

Mr Christopher Diluca & Miss  
Tia Yorke  
59 Westward Road  
Bristol  
BS13 8DB

Customer number:  
**33856774**

Payment reference:  
**2033856774029**

Bill/tax point date:  
11/02/2023

Schedule number:  
02

Bill number:  
4001813127

## Welcome to your annual water services bill

1

Amount due

**Charges for:**  
01 Apr 2023 to  
31 Mar 2024

**Amount brought forward:**  
£13.00 CR

**New charges:**  
£393.65

**Supply address:**  
59 Westward Road, Bristol, BS13 8DB

**Please note:** Payments received after 11th February will not have been deducted

**Total due**  
**£380.65**

See section 3 for more detail

2

Your payment plan

Good news! You are paying by Direct Debit so you don't have to do anything.

**Your next payment: £38.02**  
Your Direct Debit payment will be taken on or just after 02 May 2023.

**Future payments: £38.07**  
Your next 9 payments will be taken monthly on or just after your preferred payment date.

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

## How can we help?

Section

- ▶ Can I save money on my bill with a soakaway? .....3
- ▶ How do I pay my bill?.....5
- ▶ Could I save money by having a water meter fitted?.....6
- ▶ I'm having financial difficulties. Can you help me?.....7

### We are here for you

Are you struggling to pay your bills? Please don't worry. Contact us and we can help. Call **0345 600 3 600** or visit [bristolwater.co.uk/struggling-to-pay](http://bristolwater.co.uk/struggling-to-pay)

### Switch and save money with a water meter

Switching to a meter is quick, easy and FREE. And if it's not cheaper for you in the first two years, we promise to refund the difference and switch you back. On average people save £94 in a year. 9 out of 10 people find out it's #CheaperwithaMeter. Visit [bristolwater.co.uk/cheaper-meter](http://bristolwater.co.uk/cheaper-meter) or call **0345 600 3 600**. Terms and conditions apply.

## 3 Your bill explained

### Account summary

Previous Balance	£750.53
<b>WaterShare+</b>	£13.00 CR
Total payments made	£750.53 CR

**Amount brought forward** £13.00 CR

### Charges for: 01 Apr 2023 - 31 Mar 2024

The rateable value (RV) of your property is 111.



#### Water charges

Water supplied to you by Bristol Water.

Supply Charge	£1.3435 (per year) for RV 111	=	£149.12
Standing Charge	£37.72 (per year) for 366 days	=	£37.72



#### Sewerage charges

Sewerage service provided by Wessex Water.

Service Charge	£1.7911 (per year) for RV 111	=	£198.81
Standing Charge	£8.00 (per year) for 366 days	=	£8.00

**Total** £393.65

### Our charges

These are for water and sewerage services. Any changes are controlled by law and our operating licence. Charges run from 1 April every year with changes published by 1 February.

#### What is a Rateable Value?

Your bill is not based on how much water you use. It's worked out on the rateable value of your property, but isn't the same as council tax bands. Set by the Inland Revenue before 1990, the rate cannot be changed.

#### What is a standing charge?

They're fixed amounts payable by all customers which cover the billing costs, plus some fixed costs for water and/or sewerage services. More at [bristolwater.co.uk/charges](http://bristolwater.co.uk/charges) or [wessexwater.co.uk/charges](http://wessexwater.co.uk/charges)

#### Where does your rainwater go?

You pay a charge for rainwater draining from your roof to the sewer. Rainwater can overwhelm some sewers during intense rainfall and result in storm overflows operating. Save around £25 off your bill by disconnecting downpipes, storing rainwater in a water butt and distributing any surplus rainwater across your garden or into a soakaway. Visit [wessexwater.co.uk/surface-water-drainage](http://wessexwater.co.uk/surface-water-drainage)

## WaterShare+

This bill includes your WaterShare+ credit which is detailed within your account summary. For more information, go to [bristolwater.co.uk/watershare](http://bristolwater.co.uk/watershare)

## 4 Contact us

### Your bill or account

☎ **0345 600 3 600**  
(Monday to Friday - 8am to 6pm and Saturday 9am to 1pm)

💬 **LiveChat at**  
[bristolwater.co.uk](http://bristolwater.co.uk) or  
[wessexwater.co.uk](http://wessexwater.co.uk)

✉ **Submit an enquiry via**  
**our website**

### Water supply

- Loss of supply • Leak
- Water quality problem

☎ **0345 702 3 797**  
(Monday to Friday - 8am to 6pm, emergencies only at other times)

💬 **Live Chat at**  
[bristolwater.co.uk](http://bristolwater.co.uk)

✉ **Submit an enquiry**  
**via our website**

Calls to 0345 numbers usually cost the same as standard UK landline numbers. Text messages are charged at your standard network rate. Please check with your telephone service provider. Please be aware our calls may be recorded.

