

# Your bill explained

This bill shows the information you'll see if you pay for water and wastewater with us and you have a water meter.

You might get bills from us for water or wastewater only and then only see that information but the way we do the bill is the same.

## Account number

Quote your account number when you get in touch.

## Issue date

The date your bill was produced and the transaction date for tax purposes.

## 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.

## Supply point Identification number

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

**Waterplus**  
with you every drop of the way

Ms Karen Test  
10 Sample Street  
Samletown  
AB12 3CD

123/456789A1CD1E 2345

**Water and Wastewater bill**  
23 February 2017 - 08 June 2017

**Account summary**

Account number	012 345 6789
Bill date and tax point	12 June 2017
Bill number	uu-INV01234567
Customer Reference	
Supply address	10 Sample Street, Samletown, AB12 3CD
Supply point ID	0123456789A01
Waste point ID	0123456789A01

**Billing summary**

Previous bill	
Amount due at last bill	£539.77
17 Nov 2016 - 22 Feb 2017	
Payments since then	£482.31
Amount brought forward	£103.42 Credit
<b>This bill</b>	
Total charge (excl. VAT)	£590.85
VAT on water charges @ 20%	£0.00
VAT on wastewater charges @ 0%	£0.00
<b>Account balance</b>	<b>£448.34</b>
Your next Direct Debit payment is due on 15 June 2017	

water-plus.co.uk  
Find useful information or pay your bill

CustomerService@water-plus.co.uk  
Send us an email anytime

Billing question? 0345 072 6072  
Talk to us Monday - Friday, 8.30am - 5.30pm

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## Previous bill

How much your last bill was.

## Payments received

How much you've paid us since your last bill. If you pay by Direct Debit it will show all the payments.

## Amount brought forward

If this is on your bill it shows how much your account is in credit or how much you still owed us at the time the bill was produced. If your account is in credit we take this amount off the current bill and if you still owe us money we add it to total amount on your latest bill.

## Total charges

Cost for the water you've used and/or the wastewater that's left your premises over the time period the bill covers.

## 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 which is the cost for your water and wastewater plus any amount you still owe us from the last bill or minus any amount your account is in credit.



### Fixed charges

A fixed charge to cover the cost of services and contribute to the cost of the water

### Water volume charge

Shows what your last meter reading and most recent reading is. (A) means it's an actual meter read and (E) means we've estimated the reading based on your history of readings and water usage. If you read your own meter regularly and send us the readings via our website you can control the accuracy of your bill.

### Charge dates

You may see more than one set of charge dates if prices have changed because you've gone on to a new contract or the wholesale price has changed in a bill that includes April.

### Water usage

We use the difference between your previous and latest readings to work out how much water you've used (volume) and what you need to pay for.

**Charges this bill**

For 10 Sample Street, Sampletown, AB12 3CD

Water charges					
	Reading	Read On	Used	Rate	Charge
Meter: A12BC345678 Size: 15mm					
Water Standing charge			37 Days	0.1187/Days	£4.39
Water Standing charge			69 Days	0.1127/Days	£7.78
Water Volume Charge	239.00 (A)	23/02/17	11.17 m <sup>3</sup>	1.7050/m <sup>3</sup>	£19.04
Water Volume Charge	271.00 (E)	09/06/17	20.83 m <sup>3</sup>	1.7520/m <sup>3</sup>	£36.49
<b>Total Water charges</b>					<b>£67.70</b>
Waste water charges					
	Reading	Read On	Used	Rate	Charge
Meter: A12BC345678 Size: 15mm					
Surface Water and Highway Drainage Band 4			37 Days	4.4428/Days	£164.39
Surface Water and Highway Drainage Band 4			69 Days	4.6650/Days	£321.88
Sewerage Volume Charge	239.00 (A)	23/02/17	11.17 m <sup>3</sup>	1.1050/m <sup>3</sup>	£12.34
Sewerage Volume Charge	271.00 (E)	09/06/17	20.83 m <sup>3</sup>	1.1780/m <sup>3</sup>	£24.54
<b>Total Waste water charges</b>					<b>£523.15</b>
<b>New charges</b>					<b>£590.85</b>
VAT on water charges @ 20%					£0.00
VAT on wastewater charges @ 0%					£0.00
<b>Total charges</b>					<b>£448.34</b>

● Actual reading  
m<sup>3</sup>: This symbol stands for a cubic metre, which equals 1,000 litres or 220 gallons.

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### Cost of water

This is the price you pay (the rate) for the water you've used, set by the wholesaler for the year and starting in April.

### Used water charge

The amount of water you've used multiplied by the cost (for 1 meter cubed of water ) gives the overall cost of the water you've used over the time period of the bill.

### Total water charge

The cost of the clean water you've used and the fixed charges that go with this.

### Surface water and highway drainage

This is the rainwater that falls on your property, and surrounding roads and pathways that drains away in to the public sewer and is then treated and cleaned. You pay a set price based on the size of your property and charged at a daily rate.

### Total charges

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.

### Cost of wastewater

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 waste water charges

The cost of the wastewater that's left your premises and a fixed charge for the rainwater that's drained away.

### New charges

Total cost of the water and/or wastewater you've used plus the fixed charges.





### Your recent payments

Since your last statement

20 15 May 2017	£160.77
15 April 2017	£160.77
15 March 2017	£160.77
<b>Total</b>	<b>£482.31</b>

### Other services

#### Surface Water Drainage

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.

#### Total amount

All the Direct Debit payments we've collected since your last bill



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#### 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.

### Your recent payments

Since your last statement

20 February 2017	£3,190.56
<b>Total</b>	<b>£3,190.56</b>

### Other services

#### Surface Water Drainage

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.

#### 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.



**Stamp** → **Bill details**  
 Amount: £1,342.60  
 Bill date and tax point:  
 12 June 2017

Cheques should be made out to **Water Plus Limited** and sent with your payment slip to: Water Plus Payments, PO Box 12459, Harlow, CM20 9PH. Please don't send cash or post-dated cheques.

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**Waterplus** with you every drop of the way

**Payment slip** bank giro credit

Customer account number: 1234567890  
 Amount due: £1,342.60

123456789012345678901234567890

62-32-46

>01234567< 012345678910 < 123456+< 12 X

#### 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.

