Your bill explained

This bill shows the information you'll see if you pay for both water and wastewater with us and you don't have a water meter.

If we bill you for water or wastewater only, you will only see that information on your bill, but the way we create the bill is the same.

Invoice number
Unique to each bill we produce on your account.

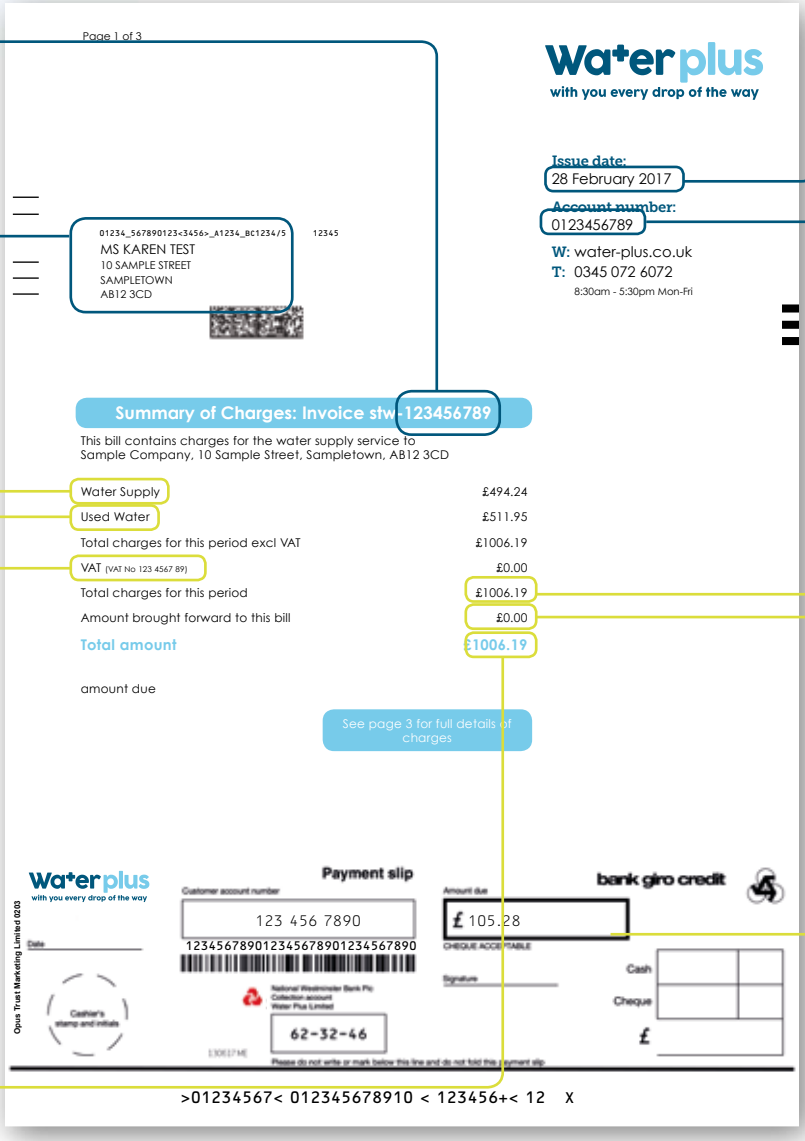
Your site address
The address that water is supplied to and/or wastewater is taken away from and the address the bill relates to.

Water supply
Costs for the clean water you've used.

Used water
Costs for the wastewater that leaves your premises and is treated and cleaned.

VAT charges
You usually only have to pay VAT if you're a chemicals, construction, engineering, manufacturing, mining, textiles or utilities business. If you're not sure get in touch.

Total amount
The total amount you need to pay us.



