

UNIVERSITYOF BIRMINGHAM

School of Engineering

21st February 2017

Mr Miguel Angel Pérez Xochicale 210 Harborne Lane, Selly Oak, Birmingham, B29 6TQ Postgraduate Office School of Engineering University of Birmingham Edgbaston Birmingham B15 2TT United Kingdom

Telephone: 0121 414 4160

Dear Mr Miguel Angel Pérez Xochicale,

R. K. Al-Dadel

School of Engineering

This letter is to confirm that you a full time PhD student in the Department of Electronic, Electrical + Computer Engineering in year 3. Your end of maximum registration Date is 9th November 2018.

Yours sincerely,

Dr Raya Al-Dadah

Research Co-Ordinator

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MR MIGUEL P XOCHICALE

210 HARBORNE LANE

SELLY OAK

B296TQ

BIRMINGHAM



CONTACTUS

stwater.co.uk

03457 500 500

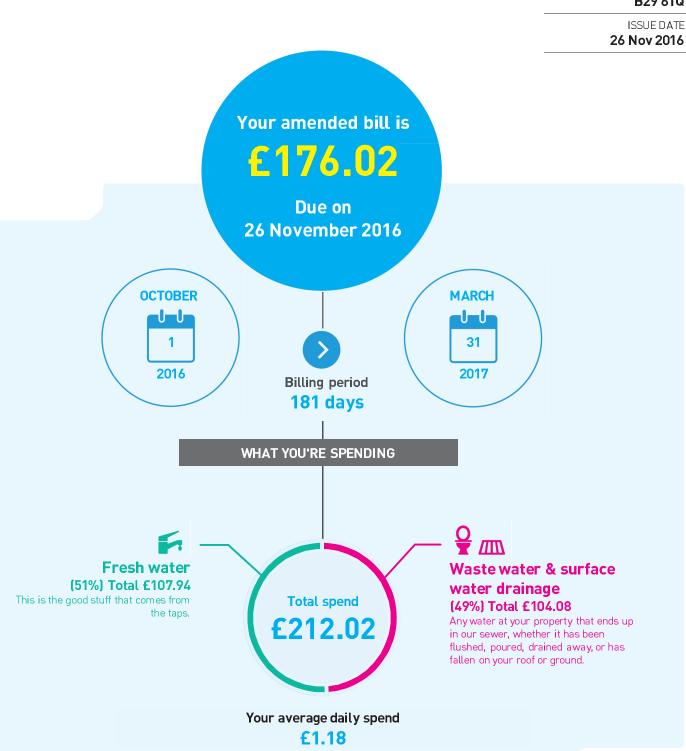
Mon-Fri: 8am to 8pm Sat: 8am to 1pm

ACCOUNT NUMBER

2480171522

SUPPLY ADDRESS

210 HARBORNE LANE, SELLY OAK **BIRMINGHAM** B29 6TQ



Page 2 of 4 ACCOUNT NUMBER **2480171522**

YOUR BILL BREAKDOWN

Previous account activity

| Balance at last bill | £212.02 |
|--|------------------|
| Cancelled charge on 17 November 2016 Water Supply | £107.94 cr |
| Cancelled charge on 17 November 2016 Used Water and Surface Water Drainage | £104.08 cr |
| Partial Transfer | £36.00cr |
| Balance before this bill | £36.00 cr |

Billing period 01 October 2016 - 31 March 2017 = 181 days

| Fresh water | F | Waste water & surface water drainage | <u>, w</u> |
|---|---------|---|------------|
| The property Rateable Value of 228.00 multiplied by the tariff charge [@95.48 pence] ^① | £107.94 | The property Rateable Value of 228.00 multiplied by the tariff charge [@92.07 pence] ^① | £104.08 |
| Subtotal | £107.94 | Subtotal | £104.08 |
| Average daily spend | £0.60 | Average daily spend | £0.58 |
| | | Subtotal for period | £212.02 |

TOTAL SPENDING FOR YOUR BILL Total billing period: 01 October 2016 - 31 March 2017 = 181 days

| Fresh water | 6 | Waste water & surface water drainage | № W |
|--|---------|--------------------------------------|------------|
| Total spend | £107.94 | Total spend | £104.08 |
| Balance before your bill | | | £36.00cr |
| Total for billing period 01 October 2016 - 31 March 2017 | | £212.02 | |
| BALANCE AFTER YOUR BILL | | | £176.02 |



Surface water drainage

If you think that surface water or ground water does not drain off your property into our sewers, then please let us know as your bill could be lowered. For more information or a claim form, please visit us at stwater.co.uk

What is Rateable Value (RV)?

