

Mr Ian Day
44 North Road
St. Andrews
Bristol
BS6 5AF

Customer number:
29366175

Payment reference:
2029366175016

Bill/tax point date:
04/03/2022

Schedule number:
01

Bill number:
2080636777

Your water services bill

1 Amount due

For the period:
28/08/2021 to
03/03/2022

Amount brought forward:
£543.75 CR

New charges:
£543.75

Supply address:
427 Fishponds Road, Fishponds, Bristol, BS16 3AP

Total due
£0.00

See section 3 for more detail

2 Your payment plan

We have reviewed your payments in line with your use and current balance, so you don't have to do anything.

About your next payment: £120.00

Your first Direct Debit payment will be taken on or just after 01/04/2022.

Future payments: £108.50

Payment will be taken monthly on or just after your preferred payment date until further notice.

Please check your payments and bill carefully. We aim to review your payments annually; however, it is your responsibility to ensure your payments are sufficient to clear your bill.

For more information on how to pay see section 5.

How can we help?

- ▶ How do I pay my bill?5
- ▶ My water use has gone up, what do I do?6
- ▶ I'm having financial difficulties. Can you help me?7
- ▶ My property has a soakaway. How do I claim a rebate?7
- ▶ I'm moving home. What do I need to do?8

We are here for you

Are you struggling to pay your bills? Please don't worry. Contact us and we can help. Call **0345 600 3 600** or visit bristolwater.co.uk/struggling-to-pay

Extra support when you need it most

We know that sometimes you or someone you care about may need a little extra help. We can provide additional support such as communication in a different format or bottled water during a supply interruption. You can register for free for Priority Services. Visit bristolwater.co.uk/priorityservices

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Your bill explained

Account summary

Previous Balance	£43.64 CR
Total payments made	£720.00 CR
Adjustments & refunds	£219.89

Amount brought forward **£543.75 CR**

Charges for this period 28 Aug 2021 - 03 Mar 2022

Water use: meter no. 14M016034 size: 15mm

Recent reading

3331

03/03/2022 (actual)

Previous reading

3159

27/08/2021

Total used
172m³



Water charges

Water supplied to you by Bristol Water.

For the period: 28 Aug 2021 - 03 Mar 2022

Volume Charge	128.98p (per m ³)	for	172m ³	=	£221.84
Standing Charge	£43.40 (per year)	for	188 days	=	£22.35



Sewerage charges

Sewerage charges provided by Wessex Water.

For the period: 28 Aug 2021 - 03 Mar 2022

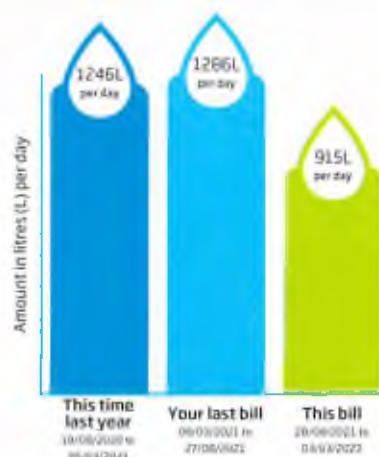
Volume Charge	165.68p (per m ³)	for	172m ³	=	£284.96
Less 5% water not returned to sewer				=	-£14.24
Standing Charge	£56.00 (per year)	for	188 days	=	£28.84

Total **£543.75**

Daily water use

The graph below shows your average daily water use per day in litres (L). Did you know there are 1,000L per m³?

How much water are you using?



You're using less water!

Using less water will lower your water bill and may save you money on your energy bills too. See if you can save even more by following our water saving tips.

Visit: bristolwater.co.uk/savingwater

- For more advice on water use see section 6
- Find out more about charges in section 8

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Detailed account statement

28/08/2021	Balance on last bill	£43.64	CR
01/10/2021	Direct Debit payment	£120.00	CR
01/11/2021	Direct Debit payment	£120.00	CR
01/12/2021	Direct Debit payment	£120.00	CR
04/01/2022	Direct Debit payment	£120.00	CR
01/02/2022	Direct Debit payment	£120.00	CR
01/03/2022	Direct Debit payment	£120.00	CR
04/03/2022	New bill issued - bill no. 2080636777	£543.75	bill
04/03/2022	Refund (will be credited to your bank/building society)	£219.89	refund
Total		£0.00	

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Contact us

Billing enquiries

☎ **0345 600 3 600**
(Monday to Friday - 8am to 8pm
and Saturday 8am to 2pm)

💻 **LiveChat at**
bristolwater.co.uk or
wessexwater.co.uk

✉ **Submit an enquiry via**
our website

Water supply enquiries

- Loss of supply • Leak
- Water quality problem

☎ **0345 702 3 797**
(Monday to Friday - 8am to 6pm,
emergencies only at other times)

💻 **Live Chat at**
bristolwater.co.uk

✉ **Submit an enquiry**
via our website

Automated information services

Submit a meter reading or request
information leaflets about **charges**,
surface water drainage or **Pension**
Credit discount.

