



MR F O'GORMAN  
6 EDDEYS LANE  
HEADLEY DOWN  
BORDON  
HAMPSHIRE  
GU35 8HU



## Account summary

Account number

**202 986 27-2**

Please quote in all correspondence and payments

### Supply address

6 EDDEYS LANE, HEADLEY DOWN, BORDON, GU35 8HU

### Account type

Metered

### Payment method

Direct Debit



## Direct Debit

Thank you for paying by Direct Debit.



## Water emergency?

Please call us immediately on 0333 000 0365,  
24 hours a day, seven days a week

# This is your water bill

**For 12 Feb 15 - 05 Aug 15**

This bill is for water services. If you are charged for your fresh water supply, South East Water will bill you for this. If you are charged for waste services, South East Water collects this on behalf of Thames Water. The breakdown of your charges is detailed on Page 2 of your bill.

Previous balance	£26.21	CR
Account transactions (see over for details)	£138.00	CR
Balance brought forward	£164.21	CR
<b>Total charges this bill (see over for details)</b>	<b>£166.93</b>	
<b>Account balance</b>	<b>£2.72</b>	

## This bill is for your information only

As you pay by Direct Debit, you do not need to do anything. Your instalment plan has been changed from £22.00 to £27.00.

**Your next payment of £27.00 will be taken on or around 01/09/15.**

**Your future payments of £27.00 will be taken monthly from 01/10/15 onwards.**

We have calculated that your monthly payments need to increase to cover your current balance and future charges.

To help you with this increase, we have set your payments at a lower level than that required. The amount you pay will be reviewed again on your next bill. However, if you wish to increase your monthly payments or clear your balance please contact us.



## About your charges

### What does 'water in' mean?

This charge covers the volume of water you have used.

### What does 'water out' mean?

This charge covers the volume of waste water returned to the sewer from your property. It also covers the cost of treating and recycling.

For more information on charges, see the **'Your Water Supply'** section of your bill.



## Your consumption

We measure water consumption in cubic metres (m<sup>3</sup>). 1 cubic metre is 1,000 litres (about 220 gallons) and is approximately:

- 10 baths or 20 showers, or
- 2 hours running a hosepipe.

The rate you have been charged per cubic metre is shown in the **'Charges this bill'** section on the right.

For water saving tips and more information, please see the **'Using water wisely'** section of your bill or visit [southeastwater.co.uk/waterefficiency](http://southeastwater.co.uk/waterefficiency)



## Any questions?

You can find answers to frequently asked questions on our website at [southeastwater.co.uk](http://southeastwater.co.uk) or by calling us on **0333 000 0001**. You'll also find more information on the following pages.

## Problems paying?

We recognise that sometimes you may experience difficulty in paying your water bill. If you find you have problems, please call us as soon as possible on **0333 000 0001**. We will do whatever we can to help you manage your payments.

Our Debt Collection Code of Practice can be found at [southeastwater.co.uk/codeofpractice](http://southeastwater.co.uk/codeofpractice)

## Your recent account transactions

Payment received – Thank you	01 Mar 15	£28.00	CR
Payment received – Thank you	01 Apr 15	£22.00	CR
Payment received – Thank you	01 May 15	£22.00	CR
Payment received – Thank you	01 Jun 15	£22.00	CR
Payment received – Thank you	01 Jul 15	£22.00	CR
Payment received – Thank you	01 Aug 15	£22.00	CR

## Your water meter readings

Meter number: 13M391613	Meter size: 15mm	Used	
Previous reading	12 Feb 15:	122	
Latest reading	05 Aug 15:	186	64m <sup>3</sup>

## Charges this bill

Amount brought forward to this bill (including recent payments)	£164.21	CR
-----------------------------------------------------------------	---------	----

	Unit	Rate	Charge	
<b>Water in</b>				
Meter number: 13M391613				
12 Feb 15 to 31 Mar 15	18 m <sup>3</sup>	116.90 p/m <sup>3</sup>	£21.04	
01 Apr 15 to 05 Aug 15	46 m <sup>3</sup>	113.25 p/m <sup>3</sup>	£52.10	
01 Apr 15 to 30 Sep 15	Standing Charge		£14.70	
	DD Credit		£5.00	CR
<b>Subtotal</b>			<b>£82.84</b>	

### Water out

Thames Water is responsible for providing your waste water services and we bill for it on their behalf. Please see information pages for more details.

Meter number: 13M391613			
12 Feb 15 to 31 Mar 15	18 m <sup>3</sup>	74.82 p/m <sup>3</sup>	£13.47
01 Apr 15 to 05 Aug 15	46 m <sup>3</sup>	79.43 p/m <sup>3</sup>	£36.54
01 Apr 15 to 30 Sep 15	Standing Charge		£34.08
<b>Subtotal</b>			<b>£84.09</b>
<b>Total charges this bill</b>			<b>£166.93</b>

<b>Account balance</b>	<b>£2.72</b>
------------------------	--------------

## Our charges and how they're used

Do you know what makes up your water charges? The illustration below shows how your charges are allocated.



## Using water wisely

On average, we use 165 litres of water a day. Most of this is used for cooking, drinking, washing and toilet flushing. Remember that small changes can help make a big difference...

