

Gee Wah Cheung
60 School Road
Dagenham
RM10 9QJ

Make payments, give us meter readings, and manage your account at any time of the day or night.

www.eswater.co.uk

Your account number

0627 9301 00

Bill number

24968998

Bill date

9 February 2023

Your water bill

20 December 2022 to 30 January 2023



Based on an estimated meter reading
See page 2 for details

Need help with your bills? Let's do something about it

It's hard to afford your bills sometimes and asking for help can be even harder. There are ways we can help - from payment plans to flexible payments to advice!

Why not try using our eligibility checker at www.eswater.co.uk/checker to find out if you qualify for

- Discount of up to 50% off your bills*
- Paying your bill direct from your benefits*
- Flexible payments and payment breaks

* go to page 4 for more about these schemes and other ways we can help

We're here to help! The best thing you can do is get in touch and we'll talk you through your options.

You can call **0345 782 0111**. You can also chat to us on webchat at www.eswater.co.uk/contact

Balance on 20 December 2022
£133.67 (credit)

What you paid
£0.00

Adjustments
£133.67

New charges
£39.19

Now due
£39.19

Your next
payment of

£39.19

will be taken on
1 March 2023.

Ready to pay?



You don't need to do anything, we'll take your payment by Direct Debit on or after the 1 March 2023.



Is your bill higher than expected? MAYA, our digital assistant can help you find out why. Scan the QR code or go to www.eswater.co.uk/highbills

About your usage

What you've used



Water charges (20 December 2022 to 30 January 2023)

This is the charge for treating the water and getting it to you.

Fixed charge	42 days	at	£43.74 per year	=	£5.03
Usage	11m ³	at	£1.4907 per m ³	=	£16.40

Thames Water sewerage charges (20 December 2022 to 30 January 2023)

This is the charge for taking used water and rainwater away through the sewer.

Fixed charge	42 days	at	£63.58 per year	=	£7.32
Usage	11m ³	at	£0.9488 per m ³	=	£10.44

New charges this bill **£39.19**

You don't pay VAT on your water charges.

Your supply details

Address 60 School Road, Dagenham,
supplied: RM10 9QJ
Meter number: 21PA11623707

What you've used

This bill (20 December 2022 to 30 January 2023)

11 m³

How your usage compares

Number of people in household

1 2 3 4 5

Typical usage over six months (m³)

28 45 63 75 85

To check your usage or find out how to read your meter sign into your online account. Don't have one, download our app or sign up on our website.

What is a cubic metre (m³) ?

It's 1,000 litres or 220 gallons of water, which gets you either...

12 baths 28 showers 14 washes

Stay in control

✓ Adjustments

Direct Credit Refund (20/12/2022)

£133.67

Download our app for your chance to win your water bill paid for a year*

All you need to do to enter is download the app and create an account. It's an easier way to manage your water bill.

Download the app today!

Search **Essex & Suffolk Water**



*Closing date to enter 30 April 2023. Terms and conditions apply, find out more at www.eswater.co.uk/competitions

Use our app to:

Make payments with your card, Apple Pay or Google Pay



Check when your next payment is due



View your bill and payment history



Scan your meter with your smartphone camera to give us readings



Set up a payment plan



When you pay by Direct Debit you're protected by the Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit we will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you ask us to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by us or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when we ask you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Leaks? Bursts? Blockages?

Call **0345 782 0999** for 24/7 emergency support.



Bills? Moving? Paying?

Call **0345 782 0111** or start a webchat at **www.eswater.co.uk**.

We're open 8am to 7pm Monday to Friday, and from 8am till 1pm on Saturdays.



Struggling to pay your water bills?



Low income discount: Get a discount of up to 50% if your bill takes up 3% or more of your household income after paying rent/mortgage, and

- Your household income is less than £17,005 (£21,749 in Borough of London) or,
- Someone you live with receives Pension Credit.



Reduced bill: If you don't have enough money coming in to cover your most important bills, we may be able to lower your bill by up to 50%.



Flexible payment plan: Make things more affordable by changing how often you pay.



Bill cap scheme - WaterSure: Caps your bills if you have a meter, receive certain benefits, and either have a large family or someone has a medical condition and uses lots of water.



WaterDirect: Pay your bills direct from benefits.

We're here to help! Get in touch on **0345 782 0111**, visit **www.eswater.co.uk/bill-help** or start a webchat at **www.eswater.co.uk/contact** to see if you are eligible.

How we use your information

We share information with credit reference agencies when you open an account with us and also on an ongoing basis; this includes information about your paid accounts and any debts not paid on time. Failure to keep up with payments may impact your credit score and could affect your ability to obtain credit in the future.

You can read our privacy statement to find out more about how Essex & Suffolk Water protects your data at **www.eswater.co.uk/privacy**

Introducing Priority services

We offer support for a range of circumstances:

- Set a password to protect you from anyone pretending to work for us.
- Let us know if you would need support during an interruption to your water supply.
- Get your bills in Braille, large print, or on CD.
- Nominate a family member, carer, or friend to discuss your account on your behalf.

Sign up online at **www.eswater.co.uk/priorityservices** or call us on **0345 782 0111** to sign up today. If you choose to call us and need help from a Text Relay interpreter, dial 18001 before any call.

If English isn't your first language, we can provide a telephone interpreter.

Give us your feedback

Getting things right first time is really important, so when things don't go to plan we want to know about them.

If you have any feedback, compliments or complaints, call us on **0345 782 0111** or go to **www.eswater.co.uk/care** and we'll work with you to put it right. We can often do this in real-time, but where it's more complex we'll let you know as soon as we can. We're allowed 10 working days to investigate and respond but we normally come back much more quickly.

If you've followed our complaints process and you are still unhappy, or your issue is over 8 weeks old, you can call CCW. CCW offers free independent advice. You can visit their website at **www.ccwater.org.uk**, call them on **0300 034 2222**, or write to them at: CCW, 23 Stephenson Street, Birmingham, B2 4BH.



Follow us on twitter [@eswater_care](https://twitter.com/eswater_care)

Calls to 0345 numbers are charged at the local rate. Charges for calls from mobile phones may be higher. We monitor and record calls to improve our service and training.

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You can read our privacy statement to find out more about how Essex & Suffolk Water protects your data on our website at www.eswater.co.uk/privacy