



Mr Ravi Sharma Gautam &
Mrs Suman Upadhya
Flat C
68 Market Place
Chippenham
SN15 3HG

Customer number:
34065355

Payment reference:
2034065355010

Bill/tax point date:
31/03/2020

Schedule number:
01

Bill number:
1032094636

Your final bill for water services

1 Amount due

For the period:
16/10/2019 to your
vacation date of
31/03/2020

**Amount brought
forward:**
£124.78 CR

New charges:
£124.78

Supply address:
Flat C, 68 Market Place, Chippenham, SN15 3HG

Total due

£0.00

See section 3
for more detail

2 Options to pay

This bill is for information only.

Your payment reference is 2034065355010

As there is no payment due, you don't have to
do a thing.

**For more information on how to pay
see section 5.**

How can we help?

Section

- ▶ How do I pay my bill?5
- ▶ My water use has gone up, what do I do?6
- ▶ I'm having financial difficulties.
Can you help me?7
- ▶ My property has a soakaway.
How do I claim a rebate?7
- ▶ I'm moving home. What do I need to do?8

Pension Credit discount

If you receive Pension Credit or state pension is
your only income we may be able to offer you a
discount of around 20% off your bill. For an
application form call **0345 600 6 600** (24 hour
automated service) or visit
wessexwater.co.uk/pensioncredit

We know that sometimes you or someone you
care about may need a little extra help. Our
priority services scheme provides additional
support, such as the delivery of bottled water
if there is a supply problem. Find out more in
section 7.

3 Your bill explained

Account summary

Previous Balance	£13.20
Total payments made	£282.00 CR
Adjustments & refunds	£144.02

Amount brought forward £124.78 CR

Charges for this period 16 Oct 2019 - 31 Mar 2020

Water use: meter no. 16M119004 size: 15mm

Recent reading 64 31/03/2020 (actual)	–	Previous reading 42 15/10/2019	=	Total used 22m³
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Water charges

For the period: 16 Oct 2019 - 31 Mar 2020

Volume Charge	221.95p (per m ³)	for	22m ³	=	£48.82
Standing Charge	£24.00 (per year)	for	168 days	=	£11.01



Sewerage charges

For the period: 16 Oct 2019 - 31 Mar 2020

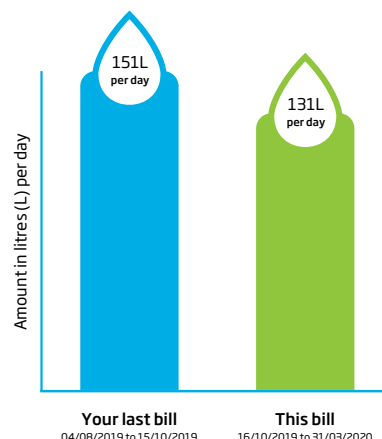
Volume Charge	187.79p (per m ³)	for	22m ³	=	£41.31
Less 5% water not returned to sewer					-£2.06
Standing Charge	£56.00 (per year)	for	168 days	=	£25.70

Total £124.78

Daily water use

The graph below shows your average daily water use per day in litres (L). Did you know there are 1,000L per m³?

How much water are you using?



You're using less water!

Using less water will lower your water bill and may save you money on your energy bills too. See if you can save even more by following our water saving tips.

Visit: wessexwater.co.uk/savingwater

- For more advice on water use see section 6
- Find out more about charges in section 8

4 Contact us

Billing enquiries

☎ **0345 600 3 600**
(Monday to Friday - 8am to 8pm and Saturday 8am to 2pm)

💻 **Live Chat at**
wessexwater.co.uk

✉ **Submit an enquiry via**
our website

Automated information services

Submit a meter reading or request information leaflets about charges, surface water drainage or Pension Credit discount.

☎ **0345 600 6 600**
Select appropriate option

Operational enquiries

- Loss of supply • Leak
- Water quality problem
- Sewage flooding • Blocked sewer

☎ **0345 600 4 600**
(Monday to Friday - 8am to 6pm, emergencies only at other times)

💻 **Live Chat at**
wessexwater.co.uk

✉ **Submit an enquiry via**
our website

We welcome calls via the
Next Generation Text Service

Calls to 0345 numbers usually cost the same as standard UK landline numbers. Please check with your telephone service provider. Please be aware our calls may be recorded.