☎ **0345 600 6 600**
Select appropriate option

We welcome calls via the
Next Generation Text Service

Sewerage enquiries

- Sewage flooding • Blocked sewer

☎ **0345 600 4 600**
(Monday to Friday - 8am to 6pm,
emergencies only at other times)

💻 **Live Chat at**
wessexwater.co.uk

✉ **Submit an enquiry via**
our website

Calls to 0345 numbers usually cost the same as standard UK landline numbers.
Please check with your telephone service provider. Please be aware our calls may be recorded.

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Ways to pay

Payments should be made to Bristol Wessex
Billing Services Limited. Quote your
payment reference: **2029366175016**

💳 **Direct Debit**
bristolwater.co.uk/directdebit

💳 **Internet/mobile banking**
Sort code 40-02-50
Account number 61229737.

🏦 **Bank & Post Office**
Take this bill with you to make payment.
Post Office is cash only.

🏪 **Payzone**
If this bill contains a barcode you can take it
into your local Payzone outlet. To find your
nearest location visit payzone.co.uk

Credit or debit card

💳 **bristolwater.co.uk/paynow**

☎ **Telephone**
0345 600 1 019 (Automated 24 hours)

📮 **Post** Write your customer number on the back
of your cheque and post it with the payment slip
to: BWBSL, 1 Clevedon Walk, Nailsea, Bristol BS48
1WA. Cheques should be made payable to BWBSL.
Do not send cash or post dated cheques.

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Your water use

What is a cubic metre (m³)?

A cubic metre of water is 1,000 litres or 220 gallons of water.
That's the equivalent of...



13 baths

Using more water than expected?

If your use is higher than last time, it is worth thinking about the
following:

1. More people at home

- Changes such as guests staying, having a baby and extra garden watering can have an impact on your bill. Or a change in circumstances, such as being retired, maternity leave or switching to a part time job can make a difference.

2. Time of year

- During warmer weather often more water is used in the garden.

3. Household appliances

- If you've fitted a dishwasher or power shower you may be using more water. Also, systems such as water softeners can sometimes waste water if they're not working properly.

4. Check for leaks

- Look for any dripping taps, overflows or faulty toilet cisterns. This could save up to 200 litres of water a day.
- If you think you have a leak please see the 'What you can do' information sheet enclosed with your bill.

5. Additional water use

- Certain medical conditions can mean you use more water.
- Check if you're eligible for our WaterSure Plus tariff - see section 7.

It's good for us all to save water as it means more is left in the environment.

For more top tips and advice visit:

bristolwater.co.uk/savingwater

How do you compare to the national average?

Your average daily use is 915 litres per day.



181L



301L



373L



452L



499L



548L

Using less water may help
you reduce your water and
energy bills.

If you're using more than this
national average it might be
due to extra people in your
home, the season, using
new appliances or a leak. For
water saving advice visit:
[bristolwater.co.uk/
savingwater](http://bristolwater.co.uk/savingwater)

Save water, save money

Small changes to how you use water in your home can help
reduce your daily average water use.

**Do you leave the tap running when brushing your teeth,
washing or shaving?**

Turning it off could save you up to 24 litres a day.

How long do you spend in the shower?

A minute less could save you 10 litres a day. Try challenging
yourself to a four minute shower.

Read your meter

It's worth recording your meter readings regularly. This could
help to spot a leak, prevent water being wasted, protect
damage to your property and reduce high bills.

The water recorded by your meter and the maintenance of
the service pipe from your home to the outside boundary of
your property is your responsibility.

Our LeakStop scheme might be able to help you with an
allowance or a subsidy for repair. For advice or a copy of our
code of practice on leakage call 0345 702 3797 (Monday to
Friday, 8am to 6pm).

Help to pay your bill

Don't worry if you're struggling to pay, talk to us today. We might be able to help you:

- Spread the cost of your bill.
- Pay us directly from your benefits.
- Reduce your bill with one of our low rate tariffs.
- Repay your debt and get back on track.

Visit bristolwater.co.uk/helptopay or call 0345 600 3 600 (Monday to Friday - 8am to 8pm and Saturday 8am to 2pm). We can provide you with a copy of our debt recovery code of practice.

