

MATTHEW DAVID NORRIS AND SARAH ELIZABETH VICTORIA
NORRIS AS TRUSTEES OF THE MDN PROPERTY PENSION
SCHEME AND PAUL CUNNINGHAM, TANSY CUNNINGHAM
AND EMPOWERED PENSIONS AS TRUSTEES OF THE
CUNNINGHAM FAMILY SSAS
BANK GEORGE STREET
STROUD
GL5 3DT

Customer number:
W2B008842

Bill/tax point date:
31 July 2024

Bill number:
TECB90738858

Your water and sewerage services bill

1	Amount due	2	Options to pay
<p>For the period: 30 June 2024 to 31 July 2024</p> <p>New charges: £56.49</p> <div> <p>Total bill value</p> <p>£56.49</p> <p>See section 3 for more details.</p> </div>		<p>Option 1: Pay the total due on receipt of invoice. via BACS. Payments can be made to the following details.</p> <p>Sort code: 40-02-50 Account number: 61362496 Bank name: HSBC Bank PLC Account name: water2business Your payment reference is: TECB90738858</p> <p>Option 2: Arrange to pay your bill with a monthly Direct Debit. To set up, simply visit: water2business.co.uk/directdebit If you have arranged to pay via Direct Debit, this will be taken on or just after your due date.</p> <p>Failure to make payment may result in the disconnection of your water supply.</p>	

How can we help?

Section

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- [How do I pay my bill?.....](#) 5
- [What are my responsibilities for preventing and identifying leaks?.....](#) 8

The current balance is your sum due for water and sewerage services and you must pay that sum to water2business as set out on this bill. Water 2 Business Limited company registered no. 08518831; Registered Office: 21E Somerset Square, Nailsea, Bristol, BS48 1RQ. VAT number 520343982.

The terms and conditions of supply are pursuant to a scheme of terms and conditions. For more information visit: water2business.co.uk/our_tariffs

water2business.co.uk

Invoices for Account W2B008842_3006806417

Invoice for Account W2B008842_3006806417

Charges for this period:
30 Jun 2024 - 31 Jul 2024

Supply Point Identification Numbers (SPID)

Water: 3006806417W10 (SEVERN-W)
Sewerage: 3006806417S18 (SEVERN-W)

Supply address: BANK GEORGE STREET, STROUD, GL5 3DT

Water use for Meter Serial Number: 01160056

Water Meter Size: 15mm Sewerage Meter Size: 15mm Return to Sewer: 95%

Bill Start Read

1088

30/06/2024 (Estimated)

Bill End Read

1093

31/07/2024 (Estimated)

Total Used

5m³**Meter Readings Used**

	Type of reading	Read Value
Reading on 31 July 2024	Estimated	1093
Reading on 04 July 2024	Visual (Last Actual Reading)	1093
Reading on 30 June 2024	Estimated	1088

Charges for Supply Point: 3006806417W10**Supply Point Charges**

Period: 30 Jun 2024 - 31 Jul 2024	Tariff: R-1STW-MW001
Supply Point Fixed Charges	31 days at £83.3401 per year £7.0782

Charges for Meter 01160056

Period: 30 Jun 2024 - 31 Jul 2024	Tariff: R-1STW-MW001
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Metered Fixed Charges	31 days at £11.2102 per year £0.9521
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Period: 30 Jun 2024 - 31 Jul 2024	Tariff: R-1STW-MW001
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Period Year to Date Consumption: 7.4918m³

Metered Volumetric Charges	£1.9034 (per m ³) x 5m ³ £9.517
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Water sub total	£17.5473
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VAT @ 20.00%	£3.5094
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Water total	£21.0567
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Charges for Supply Point: 3006806417S18**Supply Point Charges**

Period: 30 Jun 2024 - 31 Jul 2024	Tariff: 1STW-HWD
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Fixed Charges	31 days at £17.0902 per year £1.4515
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Period: 30 Jun 2024 - 31 Jul 2024	Tariff: 1STW-MS001
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Supply Point Fixed Charges	31 days at £10.3001 per year £0.8748
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Period: 30 Jun 2024 - 31 Jul 2024	Tariff: 1STW-MDC05
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Fixed Charges	31 days at £303.2008 per year £25.7513
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Charges for Meter 01160056

Period: 30 Jun 2024 - 31 Jul 2024

Tariff: 1STW-MS001

Period Year to Date Consumption: 7.1172m³

Metered Volumetric Charges	£1.30 (per m ³) x 4.75m ³	£6.175
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Sewerage sub total	£34.2526
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Uplift Total	£1.1817
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Sewerage total	£35.4343
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Bill Sub-Total (excluding VAT)	£52.9816
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Bill Total (including VAT)	£56.49
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Contact Us

- Questions about your bill
- Payment arrangements
- Moving premises
- Payments
- Operational Queries

 **Call us: 0345 600 2 600**

(Monday to Friday, 8:00 to 17:30. For emergency operational issues outside of these hours, please contact your wholesaler directly).

 **Email us: customer.services@water2business.co.uk**

(Please quote your customer number and telephone number).

 **Write to:**

water2business, 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA

 **Website: water2business.co.uk**

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

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Ways to Pay

Payment should be made to water2business quoting your payment reference number: TECB90738858

 **Pay monthly by Direct Debit**

Simply get in touch with us or visit water2business.co.uk/directdebit

 **Bank**

Pay at your bank with cash or cheque. Telephone/internet/mobile banking: Quote sort code 40-02-50 and account number 61362496.

 **Credit or debit card**

Contact our Customer Service team on 0345 600 2 600 (Monday to Friday, 8:00 to 17:30)

About your metered bill

If you have a metered supply, your metered charges are based on the amount of water you use which is measured using a water meter.

