



Mr Hippisley
15 Burnham Road
Bath
BA2 3RY



056270

Bristol Wessex Billing Services Limited
1 Clevedon Walk, Nailsea, Bristol, BS48 1WA

Wessex Water VAT Reg No. 520 3439 82 Page 1 of 1

Customer number: 03260245
please quote when contacting us

Payment reference: 2003260245018
Please quote when making payments

Schedule Number: 01
Issue date: 11/02/2017
Account type: Unmetered
Bill Date: 11/02/2017
Tax point: 11/02/2017

If the majority of surface water for this property drains to a soakaway you could claim a rebate of about £20.00. See the enclosed leaflet for more information.

Payments received after 10th February will not have been deducted

Bristol Wessex Billing Services Ltd is the duly appointed agent of Wessex Water Services Ltd for the invoicing and collection of sums due for water and sewerage services.

Your annual water services bill

For the period 01/04/2017 to 31/03/2018

SUPPLY TO

The rateable value (RV) of your property is 88.
15 BURNHAM ROAD, BATH, BA2 3RY.

Your account summary

Amount

New bill issued 8054155963

Water services (Wessex Water)

Supply Charge RV 88 x 183.51p £161.48
Standing Charge 365 days at £7.00 per year £7.00

Sewerage services (Wessex Water)

Service Charge RV 88 x 156.79p £137.97
Standing Charge 365 days at £7.00 per year £7.00

Your current balance

£313.45 owed

YOUR DIRECT DEBIT PAYMENT PLAN

02/05/2017	£31.30	02/10/2017	£31.35
01/06/2017	£31.35	01/11/2017	£31.35
03/07/2017	£31.35	01/12/2017	£31.35
01/08/2017	£31.35	02/01/2018	£31.35
01/09/2017	£31.35	01/02/2018	£31.35

Payments will be taken from:

Bank account no.

****0549

Sort code

600205

What do I need to do next



This bill is for information only.

Your payments will be taken automatically by Direct Debit.



022BWVP0055

022BW04_738_WW_BWBSL_MAIL_05677070415022BWVP0055/1725

738//N//bill_1_batch_s_20170211_144126_0001_2286

SVST/S

Quick and easy payment

Pay over the phone by credit/debit card (24 hours and automated)

0345 600 1 019

Your payment reference number is:

2003260245018

Contact us

General billing enquiries

- Questions about your bill • Payment arrangements • Metering • Moving house
- Problems paying • High water use • Priority Services

0345 600 3 600 (Monday to Friday, 8am to 6pm)

Automated billing telephone services

0345 600 6 600 when connected PRESS:

- 1 Meter option leaflet 2 Surface water drainage leaflet 3 Charges explained leaflet
- 4 Submit meter reading after an estimated bill 5 Information on rateable value charging
- 6 Pension Credit discount leaflet

Email us: customer.services@wessexwater.co.uk
(please quote your customer number and telephone number)

Write to: Wessex Water, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA

Website: www.wessexwater.co.uk including Live Chat (available Monday to Friday, 8am to 6pm) and eBilling – sign up and access your bill online

General water supply or sewerage enquiries

- Loss of supply • Leak • Water quality problem • Sewage flooding • Blocked sewer

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

Email us: operational.enquiries@wessexwater.co.uk

Website: www.wessexwater.co.uk

We welcome calls via the Text Relay service.

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

Bournemouth Water customers with enquiries about their water supply, billing or metering should call 01202 590059.

Consumer Council for Water

If you've followed our complaints process but are still unhappy, the Consumer Council for Water offer free independent advice. Visit www.ccwater.org.uk or call 0300 034 2222. Alternatively write to: Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

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

Ways to pay

all payment options are free

Direct Debit Pay monthly by Direct Debit – complete our online form at www.wessexwater.co.uk/directdebit or complete and return the enclosed form. There is no charge or discount.

Bank Pay at your bank with cash or cheque. Normally no fee is payable at your own bank.

Telephone/internet/mobile banking *
Quote sort code 40-02-50 and account number 61229737.

Online * Pay online with your debit card or credit card at www.wessexwater.co.uk/paynow

PayPoint Take your bill and payment in cash to a local PayPoint outlet – see www.paypoint.com

Post office Fill in the payment slip and take it with your bill and payment in cash to a post office.

Credit or debit card * Pay by credit card or debit card on our automated telephone line 0345 600 1 019. Make sure you have your credit or debit card and this bill to hand.

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.

* Payment should be made to Bristol Wessex Billing Services Limited quoting your payment reference number below:

2003260245018

Problems paying

If you're in financial difficulty talk to us today. We might be able to help you with our assistance programme.

- ✓ Reduce your metered bill with free water saving devices.
- ✓ Spread the cost of your bill.
- ✓ Pay us directly from your benefits.
- ✓ Lower your water bill.
- ✓ Repay debt, get back on track.

Visit www.wessexwater.co.uk/tap or call **0345 600 3 600** (Monday to Friday, 8am to 6pm). 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.

Priority Services

If you have particular requirements due to your age, ill health, a disability, mental illness or additional needs, register for Priority Services so that we can take this into account. Apply at www.wessexwater.co.uk/prioritieservices

Energy providers offer a similar service – you can sign up by contacting them.

This bill is available in braille, large print or other formats.

Wessex Water Services Limited company registered no. 2366648; Registered Office: Claverton Down Road, Claverton Down, Bath BA2 7WW. VAT number 520343982.
Bristol Wessex Billing Services Limited company registered no. 4143955; Registered Office: 1 Clevedon Walk, Nailsea BS48 1WA. VAT number 771994087