Organisations such as Citizens Advice, StepChange and National Debtline offer free, independent and confidential debt advice.

Are you a pensioner on a low income and missing out?

22,000 of our low income pensioners are receiving a discount of around £60 a year off their water bill.

If all adults in your household receive state pension as your only form of income or receive pension credit, we can give you a discount of typically £60 a year off your water bill. It's easy to apply, speak to our friendly team on 0345 600 3 600 (Monday to Friday 8am to 8pm, Saturday 8am to 2pm) or visit bristolwater.co.uk/pension

Where does your rainwater go?

If you pay sewerage charges and most of the water that falls on your roof or the hard paved surfaces of your property drains to a soakaway, you could claim a rebate of around £20.

Visit wessexwater.co.uk/surfacewaterdrainage or call 0345 600 6 600 (24 hour automated service) for an application form.

Priority Services

If you, or anyone you know, needs extra support, we can help through Priority Services:

- Additional assistance in the event of water supply interruptions.
- Bills and leaflets in braille, large print or a language other than English.
- A security password system to protect against bogus house calls.

It's free and easy to register today at bristolwater.co.uk/priorityservices or wessexwater.co.uk/priorityservices or call 0345 600 3 600 (Monday to Friday - 8am to 8pm and Saturday 8am to 2pm).

And you'll find energy companies offer a similar service.

On a low income and use a lot of water?

Some people have to use a large amount of water for reasons they cannot control. WaterSure Plus can limit how much you pay. You need to be receiving one of the main means-tested benefits or tax credits and either:

- receive child benefit for three or more children under 19 living in your household, or
- have someone in the household with a medical condition that causes them to use significantly more water.

Find out more at bristolwater.co.uk/watersureplus or call 0345 600 3 600 (Monday to Friday - 8am to 8pm and Saturday 8am to 2pm).

Our charges

Our charges for water and sewerage services and any changes to them are controlled by law and by our operating licence. Charges that are applicable from 1 April every year are published by 1 February. For more information on our charges visit bristolwater.co.uk/charges or wessexwater.co.uk/charges. You can request a leaflet by calling 0345 600 6 600 (automated 24 hour).

What is a standing charge?

Standing charges are an annual fixed charge based on the connection size of your water meter and are paid by all customers receiving water and/or sewerage services. They include costs of maintaining and reading meters for water supply customers. Your bill includes a proportion of the standing charge based on the number of days since your last meter reading. Sewerage bills include a charge for taking away rainfall running off roofs, drives and patios and highway drainage. This is included in the standing charge, not in the rate per cubic metre.

Sewerage charges

Sewerage charges assume 5% of the water you use is not returned to the sewer. This takes into account evaporation, car washing, garden watering and variations during wet and dry years. If, every year, more than 5% of your water supply is not returned to the sewer, please let us know and we'll find out if you qualify for a reduction in charges. There's further information in section 7 on how to claim.

Moving home?

Just complete our online form at bristolwater.co.uk/moving and we'll update your bill. Or call us on 0345 600 3 600 (Monday to Friday - 8am to 8pm and Saturday 8am to 2pm). We now aim to install a water meter on all properties when there is a change of occupier, either following a property sale or new tenancy.

Going back to unmetered charges?

If you've opted to have a meter installed you can choose to switch back to paying on an unmetered basis, but this change has to be requested within two years of being on the metered charge. You may only make this change once. This only applies if the meter wasn't previously installed when you moved in to the property.

Meter tampering and testing

Your meter is owned by Bristol Water. Tampering with it is an offence and will result in a fine. If you think your meter is not recording accurately you can ask for it to be tested. If the results confirm the meter is reading accurately, you will be liable for the cost of the test which is £70 + VAT.

CCW - the voice for water consumers

CCW offers free independent advice and help if you have followed our complaints process but are still unhappy. Visit ccwater.org.uk or call 0300 034 2222. Alternatively write to: CCW, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

Ofwat

Ofwat is the regulator for the water industry in England and Wales. Visit www.ofwat.gov.uk

Protecting your data

Surveys are carried out to ensure we offer the best possible customer service. The water services regulator Ofwat also conducts surveys, which is perfectly permissible under water industry rules. For more information about how we use your personal data, please refer to the privacy policies of both Bristol Water and Wessex Water. Our privacy policies can be found at:

- bristolwater.co.uk/privacy-policy or by writing to Bristol Water, Bridgwater Road, Bristol, BS13 7AT
- wessexwater.co.uk/privacy-policy or by writing to Wessex Water, Operations Centre, Claverton Down, Bath, BA2 7WW.