




MR A CUSTOMER
 14 LONG POND ROAD
 WORTHING
 WEST SUSSEX
 BN98 4XX

Date:
 01 April 2009
 Your Customer No: **0012345678** Your Payment Ref:
3011122200010
 Bill for:
 14 Long Pond Road, Worthing,
 West Sussex, BN98 4XX



Your Unmetered Water and Wastewater Services Bill for billing period 01 April 2009 to 31 March 2010 **Total now due £346.52**









How your bill is calculated

-  The rateable value for the property is £158
-  Water supply pence in the £ is 53.3p
-  Wastewater pence in the £ is 111.7p
- Number of days in billing period = 365




Need more information?
Please turn over 

Breakdown of charges for this bill

 Water supply rateable value charge	84.21
 Water supply standing charge	29.54
 Wastewater rateable value charge	176.49
 Wastewater standing charge	27.28
 Surface water drainage	22.00 
 Highway drainage	7.00 
Total for this bill	£346.52

Ring our 24 hour automated service on 0845 270 1508 to pay your bill, tell us you are moving home or request monthly payments.
Water is a priority service.

Account Summary

 Balance brought forward	00.00
Charges from this bill	346.52
Total now due	£346.52

This bill can be paid in two parts.
 £173.26 is due on 1 April 2009 and £173.26 is due on 1 Oct 2009.
 A further giroslip will be sent when the second payment is due.

Instruction to your Bank or Building Society to pay by Direct Debit



Originator's Identification Number:
 994915

Name(s) of account holder(s)

How would you like to pay?

- In full on receipt of bill 2 half yearly payments (May and October) 10 monthly payments

On what day of the month would you like to pay?

1st 5th 10th 15th 20th 25th

Bank/Building Society account number

Payment reference number

Branch sort code

Signature(s) Date

Banks and Building Societies may not accept Direct Debit instructions from some types of account

Data may be processed within the UK or abroad

Please return to P.O. Box 41, Worthing, BN13 3NZ

The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change, Southern Water will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Southern Water or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

This guarantee should be detached and retained by the Payer



Our charges explained



What is a rateable value (RV)?

The rateable value of a property was the basis on which, prior to 1 April 1990, general rates were payable to the local authority.

Although the Community Charge and later the Council Tax, replaced general rates, the Water Industry Act 1999 allowed water companies to continue to use rateable values to calculate a bill for each property without a water meter.

What are rateable value charges (Pence in the £)?

Our rateable value system of charging usually applies to properties built before April 1990. The last published rateable values were in 1989 and varied according to the district in which the property was located together with its type and size. Our charges are set to recover the variable costs involved in the treatment and purification of the water supply and the treatment and disposal of wastewater. Generally, properties built since April 1990 are supplied via a water meter.

Is the rateable value charge the same as Council Tax?

No. Council tax banding is based on the market value of a property. The rateable value was based on the annual rental value when it was assessed (prior to 31 March 1990). These are two different systems so a change in your council tax banding will not affect the rateable value.

What are standing charges?

A proportion of our charges relate to the costs involved in maintaining the water supply, distribution network and making a supply available to your property. The charge is fixed for the year regardless of the amount of water used.

What is surface water drainage?

Surface water is the rainwater run off from your roof and other paved areas. A charge is made for this where it runs into the public sewer. However, if none of the rainwater from your property goes into the public sewer, you can claim a rebate. You can only claim the rebate for the year in which you make your claim.

What is highway drainage?

Rainwater from highways drains into the public sewers and then becomes our responsibility. Properties connected to the public sewer are liable for the highway drainage.

Can I change the way my charges are calculated?

You can apply to have a water meter fitted so charges become based on the amount of water supplied. Meters are usually fitted free for domestic customers. If you would like more information on having a meter fitted, please visit our website at www.southernwater.co.uk

How do we calculate a rateable value (RV) bill?

RV X water pence in £ = Water supply charge
RV X wastewater pence in £ = Wastewater supply charge

Data may be processed within the UK or abroad.



Online

Visit www.southernwater.co.uk to:

- set up an account
- pay your bill online
- apply for a water meter
- tell us you are moving home



By telephone

24-hour automated services 0845 270 1508:

You can now carry out a range of automated transactions quickly and conveniently:

- tell us you are moving home
- set up a direct debit
- apply for a payment card
- pay your bill

If you wish to talk with one of our Customer Advisors:

Call **0845 272 0845** Mon to Fri 8am – 6pm. Sat 8am – 1pm.
(Our busiest times are between 9 – 10.30am and 4 – 5pm)

For Water and Wastewater enquiries regarding:

- the quality or pressure of your water supply, or
- a blocked drain or sewerage enquiry

Call **0845 278 0845** (available 24 hours a day)

How to contact us



Minicom We offer a text phone service for customers with speech or hearing difficulties. If you have a text phone, call **0845 275 0845**



By post or by fax

Write to us, quoting your customer number, at:

P.O. Box 41, Worthing, BN13 3NZ

Fax us on **01903 691435**



Thinking of moving?

You can tell us you are moving at www.southernwater.co.uk. If you have a water meter, you must give us at least 2 working days notice or you can provide your own meter reading on the day you move. Otherwise you may be charged for the water supplied after you have moved.

Southern Water Services Ltd Registered Office Southern House, Yeoman Road, Worthing, BN13 3NX

Registered in England No: 2366670 VAT Reg. no: 813 0378 56

How to pay your bill



Direct Debit

Please contact us if you prefer to pay by Direct Debit or visit our website www.southernwater.co.uk.



PayPoint

Cash payments can be made anywhere you see the PayPoint sign. Please take your bill with you.



Debit and credit cards

Pay online at www.southernwater.co.uk or you can ring our automated line on **0845 270 1508** (available 24 hours a day).



At a bank or post office

Payments can be made at most banks or post office branches using the payment slip provided. This service is free of charge if paid at the post office, any branch of your own bank or at a NatWest bank. (Excludes Abbey and Halifax.)



Home or telephone banking

Please quote your payment reference number. Our bank sort code is 57 70 63 and our bank account number is 00000000.



By post

Complete and tear off the payment slip and send it with your cheque made payable to Southern Water to PO Box 41, Worthing, West Sussex BN13 3NZ. Please note, we do not issue receipts for cheques or postal orders unless you send us the bill.



bank giro credit



	Reference (payment) 3011122200010	Credit account number 557 7063	£	Amount due (No fee payable at PO Counter) <div style="border: 1px solid black; height: 30px; width: 100%;"></div>				
Cashiers stamp and initials	Signature _____	Date _____	CHEQUE acceptable					
<p>MR A CUSTOMER 14 LONG POND ROAD WORTHING</p>				<p>57-70-63</p>				
				<p>£ <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td style="width: 40px; height: 30px;"></td><td style="width: 40px; height: 30px;"></td></tr><tr><td style="width: 40px; height: 30px;"></td><td style="width: 40px; height: 30px;"></td></tr></table></p>				

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Cash			
Cheques			