



HOW CAN THE TRUST HELP?

The Trust can help to reduce or clear existing water and/or sewerage debt.

In exceptional cases the Trust may also help towards other bills or costs that you cannot manage.

The Trust may suggest that you seek help and assistance from a money advice or other support agency. This is to help you with future budgeting.

Our aim is to help give you a 'fresh start' and a manageable budget.

SEVERN TRENT TRUST FUND

HOW DO I APPLY?

The quickest and easiest way is to go online at www.applystw.org.uk

Alternatively, you can download a PDF (copy of the application form) from the website at www.sttf.org.uk. This will need to be printed out and fully completed before returning to us.

Or telephone us on 0121 355 7766 where you can leave your name and address for a form to be posted to you. Please be advised this can take up to 7 days to reach you.

WHAT HAPPENS NEXT?

We will acknowledge receipt of your application and provide a unique reference number.

We will let Severn Trent Water know that you have applied to the Trust. They may be prepared to delay further recovery action whilst your application is being considered.

IMPORTANT

If you do not complete the form in full or do not provide proof of your income, we will not be able to consider your application. This means you may have to wait six months before you can reapply.

ADDITIONAL HELP

If you need help to complete the application form, or if you are having difficulty paying other bills, you should contact your local Citizens Advice or other free Money Advice Agency.

Various Advice Agencies, including Citizen Advice can provide FREE, independent and confidential advice.



QUESTIONS

If you have any questions about applying to the Trust please give us a call on:

0121 355 7766

Our phone lines are open:

Monday - Friday
8:30 am - 5:00pm

POST YOUR APPLICATION

Please return your application in a sealed envelope to:

Severn Trent Trust Fund
FREEPOST RLZE - EABT - SHSA
Sutton Coldfield
B72 1TJ

No stamp required - Free post service

PROOF OF INCOME

Please return the completed application form with proof of all money received for yourself, partner, any children and any other adults living in the property. The documents will need to be dated within the last 3 months, show your name and address and the amount(s) received.