### Sewerage Service

- 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](http://wessexwater.co.uk)

✉ **Submit an enquiry via**  
**our website**

**We welcome calls via Relay UK**

## 5 Ways to pay

Payments should be made to Bristol Wessex Billing Services Limited. Quote your **payment reference: 2033856774029**

✓ **Direct Debit**  
[bristolwater.co.uk/directdebit](http://bristolwater.co.uk/directdebit)

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

🏦 **Bank & Post Office**  
Take this bill with you to make payment. 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 location visit [payzone.co.uk](http://payzone.co.uk)

### Credit or debit card

💳 **[bristolwater.co.uk/paynow](http://bristolwater.co.uk/paynow)**

☎ **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.**

## 6

## Could you benefit from a meter?



## Why have a meter?

- 9/10 people have lower bills after switching to a meter
- On average people saved £94 in a year after switching
- Switching to a meter is quick, easy and FREE
- There's no risk with our lower bills promise\*

Visit [bristolwater.co.uk/cheaper-meter](http://bristolwater.co.uk/cheaper-meter) or call 0345 600 3 600.

## Do you use a sprinkler?

If you use a sprinkler, you need to be on a metered supply and should apply for a meter if you do not have one fitted.

\*Lower bills promise/switch back

If after 2 years your bills are higher we will be in contact to let you know a comparison between your metered and unmetered charges. If you then decide to switch back you are eligible for a refund of any overpayments. You can request to switch back for free any time during the first 2 years, refunds apply after 2 years of metered charges.

## 7

## Additional help, just for you

## Help to pay your bill

Don't worry if you're struggling to pay, talk to us today. We will try to help you:

- 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

Visit [bristolwater.co.uk/help-to-pay](http://bristolwater.co.uk/help-to-pay) or call us.

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

## Priority Services

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

- Help if your water supply gets interrupted
- Bills and leaflets in braille, large print or other languages
- A password to protect against scam house calls

It's free and easy to register today at [bristolwater.co.uk/priority-services](http://bristolwater.co.uk/priority-services) or call us.

Energy companies offer a similar service.

## Accessible bill?

If you need this bill in an accessible format please contact us.

## 8

## Useful information

## Our Complaint Process

We want to provide the best experience possible for our customers, and if we don't get things right we will do everything we can to get it resolved.

Step 1 - The quickest way to get any issue resolved is to call us using our contact details in Section 4.

Step 2 - If you are not happy with our resolution, then get back in touch and we will escalate your complaint to a Senior Manager for review.

Step 3 - If you are not happy with the final resolution, your issue is over eight weeks old, or you just want some free, trusted, independent advice. You can call the Consumer Council for Water (CCW) the independent voice for water consumers in England and Wales by calling 0300 034 2222 or use its online form at [www.ccwater.org.uk/contact-us](http://www.ccwater.org.uk/contact-us).

## Ofwat

Ofwat is the regulator for the water industry in England and Wales. Visit [www.ofwat.gov.uk](http://www.ofwat.gov.uk)

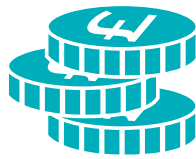
## Protecting your data

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. We may have enclosed a leaflet about WaterAid, the charity providing clean water and sanitation internationally. To find out how we use your personal data visit:

- [bristolwater.co.uk/privacy-policy](http://bristolwater.co.uk/privacy-policy) or by writing to Bristol Water, Bridgwater Road, Bristol, BS13 7AT
- [wessexwater.co.uk/privacy-policy](http://wessexwater.co.uk/privacy-policy) or by writing to Wessex Water, Operations Centre, Claverton Down, Bath, BA2 7WW



# A HELPING HAND



## Get help paying your water bill

If you're struggling to pay your water bills, we have a range of plans to reduce your bills and help manage your payments.



**Talk to us for help and advice**

Call: 0345 600 3600

[bristolwater.co.uk/help-to-pay](https://bristolwater.co.uk/help-to-pay)

## Get a little extra help whatever your needs

If you have additional physical or mental health needs, we can help with meter reading, different bill formats, priority repairs, emergency bottled water and more.



**Find out how we can help you**

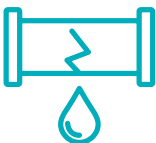
Call: 0345 600 3600

[bristolwater.co.uk/priority-services](https://bristolwater.co.uk/priority-services)



## Be stranger aware – if in doubt, keep them out

Unwanted callers may target elderly or vulnerable people by pretending they work for Bristol Water. All of our staff carry photographic identification and operate a password system where requested.



