



MR BILL SIMPLIFY
110 UTILITY STREET
BRIGHTON
BN1 1OK

Making amends – we're deeply sorry

We've reduced your wastewater charges till 2025 to make up for failings in managing and reporting compliance at our wastewater treatment works. We agreed with Ofwat that customers will receive £123m and our shareholders will pay a £3m fine. Your charges may rise with inflation and depending on your water use, but they will be less than they would have been without that agreement. For more information see southernwater.co.uk/making-amends.



Visit our website for live chat or to log into your account
southernwater.co.uk/help



0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm



Your customer number
12345678

1



Your payment reference
000450 1623123

Dear Mr Simplify,

Here's your latest bill based on the meter reading we took on 29 Feb 2019. You currently pay by Direct Debit, so you don't need to do anything – your payments will be taken automatically.

Understanding your bill

- 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 shows the water you have used for the period of time covered by the bill.
- 3 This shows your last two meter readings for the period of time covered by the bill.
- 4 This shows the water you used during your previous billing period.
- 5 This is the total charges for this bill. A breakdown of these charges is shown within the Water and Wastewater boxes at the bottom of this page.
- 6 This shows the period of time covered by the bill.
- 7 This shows the total charges for your previous bill.
- 8 This shows the amount and date of your next payment. A breakdown of your future payments is on page 2 of your bill (including any changes in payment amount and date).
- 9 This is your previous payment plan amount.

Meter reading

Water used in cubic metres

2 **158 m³**

One cubic metre = 1,000 litres.
This is equivalent to 11 baths, 31 (4 min) showers or 166 toilet flushes.

3 Meter number: XXXXXXXX

Latest reading: 1 Feb 2020

		1	3	9	5	.	0	0
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Previous reading: 1 Mar 2019

		1	2	3	7	.	0	0
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Your next meter reading is scheduled to take place by 26 Aug 2020.

4 Previous bill's usage
138 m³

Charges

5 **£xxx.xx**

Bill date
10 Feb 2020

6 Billing period
From: 1 Mar 2019
To: 1 Feb 2020

Bill type
Metered - Direct Debit

7 Previous bill's charges
£xxx.xx

Future payments

Next monthly payment

8 **£xx.xx**

1 Mar 2020

For full list of future payments,
see Your payments summary

Struggling to pay? See p. 3

9 Previous bill's payments
£xx.xx monthly



Water

Period: 1 Mar 2019 to 31 Mar 2019

Fixed rate £x.xxx x 14.00 m³ = £xxx.xx

Period: 1 Apr 2019 to 1 Feb 2020

Fixed rate £x.xxx x 144.00m³ = £xxx.xx

Standing charge = £xx.xx

Total water £xxx.xx



Wastewater

Period: 1 Mar 2019 to 31 Mar 2019

Fixed rate £x.xxx x 12.95m³ = £xxx.xx

Period: 1 Apr 2019 to 1 Feb 2020

Fixed rate £x.xxx x 133.20 m³ = £xxx.xx

Standing charge = £xx.xx

Total wastewater £xxx.xx

Standing charge:

This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

Wastewater charges:

Wastewater volume charge is based on 92.5% of the volume of water supplied – a figure set by the industry. These costs are higher as treatment and disposal of wastewater costs more than supplying fresh water.

Your account summary

10	Balance brought forward from your last bill	£xx.xx
11	What you've paid since your last bill	£xx.xx
	What you've been charged for from 1 Mar 2019 to 1 Feb 2020	£xx.xx
13	Transfer from account XXXXXXXXXXXXXXXX	£xx.xx
14	Adjustments	£xx.xx
15	Account balance	£xx.xx (credit) 12
16	Outstanding balance	£xx.xx
17	Amount to pay now	£xx.xx

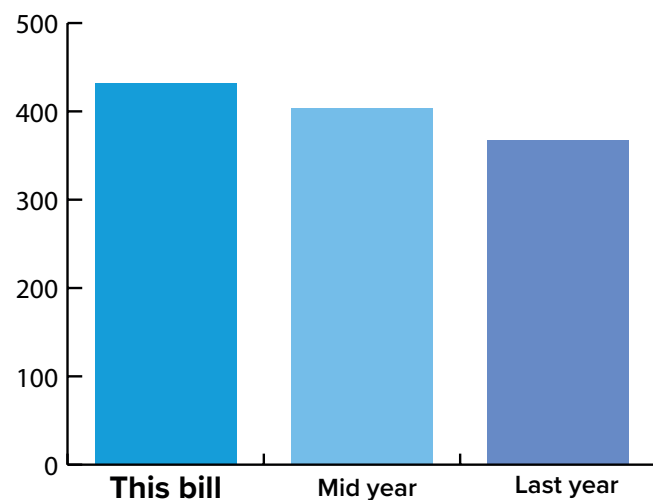
Your water usage naturally changes throughout the year. Credit in your account prevents you falling into debt. To learn more please visit southernwater.co.uk/how-my-payment-plan-works.

