

Need to get in touch?

southernwater.co.uk

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

MR A CUSTOMER
1 ANYTOWN ROAD
ANYTOWN
TW1 XXX

<u>Կլեվուելի ենի իկինոր Մի</u>ելի

Your customer number 01234567

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 Xxxxx Xxxxx provide your water XXXXX XXXXXX

You will receive a separate bill from Xxxxx Xxxx Xxxxx 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	15 May XXXX £xx.xx [ ]	15 Jun XXXX
15 Aug XXXX SAM £xx.xx [ ] P	15 Sep XXXX SAM£xx.xx [A]/	15 Oct XXXX SALExx.xx [/] 15 Nov XXXX SA Exx.xx [S]
15 Dec XXXX AM £xx.xx [ ]	15 Jan XXXX SAM£xx.xx [A]	PLE SAMPLE SAMPLE SAMPLE SAMPLE SAM

1 This is your payment reference number. You'll need this when making a payment or setting up a payment scheme, such as Direct Debit or payment card.



Need to get in touch?

Your customer number 01234567

Payment reference 000X XXXX XXXXX

1 ANYTOWN ROAD

**ANYTOWN** 

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

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 will be sent when the second payment is due.

Your prompt payment is appreciated

October. A further reminder

Amount to pay now

£x,xxx.xx

difficulties paying your bill, please contact our customer service centre to discuss the options available to you. This shows the amount now due for payment. If payment is not received by the due dates then recovery action may commence.

When charges are based on a property's rateable value, they

date quoted on the bill.

If you don't, it will mean that the whole bill becomes immediately payable and the

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

option to pay by two instalments

will be withdrawn. However, if you're experiencing genuine Account Type Unmetered Customer number 01234567

Date 27 Jan XXXX Page Page 2 of 4

# How we worked out your bill

The rateable value for your property = £xxx

E SAMPLE SAMPLE ECharges LE SAMPLE E SAMPLE SAMPLE	Charge per £ of rateable value	Rateable Value Charge	Standing Charge	Total
Wastewater	SAMPLE SAMP SAMPLE SAMP SXX.XXP X XX MP SAMPLE SAMP	£xxx.xx	£xx.xx	£xxx.xx

Total charge for 01 April XXXX to 31 March XXXX

£xxx.xx

# Your account summary SAMPLE

Balance brought forward PLE SAMPLE SA	£xxx.xx	
What you've paid since your last bill	£xxx.xx Credit 5	
What you've been charged for SAMPLE S	PLE £XXX.XX SAMPLE	
Outstanding Balance AMPLE SAMPLE SAMP	£xxx.xx SAMPLI	

# 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

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

Account Type

Customer number

# 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
- suggest ways you can reduce your bill

debtadvice@southernwater.co.uk Email :

## What can you do to reduce your bill?

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 or you can request a copy by writing to:

Customer Services, Southern House,

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

Debit and credit card - You can pay by card on

our website at www.southernwater.co.uk or



At a bank or post office - You can pay at most banks or post offices by using the payment slip over the

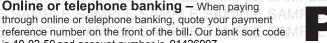
Your Payment reference number 000X XXXX XXXXX



or Halifax).

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.

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





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

Surface water is the rainwater run-off from your roof and other paved areas. A charge is made for this where the rainwater

> 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.

