## What to do if you have a leak

If you think you may have a leak on your pipework, please visit our website for further help [bristolwater.co.uk/help-with-leaks](https://bristolwater.co.uk/help-with-leaks)



## Bristol Water Customer Promise

The Bristol Water Customer Promise details the levels of service around water quality and supply, customer service and billing that you can expect from us. And what compensation we'll pay if we don't meet these targets.

**Visit: [bristolwater.co.uk/promise](https://bristolwater.co.uk/promise) or call 0345 702 3797**



**Wessex Water**  
YTL GROUP

# Your sewerage services

## Where we're investing

**Every day we take away sewage and wastewater and treat it so it can be returned to the environment safely. We work 24/7 to deliver this essential service. Between 2020 and 2025 we are investing £1.4 billion to make things even better for both you and the environment.**

## Tackling storm overflows

Storm overflows automatically operate during heavy rainfall to release diluted wastewater, mainly rainwater, to prevent homes and highways from flooding. We believe overflows have no place in the 21st century, but they are a legacy from the past so it will take time and significant investment to resolve them.

We're investing £3 million a month to tackle overflows and reduce how often they operate, with work already underway.

### How you could help

You pay a charge for rainwater draining from your roof to the sewer. However, you could save around £25 off your bill by disconnecting downpipes, storing rainwater in a waterbutt and distributing any surplus rainwater across your garden or into a soakaway.

That will help ensure rainwater doesn't overwhelm some sewers during intense rainfall and result in storm overflows operating.

Find out more at [wessexwater.co.uk/overflows](https://wessexwater.co.uk/overflows)

## Your drains

While we're responsible for maintaining public sewers, you are responsible for maintaining your private drain - that's the section of pipe which serves only your property and is inside your property boundary. Where your private drain joins other pipework from neighbouring properties it becomes our responsibility. To find out more about sewer ownership visit: [wessexwater.co.uk/pipework](https://wessexwater.co.uk/pipework)

### Our pipework

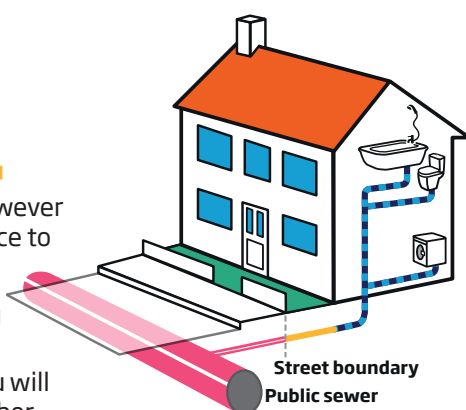
We maintain it and will clear any blockages as quickly as we can.

### Your pipework

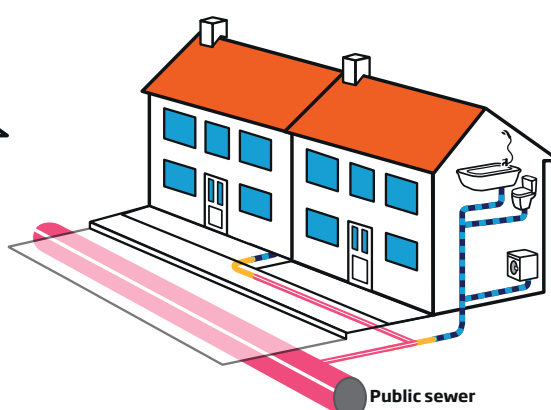
Your responsibility, however we can provide guidance to help you look after it.

### Your pipework and fittings

Your responsibility, you will have to contact a plumber if you have a blockage.



**Typical detached property**



**Typical attached property**

## Important information

### Your comments

If you have any comments or complaints about the services we provide, our core customer information for enquiries and complaints shows how you can get in touch.

For more information visit: [wessexwater.co.uk/policy](https://wessexwater.co.uk/policy) or call 0345 600 3 600 (Monday to Friday, 8am to 6pm; Saturday, 9am to 1pm) for a leaflet.

### Our promises

Wessex Water offers customers one of the best overall guarantees in the industry which apply to our water and sewerage services, such as supply interruptions, sewer flooding, and customer services.

For a full list of our promises visit [wessexwater.co.uk/promises](https://wessexwater.co.uk/promises) or call 0345 600 3 600 (Monday to Friday, 8am to 6pm; Saturday, 9am to 1pm).

### Your view matters

We value your opinion so please join our online customer research panel.

You can tell us what you think of our services, how we can improve and help us plan for the future.

Visit: [wessexwater.co.uk/have-your-say](https://wessexwater.co.uk/have-your-say)

For more information about our services visit: [wessexwater.co.uk](https://wessexwater.co.uk)