



**UNIVERSITY OF
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,

School of Engineering

This letter is to confirm that you are 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
BIRMINGHAM
B29 6TQ

Your amended bill is

£176.02

Due on
26 November 2016

OCTOBER



2016



Billing period
181 days

MARCH



2017

WHAT YOU'RE SPENDING



**Fresh water
(51%) Total £107.94**

This is the good stuff that comes from the taps.



**Waste water & surface
water drainage
(49%) Total £104.08**

Any water at your property that ends up in our sewer, whether it has been flushed, poured, drained away, or has fallen on your roof or ground.

Total spend
£212.02




Your average daily spend
£1.18

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	£36.00 cr
Balance before this bill	£36.00 cr

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

Fresh water 		Waste water & surface water drainage  	
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 		Waste water & surface water drainage  	
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
PO Box 5310
Coventry CV39FJ

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, CV3 9FL

WAYS TO PAY YOUR 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 pay your bill at any PayPoint location, here are two PayPoint locations in your area:

WEOLEY LOCAL	RONTEC
159-161 SOMERFORD ROAD	19 ALWOLD ROAD
BIRMINGHAM	BIRMINGHAM
WEST MIDLANDS	WEST MIDLANDS
B29 5LB	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:

0800 783 4444 / Textphone only: 0800 328 1155

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 available.

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

**Trans cash****bank giro credit**

138
32

Reference (Account number)

2480171522

Credit account number

225 1019

Amount Due
(Standard fee payable at P.O. counter)**£ 176.02**

CHEQUE ACCEPTABLE AT POST OFFICE

SEVERN
TRENT
WATER

Signature

Date

MR MIGUEL P XOCHICALÉ



6331500000024801715226000017602

Sorting Code Number

25-10-19

Barclays Bank PLC
Automated Bulk Credit Clearing
Severn Trent Water
23285790
00-00

CASH

CHEQUE

£

Cashier's
stamp
and initials

Items

Fee

Please do not write or mark below this line or fold this counterfoil

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