



## Veolia Customer Support Fund Application

The following information is confidential to Veolia Australia New Zealand

### Eligibility

To be eligible for the the Customer Support Fund the applicant

- is an owner-occupier or tenant of the property (landlords of tenanted properties cannot apply)
- has not expressly communicated to Veolia a refusal to pay the Veolia bill
- has generally paid their Veolia bills on time in the past
- has not received assistance from the fund in the past 36 months
- agrees to work with a budget advisory service approved by Veolia
- agrees to share their personal financial details with the Veolia, including bank statements
- agrees to Veolia notifying their landlord (if applicable) about the application

### Section 1: Applicant details

Name			
Address			
Postal Address			
Home Phone		Mobile Phone	
Email			
Veolia Account #		Amount owed to Veolia	\$
Is this your first application for assistance?	YES / NO		
If no, when did you previously apply?			
Describe your current circumstances: <i>I am having difficulty paying my Veolia bill because..</i>			
Continue on a separate page if necessary			

## SECTION 2: Annual income and outgoings

Number of adults in the household		Number of dependent children	
<b>Income</b>		<b>Family Costs</b>	
Take home pay (after tax)	\$	Child support payments	\$
Income support payments	\$	School donations, fees, uniforms	\$
Partner / spouse's take home pay	\$	Child care	\$
Partner's income support payments	\$	Medical/prescription/dental	\$
Board income	\$	Clothing and shoes	\$
Rental property income	\$	Pet registration/vet fees	\$
Other adult household contributions	\$	Holidays	\$
Other income (specify)	\$	Gifts	\$
<b>TOTAL INCOME (Total A)</b>	\$	Life/health insurance	\$
		income protection insurance	\$
<b>Household Costs</b>		Superannuation/Kiwisaver	\$
Mortgage	\$	Bank fees	\$
Rent or board	\$	Other (specify)	\$
Groceries	\$	<b>TOTAL FAMILY COSTS (Total C)</b>	\$
Electricity	\$		
Gas	\$	<b>General Costs</b>	
Water and wastewater rates	\$	Hire purchase repayments	\$
Land rates	\$	Student loan repayments	\$
House maintenance	\$	Other payments Tuition fees	\$
Insurance - house/contents	\$	Sports fees/gym fees	\$
Phone (landline/mobile/internet)	\$	Subscriptions (magazines, newspapers)	\$
<b>TOTAL HOUSEHOLD COSTS (TOTAL B)</b>	\$	Personal )cigarettes, alcohol, gambling	\$
		<b>TOTAL GENERAL COSTS (TOTAL D)</b>	\$

Annual Income and Costs continued on next page

Travel Costs		Summary of Costs	
Fares (e.g. bus, train, ferry)	\$	Household Costs (B)	\$
Petrol/fuel (own or borrowed vehicle)	\$	General Costs( C)	\$
Car insurance	\$	Travel Costs (D)	\$
Vehicle registration / warrant of fitness	\$	Travel Costs (E)	\$
Vehicle maintenance / repairs	\$		
Vehicle road user charges	\$	<b>TOTAL INCOME (A)</b>	\$
Car loan repayments	\$	<b>TOTAL COSTS (B-E)</b>	\$
Fines	\$	<b>SURPLUS / SHORTFALL</b>	\$
Other (specify)	\$		
<b>TOTAL TRAVEL COSTS (Total D)</b>	\$		

### SECTION 3: Assets and Liabilities

Assets	Value (approx.)	Total Debt Owning
Own Home	\$	\$
Boat/ caravan/ campervan etc	\$	\$
Investments/ shares etc	\$	\$
Other investments	\$	\$
Other assets	\$	\$
Other land/ investment property/holiday home etc	\$	\$

Liabilities	Who you owe	Amount owing	Repayments	
			Amount	Frequency
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	

**SECTION 4: Declaration**

I declare that the information given on this form is to the best of my knowledge correct

I have read the eligibility criteria and I believe I meet the criteria

I authorise Veolia NZ to contact the property owner / manager / and / or the referring budgeting service or other relevant person, for clarification and / or confirmation of amounts owing and to utilise any personal information which may be contained in this application in order to obtain or provide such further advice or assistance THAT Veolia NZ considers relevant to my application

SIGNATURE

Date

**SECTION 5: Budget Advisor Assessment (This section is to be completed by the budget advisor)**

Name of budget advisory service			
Postal Address			
Post Code			
Name of Budget Advisor			
Work Phone		Mobile phone	
Email			

Based on my full assessment of the applicants financial situation

I suggest that Veolia NZ supports the applicant by arranging:

(1) A payment plan for the applicant to reduce his / her outstanding account balance to Veolia and meet current and future monthly charges, by regular payments of

\$\_\_\_\_\_

AND

(2) a write-off of \$\_\_\_\_\_

OR

I do not wish to make any recommendation

Please include any other information you consider relevant


Budget advisor's signature

Date

Applicant's signature

Date