

MR A CUSTOMER
1 ANYTOWN ROAD
ANYTOWN
TWN 1XX



Customer Number:
01234567

1 Payment reference number:
XXXX XXXX XXXXX

Bill Date:
30 January XXXX

2 Supply address:
1 ANYTOWN ROAD
ANYTOWN TWN 1XX

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Your metered assessed bill

3 For 01 April XXXX to 31 March XXXX

Your account summary

| | £ | |
|---------------------------------------|--------|-----------------|
| Balance brought forward | xxx.xx | |
| What you've paid since your last bill | xxx.xx | Credit 5 |
| Transfers | xxx.xx | Credit 6 |
| Adjustments | xxx.xx | 7 |

Charges this period

| | £ |
|-------------------------------------|--------|
| Assessed water and sewerage charges | xxx.xx |

See page 2 for full details

8 What you need to pay now

£xxx.xx

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.

If you choose to pay by instalments and do not make payment by 1st April the full account balance will become due for payment

Do you live alone and receive a single person discount on your Council Tax bill? If so you are entitled to a reduction on your assessed charges.

To apply, all you need to do is complete the enclosed application form, which must include the reference number from your discounted council tax bill, and return it to us in the pre-paid envelope.

Water saving tips



For every minute you reduce your showering time you can cut your energy bill by £10 a year.



Fix dripping taps. A dripping tap can waste up to 15 litres of water a day, or almost 5,500 litres per year. Replace worn washers for a quick and cheap way of reducing your usage.



By washing up in a bowl as opposed to under a running tap you could save around £40 a year if you have electric heating or £25 off your gas bill.



A sprinkler can use as much water in one hour as a family of four in a whole day, so swap your sprinkler for a watering can.

- 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.
- 2** This is the address to which the bill relates.
- 3** The bill covers the period between your previous two meter readings.
- 4** This is any amount outstanding or credit balance brought forward from your previous 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.
- 6** Transfers show where a balance has been transferred from one account to another account.
- 7** Adjustments are where we have adjusted your account, for instance when giving a leak allowance or surface water rebate.
- 8** This shows the amount now due for payment. However, if you already pay by Direct Debit or payment card this amount will be included in your payment scheme.

How to pay your bill



Direct Debit – please fill out the enclosed form 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 or your payment card 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 the 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 Santander 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 at 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.



Payment card – ring our 24 hour automated service on **0845 270 1508** to apply for a payment card. This can be used at all Post Offices and Paypoint outlets. We can offer weekly, fortnightly or monthly payment options to help you budget.



If Southern Water has registered a Default on your Consumer Credit File, the charges from this bill will be added to the total default amount outstanding. Southern Water will have sent you previous correspondence to advise you of our default process.