5 Ways to pay

Payments should be made to Bristol Wessex Billing Services Limited quoting your **payment reference: 2034065355010**

✓ **Direct Debit**
wessexwater.co.uk/directdebit

📱 **Internet/mobile banking**
Sort code 40-02-50 and account number 61229737.

£ **Bank & Post Office**
Take this bill with you to make payment. Please note: Post Office is cash only.

📊 **Payzone**
If this bill contains a barcode you can take it into your local Payzone outlet, to find your nearest visit payzone.co.uk

Credit or debit card

💳 **wessexwater.co.uk/paynow**

☎ **Telephone**
0345 600 1 019 (Automated 24 hours)

Post Write your customer number on the back of your cheque and post it with the payment slip to BWBSL, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA. Cheques should be made payable to BWBSL. **Do not send cash or post dated cheques.**

What is a cubic metre (m³)?

A cubic metre of water is 1,000 litres or 220 gallons of water. That's the equivalent of...



13 baths

Using more water than expected?

If your use is higher than last time, it is worth thinking about the following:

1. More people at home

- Changes such as guests staying, having a baby and extra garden watering can have an impact on your bill. Or a change in circumstances, such as being retired, maternity leave or switching to a part time job can make a difference.

2. Time of year

- During warmer weather often more water is used in the garden.

3. Household appliances

- If you've fitted a dishwasher or power shower you may be using more water. Also, systems such as water softeners can sometimes waste water if they're not working properly.

4. Check for leaks

- Look for any dripping taps, overflows or faulty toilet cisterns. This could save up to 200 litres of water a day.
- If you think you have a leak please see the 'What you can do' information sheet enclosed with your bill.

5. Additional water use

- Certain medical conditions can mean you use more water.
- Check if you're eligible for our WaterSure Plus tariff - see section 7.

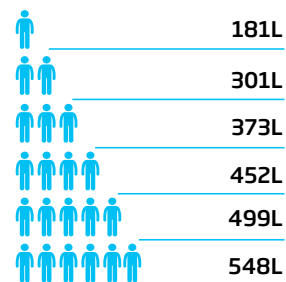
It's good for us all to save water as it means more is left in the environment.

For more top tips and advice visit:

wessexwater.co.uk/savingwater

How do you compare to the national average?

Your average daily use is 131 litres per day.



Using less water may help you reduce your water and energy bills.

If you're using more than this national average it might be due to extra people in your home, the season, using new appliances or a leak. For water saving advice visit: wessexwater.co.uk/savingwater

Save water, save money

Small changes to how you use water in your home can help reduce your daily average water use.

Do you leave the tap running when brushing your teeth, washing or shaving?

Turning it off could save you up to 18 litres a day.

How long do you spend in the shower?

A minute less could save you 10 litres a day. Try challenging yourself to a four minute shower.

Read your meter

It's worth reading your meter regularly and recording dates and readings. This could help to spot a leak early, prevent water being wasted, potential damage to your property and higher bills.

The water recorded by your meter and the maintenance of the service pipe from your home to the outside boundary of your property, is your responsibility.

If you have a leak on this pipe we might be able to help. You could also be entitled to a leakage allowance. For advice or a copy of our code of practice on leakage call **0345 600 4 600** (Monday to Friday, 8am to 6pm).

Problems paying?

Don't worry if you're struggling to pay, talk to us today so we can help. We might be able to help you:

- Reduce your water use with free water saving devices.
- Spread the cost of your bill.
- Pay us directly from your benefits.
- Reduce your bill with one of our low rate tariffs.
- Repay your debt and get back on track.

Visit [wessexwater.co.uk/tap](https://www.wessexwater.co.uk/tap) or call **0345 600 3 600** (Monday to Friday - 8am to 8pm and Saturday 8am to 2pm). We can provide you with a copy of our debt recovery code of practice.

Organisations such as Citizens Advice, StepChange and National Debtline offer free, independent and confidential debt advice.

Pension Credit discount

Do you, or someone you know, receive Pension Credit? Or is state pension your only form of income? We could be able to lower your bill by around 20 per cent. For an application form, call **0345 600 6 600** (24 hour automated service) or visit [wessexwater.co.uk/pensioncredit](https://www.wessexwater.co.uk/pensioncredit)

Where does your rainwater go?

