



Mr F O'Gorman
6 Eddeys Lane
Headley Down
Bordon
Hampshire
GU35 8HU

This is your latest water bill

You don't need to do anything else.

You can manage your Direct Debit using our My Account service or contact us on the above number to speak to one of our agents.

Your new balance £144.96

**Recommended
monthly payment** £52.00

**Average monthly
water usage** £26.94

**Your next payment is
due on 01 Mar 23**
**We will take this on
or around this date** £144.96



Visit: southeastwater.co.uk

Call: 0333 000 0001



Your account number: 20298627-2

Statement date: 03 Feb 23

Period: 12 Aug 22 - 31 Jan 23

Supply address:

6 Eddeys Lane, Headley Down, Bordon,
Hampshire, GU35 8HU



Water emergency:

Call 0333 000 0365

Waste water emergency:

Call 0800 316 9800 (Lines open 24/7)



Manage your account online:

myaccount.southeastwater.co.uk

Your bill in a nutshell

Balance on 18 Aug 22	£197.82
Your Payments	£197.82 cr
New charges for this bill	£144.96
Your new balance	£144.96

If you choose to pay monthly you will pay **£52.00**. This will automatically review each time we bill you to cover your balance and usage.



How we work out your bill

We measure water usage in cubic metres - to help you understand how much that is, one cubic metre of water could fill about 12 bathtubs



Two for the price of one

The average shower uses less than half the amount of water a bath does. Making little changes like this can really make a difference! For more water-saving tips, visit southeastwater.co.uk/savewater

Before this bill

Your previous balance

18 Aug 22	£197.82
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Your recent payments (thanks!)

01 Oct 22	£197.82
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Account balance before this bill (12 Aug 22 - 31 Jan 23)	£0.00
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Your water meter readings

Meter number: 13M391613 - Meter size: 15mm

Reading Type	Date	Reading	Water used
Previous reading	12 Aug 22	959	-
Latest read	31 Jan 23	1000	41m ³



Tap water

This is the water you've used during the billing period. We charge you for the amount of water used, plus a daily standing charge.

Charge Type	Unit	Rate	Charge
Usage Charge (12 Aug 22 - 31 Jan 23)	41.00m ³	143.52p per m ³	£58.84
Standing Charge (01 Oct 22 - 31 Mar 23)			£15.43
Subtotal			£74.27

south east water



Down the drain

This is the water which has left your property. If you think that there is no way for rainwater to soak into the mains sewers from your property, you may be able to claim a surface water rebate for that part of the charges. If you receive this already you will see it in the blue box to the right. If not, to find out more and apply for the rebate please fill in the online form at thameswater.co.uk

Charge Type	Unit	Rate	Charge
Usage Charge (12 Aug 22 - 31 Jan 23)	41.00m ³	94.88p per m ³	£38.90
Standing Charge (01 Oct 22 - 31 Mar 23)			£31.79
Subtotal			£70.69



Total charges

£144.96

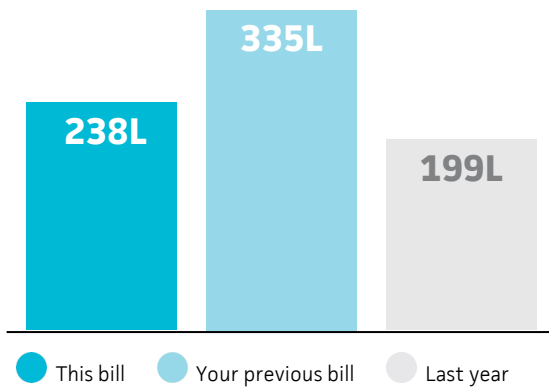
Your new account balance

£144.96



Check your water usage

This shows your average daily usage in litres - $1\text{m}^3 = 1,000$ litres



Low	Medium	High
93 litres	220 litres	385 litres
203 litres	341 litres	522 litres
275 litres	440 litres	632 litres
330 litres	505 litres	714 litres
384 litres	615 litres	769 litres
478 litres	670 litres	835 litres

Household size

Average daily usage by household size



Save water, save money

The more water we save together, the more we help to protect our local environment, and the more you save on your water bills.

Find water-saving tips and order free gadgets to cut your usage at
southeastwater.co.uk/savewater



Spotted a leak?

We take fixing leaks really seriously. Let us know and we'll look into the problem and fix any faults as soon as we can.

Please let us know as soon as possible on **0333 000 3330** or visit
southeastwater.co.uk/reportaleak

Save water and energy

Heating water uses a lot of energy so by making small changes you can reduce your water and energy bills while helping the environment. Our free water saving shower head can help.

Order yours at
southeastwater.co.uk/freedevices





Support when needed

We can lend a hand for customers who find it hard to read bills, have long-term illnesses, or face other challenges. We offer a range of support through our Priority Services Register, from advance warning about planned work to braille bills, and we can even hand-deliver bottled water during supply disruptions for customers with restricted mobility.

Find out more and register at
southeastwater.co.uk/priority



Finding it hard to pay?

Please talk to us if you're having difficulty keeping up with your bills. We want to help. We might be able to switch your tariff or offer you a payment plan, and even give you a little bit of breathing space if you need it.

Get in touch on
0333 000 0001



The boring bit

We store all your personal data securely, and we make sure Thames Water does the same. We use it to provide and manage your water supply and related services.

Find our full privacy statement at
southeastwater.co.uk/privacy



How are we doing?

We always like to hear customers' feedback, and value your honest opinion. By letting us know what you think, you'll help us to tackle challenges and improve our service.

If you think we've got something wrong, please give us the chance to put it right by visiting **southeastwater.co.uk/feedback** or contact us on the phone, by letter or email. In these cases we aim to respond within 5 days, however contacts of a more complex or technical nature can take up to 10 days to have a full response.

CCW

If you've let us know about an issue but you're still unhappy with our response, you can talk to CCW - an independent body for water consumers in England and Wales - for free advice.

Visit ccwater.org.uk
Call 0300 034 2222
Write to CCW, 23 Stephenson Street,
Birmingham, B2 4BH