



MR. JAY THOMPSON  
54 BUTE GARDENS  
WALLINGTON  
SURREY  
SM6 8SS  
UNITED KINGDOM

**SES Water**  
London Road  
Redhill, Surrey,  
RH1 1LJ

Date: 3 November 2022  
Our Ref: INV-0034574255  
Area: Northern 1

[seswater.co.uk](http://seswater.co.uk)  
 01737 772000  
Mon-Fri, 8am-6pm  
 [customerhelp@seswater.co.uk](mailto:customerhelp@seswater.co.uk)

## Your water and wastewater bill

This is your closing bill for your property 54 Bute Gardens, Wallington, Surrey, SM6 8SS and your account was closed on 31 October 2022.

## Water and wastewater charges

Latest Reading 1 November 2022	Previous Reading 31 October 2022	Period/use
0 0 0 4 3 2  (Actual)	0 0 0 4 3 2  (Actual)	1 days 0m <sup>3</sup>

**28 September 2022  
to 31 October 2022**

**£12.41**

## Account summary

Balance after previous bill  
£77.56 This bill  
£12.41

**Account balance:  
£89.97  
outstanding**

Please pay now:

**£89.97**

Supplied to: 54 Bute Gardens, Wallington, Surrey, SM6 8SS

Account Number: 400971-1

## Water charges

Standing charge (34 days @ £27.11 per year)	£2.53
Water charge (2.00 m <sup>3</sup> @ £1.0300 per m <sup>3</sup> )	£2.06
<b>Total water charges</b>	<b>£4.59</b>

## Wastewater charges

Standing charge (34 days @ £63.58 per year)	£5.92
Wastewater charge (2.00 m <sup>3</sup> @ £0.9488 per m <sup>3</sup> )	£1.90
<b>Total wastewater charges</b>	<b>£7.82</b>

- collected on behalf of Thames Water

### What is a cubic metre?

We measure water in cubic metres (m<sup>3</sup>) and 1m<sup>3</sup> is equal to 1,000 litres of water.



### Standing charge?

This helps maintain the pipes that deliver clean water to your home and take wastewater away. It also includes a £6 contribution toward our Government and customer-backed Water Support Scheme which provides a discount for eligible households facing financial hardship.

### Your total bill

Previous bill	£77.56
<b>This bill</b>	<b>£12.41</b>

### Account balance

**£89.97**

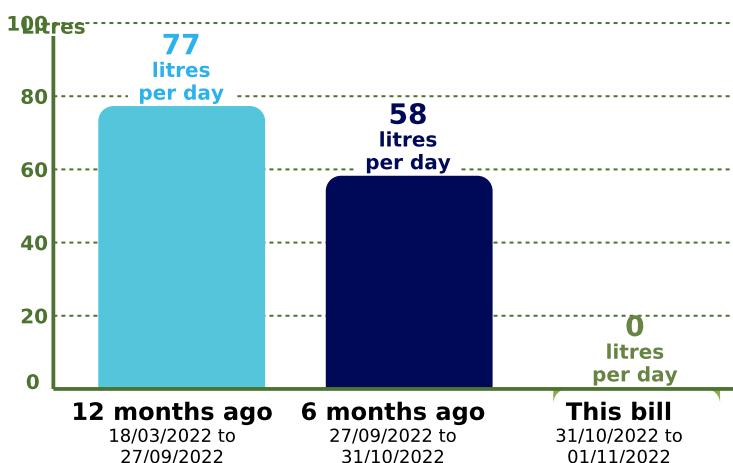
If you're having trouble paying your bill, we can help. Contact us today.

### Need help paying your bill?

See our looking for some help section on this bill or call us today.

### How much water are you using?

To help you keep track of your water usage, we've included this graph to help you be more water-wise.



### Has your consumption changed?

Here are a few things you can do to help reduce your usage.

### Get more from your water

- Don't waste water by letting your tap run, collect it and use it for watering plants or your garden
- Be sure to turn the tap off whilst brushing your teeth
- Have a short shower instead of a bath - a five-minute shower could save up to 60 litres of water

### Any leaks?

A dripping tap or leaky loo can increase your bill without you knowing it.

### How do you compare?

On average, you're using **58 litres** per day. How do you compare with the regional average?

#### Regional average (per day)

	170L
	320L
	460L
	590L
	720L
	860L

## Payment options



Fast, easy, secure... never miss a payment  
Sign up online at [seswater.co.uk](http://seswater.co.uk)

### Credit or debit card:

Visit [seswater.co.uk/paymybill](http://seswater.co.uk/paymybill)  
Automated line **0800 587 2936**.