If you pay sewerage charges and most of the water that falls on your roof or the hard paved surfaces of your property drains to a soakaway, you could claim a rebate of around £20.

Visit [wessexwater.co.uk/surfacewaterdrainage](https://www.wessexwater.co.uk/surfacewaterdrainage) or call **0345 600 6 600** (24 hour automated service) for an application form.

Priority Services

If you, or anyone you know, needs extra support, we can help through Priority Services:

- Additional assistance in the event of water supply interruptions.
- Bills and leaflets in braille, large print or a language other than English.
- A security password system to protect against bogus house calls.

It's free and easy to register today at [wessexwater.co.uk/priorityservices](https://www.wessexwater.co.uk/priorityservices) or call **0345 600 3 600** (Monday to Friday - 8am to 8pm and Saturday 8am to 2pm).

And you'll find energy companies offer a similar service.

On a low income and use a lot of water?

Some people have to use a large amount of water for reasons they cannot control. WaterSure Plus can limit how much you pay. You need to be receiving one of the main means-tested benefits or tax credits and either:

- receive child benefit for three or more children under 19 living in your household, or
- have someone in the household with a medical condition that causes them to use significantly more water.

Find out more at [wessexwater.co.uk/watersureplus](https://www.wessexwater.co.uk/watersureplus) or call **0345 600 3 600** (Monday to Friday - 8am to 8pm and Saturday 8am to 2pm).

Our charges

Our charges for water and sewerage services and any changes to them are controlled by law and by our operating licence. Charges that are applicable from 1 April every year are published by 1 February. For more information on our charges visit [wessexwater.co.uk/charges](https://www.wessexwater.co.uk/charges). You can request a leaflet by calling **0345 600 6 600** (automated 24 hour).

Further information about charges is also available from our regulator www.ofwat.gov.uk.

What is a standing charge?

Standing charges are an annual fixed charge based on the connection size of your water meter and are paid by all customers receiving water and/or sewerage services. They include costs of maintaining and reading meters for water supply customers. Your bill includes a proportion of the standing charge based on the number of days since your last meter reading. Sewerage bills include a charge for taking away rainfall running off roofs, drives and patios and highway drainage. This is included in the standing charge, not in the rate per cubic metre.

Sewerage charges

Sewerage charges assume 5% of the water you use is not returned to the sewer. This takes into account evaporation, car washing, garden watering and variations during wet and dry years. If, every year, more than 5% of your water supply is not returned to the sewer, please let us know and we'll find out if you qualify for a reduction in charges. There's further information in section 7 on how to claim.

Moving home?

Just complete our online form at [wessexwater.co.uk/moving](https://www.wessexwater.co.uk/moving) and we'll update your bill. Or call us on **0345 600 3 600** (Monday to Friday - 8am to 8pm and Saturday 8am to 2pm). We now aim to install a water meter on all properties when there is a change of occupier, either following a property sale or new tenancy.

Going back to unmetered charges?

If you've opted to have a meter installed you can choose to switch back to paying on an unmetered basis, but this change has to be requested within two years of being on the metered charge. You may only make this change once. This only applies if the meter wasn't previously installed when you moved in to the property. If you've switched to a meter as part of our money back guarantee offer you can revert back, but to qualify for the offer you must keep the meter for the full two years.

Meter tampering and testing

Your meter is owned by Wessex Water. Tampering with it is an offence and will result in a fine. If you think your meter is not recording accurately you can ask for it to be tested. If the results confirm the meter is reading accurately, you will be liable for the cost of the test which will be no more than £70 + VAT (total £84).

Consumer Council for Water

The Consumer Council for Water offer free independent advice if you have followed our complaints process but are still unhappy. Visit www.ccwater.org.uk or call **0300 034 2222**. Alternatively write to: Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

Ofwat

Ofwat is the regulator for the water industry in England and Wales. Visit www.ofwat.gov.uk

Protecting your data

Surveys are carried out to ensure we offer the best possible customer service. The water services regulator Ofwat also conducts surveys, which is perfectly permissible under water industry rules. To find out how we use your personal data visit:

[wessexwater.co.uk/privacy-policy](https://www.wessexwater.co.uk/privacy-policy) or by writing to Wessex Water, Operations Centre, Claverton Down, Bath, BA2 7WW.