Your payments summary

Past monthly payments		Future monthly payments	
1 Mar 2019	£xx.xx	1 Mar 2020	£xx.xx
1 Apr 2019	£xx.xx	1 Apr 2020	£xx.xx
1 May 2019	£xx.xx	1 May 2020	£xx.xx
1 Jun 2019	£xx.xx	1 Jun 2020	£xx.xx
1 Jul 2019	£xx.xx	1 Jul 2020	£xx.xx
1 Aug 2019	£xx.xx	1 Aug 2020	£xx.xx
1 Sept 2019	£xx.xx	1 Sept 2020	£xx.xx
1 Oct 2019	£xx.xx	1 Oct 2020	£xx.xx
1 Nov 2019	£xx.xx	1 Nov 2020	£xx.xx
1 Dec 2019	£xx.xx	1 Dec 2020	£xx.xx
1 Jan 2020	£xx.xx	1 Jan 2021	£xx.xx
1 Feb 2020	£xx.xx	1 Feb 2021	£xx.xx
Total	£xxx.xx	Total	£xxx.xx

Your water use

Over the last twelve months your household used an average of **430** litres a day. You're using **£1.82** of water a day on average.



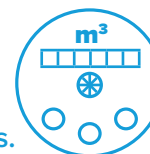
We noticed your water use has increased by 25 litres of water a day on average.

If you use less water, you'll save money on your bill. Find out how you could reduce your usage here:



southernwater.co.uk/save-water

Your water meter is read twice a year. We can read most meters from the street – so you may not have noticed when we read yours.



Understanding your bill

- 10** This is any amount outstanding or credit balance brought forward from your previous bill.
- 11** This shows the total of all payments received since your last bill and will be offset against the billed charges.
- 12** If you see the word 'credit' next to the 'Account balance' or 'Outstanding balance', 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.
- 13** Transfers show where a balance has been transferred from one account to another account.
- 14** Adjustments are where we have adjusted your account, for instance when giving a leak allowance or surface water rebate.
- 15** This shows the credit amount on your account which has been included when the new payment amounts have been calculated.
- 16** This shows the balance outstanding on your account which has been included when the new payment amounts have been calculated.
- 17** This shows the amount now due for payment. If payment is not received by the payment due date then recovery action may begin.

More information

Struggling to pay?

If you're struggling to pay your bill, we're here to help. Please contact us as soon as possible to talk about the support we can offer you.



0800 027 0363



debtadvice@southernwater.co.uk



southernwater.co.uk/account/
help-paying-your-bill

Moving home?

Please give us at least two days' notice before you move, so we can read your meter.

Alternatively, you can check your meter on the day you leave the property and submit your reading here:



0330 303 0277

Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm



southernwater.co.uk/account/
moving-home

Contact us



Visit our website

You can access your online account and live chat at:

southernwater.co.uk



Call us

0330 303 0277

Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm



Write to us

Southern Water Services
PO Box 564, Darlington
DL1 9ZG



Automated payment line

0330 303 1263

24 hours 7 days a week

We're here to help



Minicom text phone for Deaf people

0330 303 1265

Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm



About your water supply and wastewater

0300 303 0368

24 hours 7 days a week



Extra care services, braille or talking bills

0800 027 0800

Weekdays – 8am to 7pm



Spotted a leak?

0800 020 999

Freephone lines open
24 hours 7 days a week

We value your privacy

We're committed to safeguarding your information too, which we use:

- to offer water and wastewater goods and services
- to track trends and create customer profiles
- with credit references agencies for credit management purposes
- with neighbouring water companies to complete the billing process.

For more about what we do visit southernwater.co.uk/privacy.

If we get something wrong

Our Code of Practice sets out our standards of service and what we'll do if we fail to meet them, including the amount of compensation we'll pay you. For more information visit southernwater.co.uk/cop.

Complaints

If you have a complaint or an ongoing problem with our service, we want to know so we can put things right. Please call:

0330 303 027



If you've made a complaint to us and are still unhappy, you can get free independent advice from the **Consumer Council for Water** by calling **0300 034 2222** or visiting ccwater.org.uk.

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

Southern Water Services Ltd
Registered office: Southern House,
Yeoman Road, Worthing, BN13 3NX.
Registered in England No: 2366670
VAT Reg No: 813 0378 56