This is a fixed value set by the Inland revenue back in 1989/90 for all properties. To calculate RV bills, we multiply the RV value by the tariff(s) charge which then provides the total annual bill. If you would like information on having a meter fitted please visit our website stwater.co.uk

Please Note: If your bill period is less than a full year, just divide by the number of days in the year and then multiply by the number of days in the bill period.

Example Calculation:

Annual Charge of £400/365 days x 188 days in the period= £206.03

Our Service Standards and Terms & Conditions

Our Codes of Practice are for guarantees of our service to you as a valued customer. View our Service Standards and further Terms & Conditions online at **stwater.co.uk** you can also request these by contacting us.

You can write to us

Severn Trent Water Limited P0 Box 5310 Coventry CV3 9FJ

The Consumer Council for Water

If you have followed our complaints process but are still unhappy, the Consumer Council for Water offers free independent advice. You can visit their website www.ccwater.org.uk, call them on 0300 034 2222, or write to them Consumer Council for Water, 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

Alternative Formats Available

Large print or Braille? If you require a different bill format please contact us and we'll be happy to help. Visit our website or call us on **03457 500 500**

Privacy Notice

We collect personal data including contact information to manage customers' accounts. We may also use it to contact you about water related goods and services. If you do not wish to be contacted please contact our Customer Care team.

We may share with and obtain personal data from other utilities, local authorities, government departments, credit reference agencies and other companies for use in any credit decisions, fraud prevention and to pursue debtors. We may also share your personal data with third party contractors who provide services to us. We may transfer your personal data to any country only for the purposes mentioned.

You can see our privacy notice at: https://www.stwater.co.uk/legal/privacy/. If you wish to see the personal data we hold on you, you should make a subject access request in writing to SAR Officer, Customer Care, Severn Trent Centre, PO Box 5311, Coventry, CV39FL

WAYSTO PAYYOUR BILL



Direct Debit

Direct Debit is an easy and convenient way to pay. Set up quickly online at **stwater.co.uk** or by calling us on **03457 500** 500



Online at stwater.co.uk

Pay securely online using your Debit Card. Visit **stwater.co.uk** to access your account and pay.



Online or telephone banking

Use your own bank's online or telephone banking by transferring the amount you owe to us.

Use the following details: Sort code: 20-00-00 Account number: 23285790 Payment ref: 2480171522

(Your Severn Trent account number)



By post or at your bank

Write a cheque payable to Severn Trent Water LTD for your bill amount and post it to us at:

Severn Trent Water Ltd Providence Row Durham

DH1 1RR

Please write **2480171522** on the back of the cheque or you can take your bill to any bank or building society and pay over the counter.



Paypoint

You can payyour bill at any PayPoint location, here are two PayPoint locations in your area:
WEOLEY LOCAL RONTEC
159-161 SOMERFORD ROAD 19 ALWOLD ROAD

BIRMINGHAM WEST MIDLANDS B29 5LB RONTEC 19 ALWOLD ROAD BIRMINGHAM WEST MIDLANDS B29 5RR



By Barclays Pingit.

Download the app today to pay your bill using your smartphone. To find out more visit www.barclays.co.uk/pingit

Scan this code to pay £176.02 now





Got a problem with your water supply?

Spot a leak in your area or have a problem with your fresh or waste water? Our lines are open 24/7:



You can also report any issues or problems you spot online at **stwater.co.uk**. We want to fix any problems as soon as possible.



Struggling to pay?

We're here to help you and have a wide range of schemes

Please call us on **03456 022 777** so we can have a chat about the options.



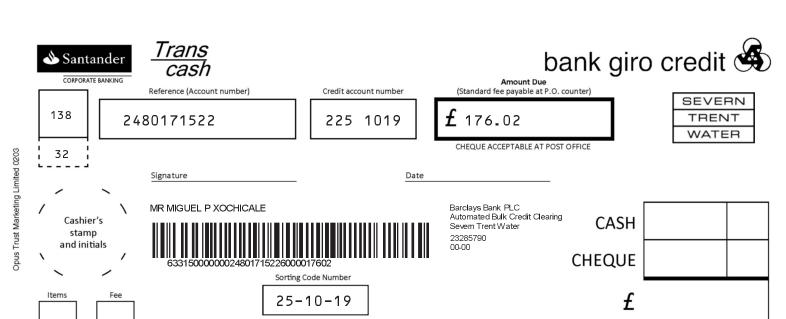
Why not manage your account online & go paperless?

No need to phone, you can do almost everything online - pay, move house, set up a Direct Debit, give us a meter reading. You name it, we've got it covered!

It's easy and will save you heaps of time. If you're new to our online services don't worry, we have awesome customer care professionals online who can help you through your journey!

It's quick and easy to register your details with us online at **stwater.co.uk**

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