



MR. GEOFFREY TURNER
42 ABBEY ROAD
SELSDON
STH CROYDON
SURREY
CR2 8NG

SES Water
London Road
Redhill, Surrey,
RH1 1LJ

Date: 8 November 2022
Our Ref: INV-0034584695
Area: Northern 2

seswater.co.uk
 01737 772000
Mon-Fri, 8am-6pm
 customerhelp@seswater.co.uk

Welcome to your water and wastewater bill

We are a water-only company but we bill on behalf of Thames Water for wastewater and sewage. We will send you a bill once a year to cover both charges and the amount you pay is based on the rateable value for your property. **You make payments once a year using one of our cash payment methods.** Our new 2022/2023 charges are available online at seswater.co.uk/charges.

Account Number

376215-X

Water and wastewater charges

Supplied To: 42 Abbey Road, Selsdon, Sth Croydon, Surrey, CR2 8NG

Lots of customers are saving money with a water meter.



The average saving is £32 compared to an unmeasured bill. Find out more about how you could save at seswater.co.uk/meter

**8 November 2022
to 31 March 2023**

£181.91

Account summary

Balance after
previous bill

£221.04



This
bill

£181.91



Account balance:

**£221.04
outstanding**



Visit: seswater.co.uk/directdebit to set up a direct debit - The fast and easy way to make your payments.

You can pay by credit or debit card online at:
seswater.co.uk/paymybill
or call our automated payment service on:
0800 587 2936

For other ways to pay, please visit our website.

Please pay now:

£221.04

Supplied to: 42 Abbey Road, Selsdon, Sth Croydon, Surrey, CR2 8NG

Account Number: 376215-X

Water charges

Standing charge (144 days @ £39.18 per year)	£15.46
Water charge (RV298 x 0.5515 ÷ 365 x 144)	£64.84
Standing charge (144 days @ £6.00 per year)	£2.37
Total water charges	£82.67

Wastewater charges

- collected on behalf of Thames Water

Standing charge (144 days @ £62.81 per year)	£24.78
Wastewater charge (RV298 x 0.6333 ÷ 365 x 144)	£74.46
Total wastewater charges	£99.24

Your total bill

Previous bill	£221.04
This bill	£181.91

Account balance

£221.04

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

What is RV?

Rateable value is determined by the Inland Revenue and used to calculate bills for those without a water meter. We use RV to calculate your bill:

RV

×

Rate

=

Annual cost

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.

Need help paying your bill?

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

Payment options



Fast, easy, secure... never miss a payment

Sign up online at **seswater.co.uk**



Credit or debit card:

Visit **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** 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**

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



DATE _____

bank giro credit



Account number

376215-X



Collection Account
Sutton and East Surrey Water plc



9826 0145 0200 0003 7621 5106

Cashiers stamp

Mr. Geoffrey Turner

57-00-76

Branch Sort Code

Cash

Cheque

£

221.04

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

< 000037621510< 570076+< 73 X

Useful information

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 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

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

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 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

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

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