Page 1 of 3

Water plus
with you every drop of the way

Issue date:
28 February 2017

Account number:
0123456789

W: water-plus.co.uk
T: 0345 072 6072
8:30am - 5:30pm Mon-Fri

01234_567890123<3456>_A1234_BC1234/5 12345
MS KAREN TEST
10 SAMPLE STREET
SAMPLETOWN
AB12 3CD

Summary of Charges: Invoice stw-123456789

This bill contains charges for the water supply service to Sample Company, 10 Sample Street, Sampletown, AB12 3CD

Water Supply	£494.24
Used Water	£511.95
Total charges for this period excl VAT	£1006.19
VAT (VAT No 123 4567 89)	£0.00
Total charges for this period	£1006.19
Amount brought forward to this bill	£0.00
Total amount	£1006.19

amount due

See page 3 for full details of charges

Water plus
with you every drop of the way

Payment slip

Customer account number
123 456 7890
12345678901234567890123456789 0

Amount due
£ 105.28

bank giro credit

Date

Cashier's stamp and initials

National Westminster Bank Plc
Collection account
Water Plus Limited

62-32-46

Cash
Cheque
£

Please do not write or mark below this line and do not fold this payment slip.

Opus Trust Marketing Limited 0203

>01234567< 012345678910 < 123456+< 12 X

Issue date
The date your bill was produced.

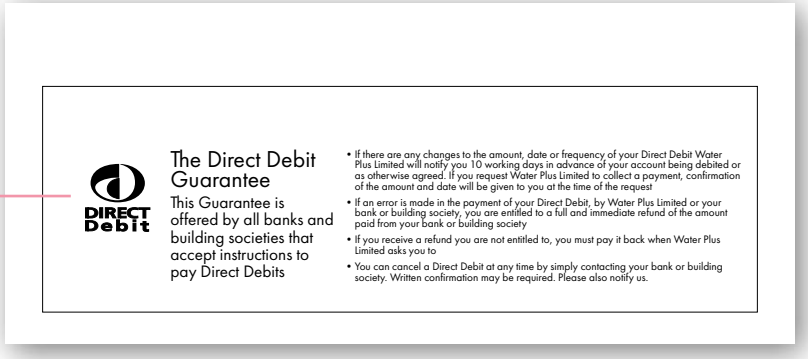
Account number
Quote your account number when you get in touch.

Total Charges
Total cost for the water you've used and the wastewater that's left your premises over the time period the bill covers.

Account balance
The amount your account is in credit or how much you still owe us from the last bill.

Payment giro slip
If you don't pay by Direct Debit your bill has a Giro slip on the bottom. You can pay online at water-plus.co.uk, take this slip to your bank or building society, send it to us with a cheque in the post, or use the account information to pay through your own internet banking.

Direct debit
If you pay by Direct Debit your bill will only have the Direct Debit guarantee on the bottom. We will take payments each month.



DIRECT Debit

The Direct Debit Guarantee

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits

- If there are any changes to the amount, date or frequency of your Direct Debit Water Plus Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Water Plus Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by Water Plus Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Water Plus Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Water Supply

