

## WELSH WATER ASSIST FORMS

A number of practices have asked us for advice about completing Welsh Water Assist Forms. The Welsh Water Assist tariff exists to help low income families and individuals on certain benefits or with relevant medical conditions by offering reduced water charges. In order to be eligible, patients have to meet specific criteria.

To get accepted on to the Assist tariff, applicants must complete a form and this includes a section for the applicant's GP, nurse or other suitably qualified person to confirm the information that applicants give in Section 2 of the application form, which covers medical conditions requiring extra water use.

The completion of these forms is not contractual and GPs have the option to:

- Provide at the practice's expense.
- Provide for a fee.
- Refuse to do the work.

Contact has been made with Welsh Water and a number of things have been clarified in relation to the completion of this form and GP involvement:

- If GPs agree to complete the form, they can only confirm a confirm medical condition;
- Qualifying benefits will be defined by Welsh Water according to the Legislation.
- Applicants need to define their extra usage of water and that is a matter between them and Welsh Water.
- The Confirmation of a medical condition needs to be clearer, because not all medical conditions are relevant to a claim for additional use of water. If the GP is not in a position to interpret this in the context of additional usage of water, the GP should not be asked to do so.

None of the above commits any GP to completing a Welsh Water Assist form although it may make it clearer for those who may be prepared to do so.

Any fee offered will need to be paid by the patient – Welsh Water is unable to offer any fee to GPs.

Bro Taf LMC

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