

• ASSURE TARRIF •

CHANGES TO THE APPLICATION FORM

Assure Tariff is a special Tariff that can help families on low income. The new Assure Tariff will go live on the 23rd November 2020.



EXPENDITURE INFORMAITON

The new form has been condensed and therefore they no longer require expenditure information. They still need information on income levels to check if they meet the criteria.



VERIFYING INCOME LEVEL

There is now a section in the form where an organisation such as welfare, or local authority can now sign to verify a households income.



COPIES

If you don't have any support agencies to help. Then you will need to send documents as proof of household income. These need to be copies as documents are not returned.



CHARITABLE TRUST

There is a section on the form where families with arrears can be referred for Charity Trust support. This is a section within the form. As the form has been condensed this means a decision may not be made straight away and a Charitable Trust form may be sent out to be completed.



PRIOTRY SERVICE REGISTER

Priority service register is a service offered for those who need that extra support. An example would be if you needed your bills to be read to you over the phone.