

YOUR BILL

Bristol Wessex Billing Services Limited Page 1 of 2
1 Clevedon Walk, Nailsea, Bristol BS48 1WA

Customer Number: M 18143102
Please quote when contacting us

Payment reference number: 201814310214
Please quote when making payments

Schedule Number: 01
Date: 21/10/2014
Tax Point: 21/10/2014
Account Type: Metered

MR GEORGE W GORDON & MRS J C
GORDON
HAREPATH FARM
BURBAGE
MARLBOROUGH
WILTSHIRE
SN8 3BT

091100

To contact us and ways to pay - see back of bill

The period covered by this bill is 19/03/14 to 17/10/14

Property Address: TROUGH, WESTCOURT FARM, WESTCOURT

ACCOUNT SUMMARY

Balance brought forward	£3332.24	owed
Payments & Refunds†	£3399.50	credit
Water Services	£49.83	
(Wessex Water Services Ltd)		
Total	£17.43	credit

Current Balance **£17.43** credit

Bill number 5095721783. Please DO NOT quote this number when making payments.

†PAYMENTS & REFUNDS since your last bill dated 26/03/2014 are shown.

02/04/2014	£500.00	cr	07/07/2014	£312.00	cr
22/04/2014	£500.00	cr	25/09/2014	£500.00	cr
15/05/2014	£500.00	cr	02/10/2014	£587.50	cr
28/05/2014	£500.00	cr			

Total £3399.50 credit

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 services. The total amount due is your sum due for water services and you must pay that sum to Bristol Wessex Billing Services Ltd as set out on the reverse of this bill.

Wessex Water VAT reg. No. 520 3439 82 SYST



Your budget payment plan review

We have reviewed your payments in line with your usage and current balance.

You need to pay £362.50 on 17/11/2014 followed by £96.50 a month until further notice.

You should receive your new instalment book within five working days. In the meantime you can make a payment using the barcode below by taking this bill to any PayPoint outlet or Post Office.



Please check your payments and bill carefully.

While we aim to review your payments annually, it is your responsibility to ensure your payments are sufficient to clear your bill.

022BWP0017

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Questions about your bill including

Payment arrangements • Metering • Moving house • Problems paying •
High water use • Customer Care Plus

Call 0345 600 3 600

(Minicom equipment users only 0345 605 6 585)

Both numbers: Monday – Friday, 8am – 6pm

Address: BWBSL, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA

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

Web: www.wessexwater.co.uk

Other billing telephone lines

These numbers are automated, unmanned and available 24 hours a day.

Pay over the phone by credit/debit card

0345 600 1 019

(an automated line – have your credit/debit card and this bill to hand)*

If you want more information on rateable value:

Listen to our talking leaflet line

0345 606 6 269

If you have an estimated meter bill:

Leave your actual reading

0345 850 0 018

To request a leaflet about:

Charges explained

0345 606 6 271

Surface water drainage

0345 601 5 982

Meter option

0345 601 5 983

(meter normally fitted free of charge)

Questions about your water supply or sewerage

Loss of supply • Water quality problem • Sewage flooding

Call 0345 600 4 600

(Minicom equipment users only 0345 730 0 619)

Both numbers: Monday – Friday, 8am – 6pm (emergencies only at other times)

Email: operational.enquiries@wessexwater.co.uk

Web: www.wessexwater.co.uk

ways to pay

all payment options are free

Direct Debit

Pay monthly by Direct Debit – just complete the enclosed form. There is no charge or discount.

PayPoint

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

Bank

Pay at your bank with cash, cheque or postal order. Normally no fee is payable at your own bank.

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 line 0345 600 1 019 *. Make sure you have your credit or debit card and this bill to hand.

Post

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

Online

Pay online with your debit card or credit card at www.santanderbillpayment.co.uk and select BWBSL from the drop down list *.

Home/telephone banking

Pay by telephone, TV, PC or remote banking and quote sort code 40-02-50 and account number 61229737 *.

* Payment should be made to **Bristol Wessex Billing Services Limited** quoting the 13 digit payment reference number that begins 20 shown in the box on the payment slip (front of bill).

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 telephone calls will be recorded.

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

Additional support and advice

Problems paying? Please contact us straight away to discuss a payment arrangement. We offer extra help to households that need it the most through our tap assistance programme. Visit www.wessexwater.co.uk/tap or call 0345 600 3 600 to request a leaflet.

Organisations, such as Citizens Advice Bureaux, National Debtline and Step Change, can offer free, independent and confidential advice.

Call us for a copy of our debt recovery code of practice.

Water quality information can be inspected at Wessex Water's operations centre, Claverton Down, Bath BA2 7WW. A free summary version is available.

If you have special requirements due to your age, ill health or a disability, register for our **Customer Care Plus** scheme so that we can take your needs into account.

Consumer Council for Water is the independent water watchdog representing customers' interests. Write to: First Floor, Temple Quay House, 2 The Square, Temple Quay, Bristol, BS1 6PN. Call 0117 955 7001 or email wessex@ccwater.org.uk or see www.cewater.org.uk

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

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

Bristol Water Plc company registered no. 2662226; Registered Office: PO Box 218, Bridgwater Road, Bristol BS99 7AU. VAT number 567780003.
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