Unexpected high bill?

There are reasons why your bill may be higher than expected, before calling us think about the following:

Was your previous bill estimated?

If we have just read your meter after an estimated reading it could be that we underestimated it last time.

Does your bill cover a longer period of time?

Check the number of days covered on your bill.

Do you have faults in your internal plumbing?

Dripping taps, faulty toilet cisterns and leaking overflows can account for water being wasted and increased usage showing on your bill.

A high bill may also be due to a water leak, which can be identified from your weekly meter readings. If you spot an increase in your consumption, it is worth carrying out a leak check.

Carry out a leak check

If the water meter dial is turning when you are not using any water, it is likely you have a leak. To check, turn off your internal stop tap and check the meter. If the meter dial has stopped turning you may have a leak inside your property and you should contact your plumber to investigate. If the meter is still turning when the internal stop tap is off, it is likely you have a leak on your external private supply pipe and you should contact us. For more information on unexplained high bills, please visit our website: water2business.co.uk/highconsumption

Sewerage charges

Sewerage charges sometimes assume some of the water you use is not returned to the sewer. If, every year, more than this is not returned to the sewer, please let us know and we'll find out if you qualify for a reduction in charges.

Meter tampering and testing

Your meter is owned by your water wholesaler. 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.

Read your meter

It is your responsibility to quickly spot and repair leaks between bills. Please remember to check your meter weekly and record the readings- it will help you to spot a leak. If this is not done, it may prevent you being able to claim a leak allowance. If you do check regularly and find a leak, we may be able to offer an allowance. You can find a copy of our Leakage Allowance Code of Practice on our website at water2business.co.uk. You can also send us your meter reads, this will help us to make your bill more accurate. You can do this at water2business.co.uk/your-account/send-a-meter-reading

Reduction of your sewerage bill

Depending on which wholesaler provides your sewerage services, you may be entitled to an allowance if NO surface water from your property returns to the sewer.

To claim, you must prove ALL rainfall from your roof, shared roof or grounds drains into:

- A soakaway at the front and rear of your premises
- A water course via private pipework
- A rainwater harvesting system

For more information or to request an allowance, please call **0345 600 2 600** (Monday to Friday, 8:00 to 17:30) or view our leaflet at: water2business.co.uk

For more top tips and water saving advice visit: water2business.co.uk/savingwater

Problems paying?

If you are in financial difficulty call us today on **0345 600 2 600** (Monday to Friday, 8:00 to 17:30). Organisations such as Business Debtline offer free, independent and confidential debt advice. Visit businessdebtline.org or phone **0800 197 6026**. Call us for a copy of our debt recovery code of practice.

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Useful information

Our charges

Our charges for water and sewerage services and any changes to them are controlled by law and by our operating licence. For full information on our charges please visit water2business.co.uk/our_tariffs. Further information about charges is also available from our regulator www.ofwat.gov.uk

Moving Premises

If you are moving, please read your meter on the day you move and call us on 0345 600 2 600 (Monday to Friday, 8:00 to 17:30) or contact us via email at customer.services@water2business.co.uk

If you have difficulty reading your meter, please give us five working days' notice and we will take your final meter reading.

Leaks

It is your responsibility to regularly check your pipework to ensure it is in good working order, and take meter readings at least once a week to monitor your water usage. If you think you might have a leak, in some circumstances you may be entitled to a leak allowance. We'll request this from your wholesaler on your behalf. There can be strict criteria and a deadline of as little as 4 weeks for your wholesaler to consider granting an allowance. For more information, please refer to our Leakage Code of Practice on our website at water2business.co.uk

VAT

Charges for water supplied and some waste water services are subject to VAT at the standard rate. This depends on whether the main activity of the business is classed as industrial. It is charged to companies with an industrial SIC code.

Contractual terms

Subject to individual contractual terms and conditions, customers can choose to switch to an alternative retailer if they are not satisfied with the terms offered by water2business. More information can be found at www.open-water.org.uk

How we will use your personal information

We will use your information to manage your account, including the collection and recovery of charges. We may record telephone calls we make and receive in our contact centre for quality, security and training purposes. For full details of your rights and information about how we use personal data if you are a sole-trader or in a business partnership which is not a corporate entity see our privacy notice available at: water2business.co.uk/privacy-policy

Complaints

Despite the best laid plans, very occasionally we fall short of the high standards we set ourselves. We want to hear from you if we haven't quite got it right so we can make amends and learn how we can improve for the future. We believe that when something goes wrong, it's how you deal with it that counts. We know the best way to restore your trust in us is to resolve any issues. If you are unhappy with any aspect of our service, please contact us. Calling us is the quickest and easiest way. You can call us on 0345 600 2 600 Monday to Friday 8:00 to 17:30. For more information, please visit: water2business.co.uk

Consumer Council for Water

The Consumer Council for Water (CCW), the independent voice for water consumers, offer free independent advice. If you've followed our complaints process but are still unhappy you can contact CCW. Visit www.ccwater.org.uk/contact-us to complete their online form or call 0300 034 2222.

Scottish customers should contact the Scottish Public Services Ombudsman (SPSO). The SPSO provide a free, independent and confidential service. Call 0800 377 7330 or visit www.spsos.org.uk. Alternatively, write to FREEPOST SPSO.

CCW and SPSO are completely independent of water wholesalers and retailers.

Ofwat

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

Standing Charges

These fixed amounts are payable by all customers. They cover the administration costs of running a retail business, such as billing, payment processing, market compliance, financing, credit control and customer service.