



Need to get in touch?  
go to

[southernwater.co.uk](http://southernwater.co.uk)

0845 272 0845

Weekdays - 8am to 8pm, Saturday - 8am to 5pm

MR A CUSTOMER  
1 ANYTOWN ROAD  
ANYTOWN  
TW1 XXX



Your customer number

01234567

1

Payment reference

000X XXXX XXXXX

Date 27 Jan XXXX

### Your unmetered bill for 01 April XXXX to 31 March XXXX

This is a summary of your bill for wastewater taken away from your property.

Xxxxx Xxxx Xxxxx provide your water XXXXX XXXXXX

You will receive a separate bill from Xxxxx Xxxx Xxxx for the water they bring to your property

### About your payments

Your next monthly payment

£xx.xx

Your previous monthly payment

£xx.xx

Please continue to make payments using your payment card

Outstanding Balance

£xxx.xx

### Payments to be paid ( tick when paid )

|             |                                     |             |                                     |             |                                     |             |                                     |
|-------------|-------------------------------------|-------------|-------------------------------------|-------------|-------------------------------------|-------------|-------------------------------------|
| 15 Apr XXXX | £xx.xx [ <input type="checkbox"/> ] | 15 May XXXX | £xx.xx [ <input type="checkbox"/> ] | 15 Jun XXXX | £xx.xx [ <input type="checkbox"/> ] | 15 Jul XXXX | £xx.xx [ <input type="checkbox"/> ] |
| 15 Aug XXXX | £xx.xx [ <input type="checkbox"/> ] | 15 Sep XXXX | £xx.xx [ <input type="checkbox"/> ] | 15 Oct XXXX | £xx.xx [ <input type="checkbox"/> ] | 15 Nov XXXX | £xx.xx [ <input type="checkbox"/> ] |
| 15 Dec XXXX | £xx.xx [ <input type="checkbox"/> ] | 15 Jan XXXX | £xx.xx [ <input type="checkbox"/> ] |             |                                     |             |                                     |



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MR A CUSTOMER  
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TWN XXX



Date 29 Jan XXXX

### Your unmetered bill for 01 April XXXX to 31 March XXXX

This is a summary of your bill for wastewater taken away from your property.

Xxxxx Xxxx Xxxxx provide your water XXXX XXX XXXX

You will receive a separate bill from Xxxxx Xxxx Xxxxx for the water they bring to your property

2

**Payment in full is due by 1st April, or if you want to pay by two instalments please pay £xxx.xx by 1 April and £xxx.xx by 1 October. A further reminder will be sent when the second payment is due.**

Your prompt payment is appreciated

3

**Amount to pay now**

£x,xxx.xx

2

When charges are based on a property's rateable value, they are due in advance. You can pay by two half-yearly instalments if you prefer, although you'll need to pay the first instalment by the date quoted on the bill.


If you don't, it will mean that the whole bill becomes immediately payable and the option to pay by two instalments will be withdrawn. However, if you're experiencing genuine difficulties paying your bill, please contact our customer service centre to discuss the options available to you.

3

This shows the amount now due for payment. If payment is not received by the due dates then recovery action may commence.

## How we worked out your bill

The rateable value for your property = £xxx

| Charges  | Charge per £ of rateable value | Rateable Value Charge | Standing Charge | Total   |
|--|--------------------------------|-----------------------|-----------------|---------|
|  Wastewater | xxx.xxp x xxx                  | £xxx.xx               | £xx.xx          | £xxx.xx |

Total charge for 01 April XXXX to 31 March XXXX **£xxx.xx**

## Your account summary

|   |                         |
|---|-------------------------|
| <b>4</b> Balance brought forward                                    | £xxx.xx                 |
| What you've paid since your last bill                               | £xxx.xx Credit <b>5</b> |
| What you've been charged for<br>From 01 April XXXX to 31 March XXXX | £xxx.xx                 |
| <b>Outstanding Balance</b>  | <b>£xxx.xx</b>          |

## Your questions answered

We take away your wastewater

### Can I change my rateable value (RV)?

The RV for your property cannot be changed. It was set by the Valuation office up to 1990 based on the size, type, general condition and location of the property.

The Valuation Office no longer changes RVs and water companies are not allowed to change them or use council tax bandings as an alternative.

### What is the standing charge?

There are certain costs that do not depend on how much water customers use. These costs include, for example, the cost of sending bills, collecting payments and dealing with enquiries. The standing charges covers these costs.

### Why are wastewater charges higher than water supply?

Our wastewater charges are higher as it is more expensive to treat and dispose of wastewater to a high standard than it is to provide a fresh water supply

**4** This is any amount outstanding or credit balance brought forward from your last bill.

**5** If you see the word Credit on your bill this means that your account is in credit. If you pay by Direct Debit or payment card, you will be building up credit to settle the bill. Any credit left over will be carried forward to your next bill.

## Can we help you with your bill?

If you have problems paying your bill, please contact us as soon as possible. We'll be happy to help:

- check to see if you're entitled to help with your bill
- set you up with a payment plan, so you can pay smaller amounts over time
- suggest ways you can reduce your bill

**Freephone :** 0800 027 0363

**Email :** [debtadvice@southernwater.co.uk](mailto:debtadvice@southernwater.co.uk)

**Website :** [www.southernwater.co.uk](http://www.southernwater.co.uk)

## What can you do to reduce your bill?

**6** If all of your surface water drains to a soakaway you can claim a rebate on your wastewater standing charges.

To find out more please go to our website or call us **0845 272 0845**

### Customer code of practice

This is available for all customers and provides a full range of information about Southern Water and the services we provide.

This can be viewed at [www.southernwater.co.uk](http://www.southernwater.co.uk) or you can request a copy by writing to:

**Southern Water,  
Customer Services,  
Southern House,  
Yeoman Road,  
Worthing BN13 3NX**

## How can I pay?

There are several ways to pay your bill. You can choose which is best for you.



**Direct Debit** – If you would like to pay by Direct Debit contact us or visit the website at [www.southernwater.co.uk](http://www.southernwater.co.uk)



**At a bank or post office** – You can pay at most banks or post offices by using the payment slip over the page.

This service is free if you pay at a post office, any branch of Natwest, or your own bank (unless you bank with Santander or Halifax).



**Debit and credit card** – You can pay by card on our website at [www.southernwater.co.uk](http://www.southernwater.co.uk) or by phoning **0845 270 1508** (24 hours a day).



**By post** – Fill in the payment slip over the page and send it, with a cheque made payable to Southern Water, to PO Box 41, Worthing, West Sussex, BN13 3NZ.



**Online or telephone banking** – When paying through online or telephone banking, quote your payment reference number on the front of the bill. Our bank sort code is 40-02-50 and account number is 91426907.



**PayPoint** – You can pay by cash wherever you see the PayPoint sign. Please take your bill or your payment card with you.

**6** Surface water is the rainwater run-off from your roof and other paved areas. A charge is made for this where the rainwater runs into the public sewer.

If none of the rainwater from your property goes into the public sewer, you can claim a rebate by completing a form on the 'Your wastewater' section of our website.