### Telephone banking or online banking:

Sort code: 57-00-76  
Account number: 00000000 (8 zeros).  
Please quote your account number as reference.

### www.paypoint.co.uk:

To apply for a card call **01737 772000**.

### Post Office or bank:

Pay by cash, cheque or postal order. There may be a charge for this service.

### By Post:

Send the cheque and enclosed bank giro credit slip to SES Water, London Road, Redhill, Surrey, RH1 1LJ.

Please make cheques payable to SES Water and write your account number on the back. Do not send cash or post-dated cheques in the post.

## Looking for some help?

Visit [seswater.co.uk/hereforyou](http://seswater.co.uk/hereforyou) for more details and to apply for one of the options below. You can also give us a call too.

### Water Support Scheme

50% bill reduction for qualifying low income households.

### WaterDirect

If you're on benefits, payment can be deducted directly, meaning never worrying about a bill.

### Breathing Space

Pause your payments if you need some time to get back on your feet.

### Priority Services

Become a priority customer if you need extra help due to long or short-term health, access or communication needs. [seswater.co.uk/priority](http://seswater.co.uk/priority)

### WaterSure

A capped tariff for metered customers who use extra water due to family or health reasons

**Please see our website for full details of how to qualify for one of our schemes and how to make an application - [seswater.co.uk/hereforyou](http://seswater.co.uk/hereforyou)**



DATE \_\_\_\_\_

## bank giro credit



Account number



Collection Account  
Sutton and East Surrey Water plc



9826 0145 0200 0004 0097 1013

Cashiers stamp

Mr. Jay Thompson

Cash	
Cheque	

57-00-76

Branch Sort Code

£ 89.97

Please do not write or mark below this line and do not fold this voucher

< 000040097101 < 570076+ < 73 X

## Useful information

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### Moving home?

Let us know if you're moving home or you may be liable for the charges until the next meter reading or until we find out about the change. Use our online form at [seswater.co.uk/moving](http://seswater.co.uk/moving) or call us with details of your moving date and we'll do the rest.

### Personal data?

We may collect and process a variety of data about you from information you give us. This may be through an online form, over the telephone, email or otherwise. We use your information for the specific purpose(s) for which it has been provided to or collected by us and also to administer, support, improve and develop our business generally and to enforce our legal rights. To find out more about our Privacy Notice and how we process your data, visit [seswater.co.uk/personaldata](http://seswater.co.uk/personaldata)

### Our commitment to you

We take complaints very seriously and will do our best to address your concerns. If we are unable to do this to your satisfaction, we will provide a comprehensive response to help you understand our position. If, after following our complaints procedure you remain unsatisfied with our response you have the right to refer the matter to the Consumer Council for Water [ccwater.org.uk](http://ccwater.org.uk)

### WaterAid

We support WaterAid, an international organisation working to transform millions of lives every year by improving access to safe water, toilets and hygiene.

### Wastewater

Your charges pay for clean water to your home and taking your wastewater away. Depending on where you live, this is provided by Thames Water (whose charges we include in your bill), or Southern Water (which bill you directly).

### High quality water

The quality of our water is governed by the Water Supply (Water Quality) Regulations 2016 and any person may request information about the water quality in our supply area and we will respond within seven days. Visit [seswater.co.uk/wq](http://seswater.co.uk/wq) for more information on water quality in your area, what you can do to look after water in your home and factsheets including discoloured water, taste & odour, hardness & scale, lead in drinking water and particles.

### Our charges

The amount we charge you for clean water and the quality of the service we provide is regulated by the industry regulator, Ofwat. Charges change on 1 April each year and a summary is available at [seswater.co.uk/charges](http://seswater.co.uk/charges)

### How your money is spent

The average household in our supply area spends around 50p a day on their water supply which is invested into our network to continue to provide customers with high quality water all day, every day. To keep our promises to our customers, we measure how we're doing through our performance commitments. We met the vast majority of our 21 targets including drinking water quality and leakage. You can find out more about our performance and how it compares to other water companies at [discoverwater.co.uk](http://discoverwater.co.uk)

### Beating bogus callers

More than half the 'bogus caller' crimes in the UK are committed by criminals pretending to be from a water company, or from the 'water board' – which hasn't existed for more than 30 years! Make sure the caller is genuine, in uniform with an ID badge and branded vehicle before letting them enter your home. If in doubt, keep them out and call us on **01737 772000** – our staff won't mind waiting. For more information to help stay safe visit [seswater.co.uk/boguscallers](http://seswater.co.uk/boguscallers)