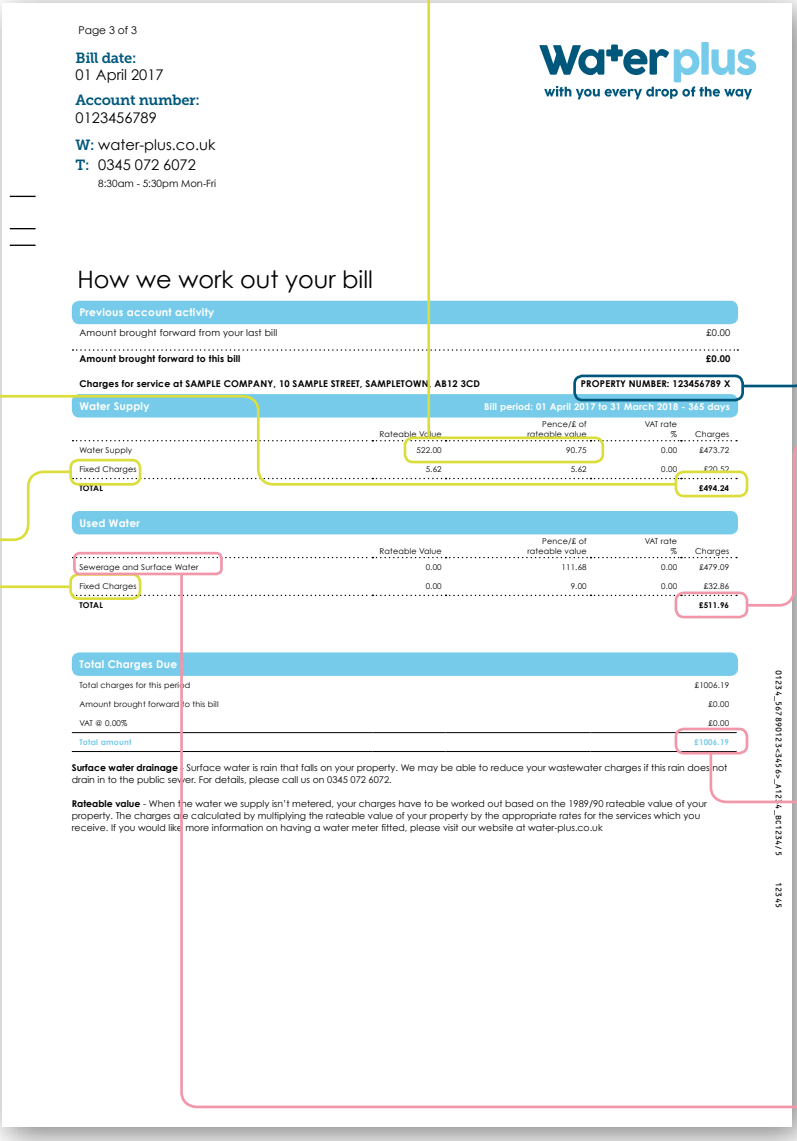
When your property doesn't have a water meter we charge you based on the size of your property. We take the industry standard rateable value of the property (which is an assessment of the annual rental value of a property) and multiply this by the price for water in pence.

Water supply

Costs for the clean water you've used.

Fixed charges

These are fixed charges which cover services like billing and account management.



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Bill date:
01 April 2017

Account number:
0123456789

W: water-plus.co.uk
T: 0345 072 6072
8:30am - 5:30pm Mon-Fri

Water plus
with you every drop of the way

How we work out your bill

Previous account activity

Amount brought forward from your last bill	£0.00
Amount brought forward to this bill	**£0.00**

Charges for service at SAMPLE COMPANY, 10 SAMPLE STREET, SAMPLETOWN, AB12 3CD **PROPERTY NUMBER: 123456789 X**

Water Supply Bill period: 01 April 2017 to 31 March 2018 - 365 days

	Rateable Value	Pence/£ of rateable value	VAT rate %	Charges
Water Supply	522.00	90.75	0.00	£473.72
Fixed Charges	5.62	5.62	0.00	£20.52
TOTAL				**£494.24**

Used Water

	Rateable Value	Pence/£ of rateable value	VAT rate %	Charges
Sewerage and Surface Water	0.00	111.68	0.00	£479.09
Fixed Charges	0.00	9.00	0.00	£32.86
TOTAL				**£511.96**

Total Charges Due

Total charges for this period	£1006.19
Amount brought forward to this bill	£0.00
VAT @ 0.00%	£0.00
Total amount	£1006.19

Surface water drainage - Surface water is rain that falls on your property. We may be able to reduce your wastewater charges if this rain does not drain in to the public sewer. For details, please call us on 0345 072 6072.

Rateable value - When the water we supply isn't metered, your charges have to be worked out based on the 1989/90 rateable value of your property. The charges are calculated by multiplying the rateable value of your property by the appropriate rates for the services which you receive. If you would like more information on having a water meter fitted, please visit our website at water-plus.co.uk

0123456789012345678901234_ABCD_12345

Supply point Identification number

A unique reference number used to identify the water and/or wastewater services that are supplied to your premises.

Cost of wastewater

The total cost for the wastewater taken away. It's based on the amount of water you've used but with a discounted price, as not all water you use goes back into the sewer because of losses like evaporation.

Total Amount

The total charges due is the total cost of the water you've used, the fixed charges, plus any amount you still owe from the last bill, or minus any amount your account is in credit.

Sewerage and Surface Water

Sewerage is the wastewater that leaves your property and needs treating and cleaning. Surface water is rainwater that falls on your property and land, then drains into the sewer and needs treating and cleaning.