Housing and Child benefits and any others

Disability payments – you do not have to include any money you receive in respect of disability – this includes Disability Living Allowance, Attendance Allowance, Personal Independence Payments and the disability element of any other benefits.

Do you need other support?

Our Priority Services team are always here to offer a helping hand.

If you're medically dependent on water or have mobility concerns, we'll provide extra support in times of emergency and make sure you're well looked after.

Or if you're hard of hearing, have sight problems or reading difficulties, we can also make sure you receive your bills in the right way for you.

You can find out more at [AffinityWater.co.uk/PriorityServices](https://www.affinitywater.co.uk/priority-services) or tick the box below and we'll send you information and an application.

Please send me more information on Priority Services.

Are you an advice worker helping with the application?

If so, please complete this section.
Thanks for your support.

Title

Mr Mrs Miss Ms other

First name

Last name

Name of agency

Phone number

Have you seen evidence of income that confirms gross household income is below our limits?

Yes No

Please sign to confirm

Date

Please note: We will write directly to the customer with our decision.