

00049 / 33000 / 35811

Dr Wolfgang Kuster
12 Eastby Lane
Great Ayton
Middlesbrough
TS9 6JY



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35811

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

nwl.co.uk

Your account number

9214 2238 53

Bill number

30525005

Bill date

18 March 2024

Balance on

14 September 2023
£0.66 (credit)

What you paid

£203.00

New charges

£199.68

Account balance

£3.98 (credit)

Your payment
will be

£37.00

from
2 May 2024.

Hello Dr Kuster

Your water bill

5 September 2023 to 4 March 2024

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 nwl.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 733 5566**. You can also chat to us on webchat at nwl.co.uk/contact

Your monthly payment has been reviewed



You don't need to do anything, we'll take your payments by Direct Debit.

How we worked out your new payment amount

✓ Current balance	£3.98 (credit)
- Total left to pay from previous payment plan	£34.00
+ Estimated usage over the next 11 months	£440.44

We will take one payment of £34.00 on 2 April 2024, followed by monthly payments of £37.00 starting from 2 May 2024.

We'll review your monthly payment at your next bill.



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

About your usage

What you've used

Latest reading

4232

4 Mar 2024
(estimated reading)

-

Previous reading

4172

4 Sep 2023
(estimated reading)

=

Total used

60 m³

See below for charges.

Water charges (5 September 2023 to 4 March 2024)

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

182 days	at	£45.09 per year	=	£22.42
Fixed charge				
60m ³	at	£1.2381 per m ³	=	£74.29
Usage				

Sewerage charges (5 September 2023 to 4 March 2024)

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

182 days	at	£88.32 per year	=	£43.92
Fixed charge				
60m ³	at	£0.9841 per m ³	=	£59.05
Usage				

New charges this bill

£199.68

You don't pay VAT on your water charges.

Your supply details

Address supplied: 12 Easby Lane, Great Ayton, Middlesbrough, TS9 6JY
Meter number: 12501

What you've used

This bill (4 September 2023 to 4 March 2024)
60 m³
Last bill (6 March 2023 to 4 September 2023)
60 m³

How your usage compares

Number of people in household

1

2

3

4

5

Typical usage over six months (m³)

28

45

60

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

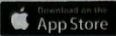

✓ Payments since last time

4 March 2024	£34.00	2 January 2024	£34.00	2 November 2023	£34.00
2 February 2024	£34.00	4 December 2023	£34.00	2 October 2023	£33.00

Total payments **£203.00**

Win your water bill paid for a year*

All you need to do is create an online account on our app or at nwl.co.uk/register. It's an easier way to manage your water bill.

Search Northumbrian Water  

*Closing date to enter 30 April 2024. Terms and conditions apply, find out more at nwl.co.uk/competitions

Use your online account 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 Direct Debit ✓
- 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.