### Wash with a full load

Each washing machine cycle can use up to 100 litres, and dishwasher up to 35 litres

### Take a short shower instead of a bath

Save more than half the amount of water

### Friendly flushing

Change old cisterns or use a Hippo bag to save a litre with every flush

### Water saving freebies

We want to help you save water, so we have a few great gadgets to help, all for FREE. From flush savers to shower timers please visit [www.sewater.savewater.co.uk](http://www.sewater.savewater.co.uk) or phone **Savewater** on **0845 658 0066\*** and we will pop the item in the post to you.

\*calls from a BT landline cost 5p per minute; other providers may charge more. Mobile operators' charges may be considerably more and can be as high as 40p per minute.

For more tips, visit [southeastwater.co.uk/waterefficiency](http://southeastwater.co.uk/waterefficiency)

## Save water, save money!

Grab a bargain with a **Rainsaver Water Butt kit** These great-looking butts are made from recycled plastic and are guaranteed for 5 years. Plus, they come with **FREE DELIVERY!**



**100 litre kit: £24.98** MRP £34.98

940mm x 380mm, fits 68mm round or 65mm square plastic downpipes

Buy one and get a second for only **£12.49**

**190 litre kit: £29.98** MRP £48.98

960mm x 650mm, fits 68mm round or 65mm square plastic downpipes

Buy one and get a second for only **£14.99**

Visit [sew.savewater.co.uk](http://sew.savewater.co.uk) or call **0844 472 1880** (quoting reference SEW15BB)

Offer ends 31 Jan 2016. Buy one get second one HALF PRICE offer applies when purchasing 2 of the same sized water butts. Terms and Conditions apply, see website for details.

## Clear promise to customers



Our 2015 to 2020 business plan sets out how we intend to maintain and improve services for our 2.1 million customers.

Your feedback has played a crucial role in shaping our plans, and our goal is to continue to provide your top priorities - clean water, low leakage, effective service, affordable bills and reliable supplies.

Our plan also sets out what future water bills will be and we've worked hard to ensure that water bills remain affordable.

Visit [southeastwater.co.uk/businessplan](http://southeastwater.co.uk/businessplan) to find out more about your water and our future plans.



## Your water supply

### What you are charged for

We charge you for the amount of water we supply to you plus an annual standing charge. How we calculate your charges is shown in the 'Charges this bill' section on page 2. For more information on our charges, visit [southeastwater.co.uk/charges](http://southeastwater.co.uk/charges)

You are connected to waste water services- water out – which are provided by **Thames Water**. We bill for this on their behalf and the charges are shown on page 2. If you think that there is not a way for rainwater from your property to soak into the mains sewers, you may be able to claim a surface water rebate for that part of the charges. To find out about this or to apply for the rebate please contact **Thames Water** on **0800 980 8800** or fill in the online form at [thameswater.co.uk](http://thameswater.co.uk).

### Your meter

We normally read your meter twice a year and use the readings to work out how much water you have used. If we send you an estimated bill, this will be indicated in the 'Charges this bill' section on page 2. You can call us with your own reading or input your reading on our website at any time.

If you think your meter isn't working properly, please call us on **0333 000 0001** as soon as possible. It is a criminal offence to wilfully tamper with your water meter.

### Water leaks

We are continuously investing in water mains replacement to reduce leakage. You can help by reporting any leaks you see.

If you suspect a leak, please call our 24 hour leakline on **0333 000 3330** or go to [southeastwater.co.uk/reportaleak](http://southeastwater.co.uk/reportaleak).

To see our leakage Code of Practice please go to [southeastwater.co.uk/codeofpractice](http://southeastwater.co.uk/codeofpractice)

### Water quality

If you would like to see details of the water quality in your area, visit [southeastwater.co.uk/waterquality](http://southeastwater.co.uk/waterquality)

### Bogus callers

All South East Water staff wear our distinctive uniform, drive vehicles with our company logo and carry identity cards. If you are in any doubt, do not let unidentified visitors in.



## Other key information

### Service Plus

We want to ensure that our services are accessible to all customers - that's why we've set up our Service Plus scheme. If you have additional needs, such as mobility, hearing or sight restrictions, are suffering from a long-term sickness or illness, or are elderly, you can get extra help. Please fill in the registration form available from [southeastwater.co.uk/serviceplus](http://southeastwater.co.uk/serviceplus) or call us on **0333 000 0002**.

### Water Direct

If you receive Income Support, Income-based Job Seekers Allowance, Employment Support Allowance, Universal Credit or Pension Credit you may be eligible for 'Water Direct'. It may be possible for Job Centre Plus to pay us directly from your benefit. For more information and advice please read our leaflet *Code of Practice on Household Water Charges, Payment Options and Debt Recovery*. Visit [southeastwater.co.uk/waterdirect](http://southeastwater.co.uk/waterdirect)

### Watersure

If you receive state benefit and have three or more children, or have a medical condition that requires use of extra water, you may be eligible to our Watersure tariff. Details can be found at [southeastwater.co.uk/watersure](http://southeastwater.co.uk/watersure) or phone **0333 000 0001**.

### Problems paying?

We recognise that sometimes you may experience difficulty in paying your water bill. If you find you have problems, please call us as soon as possible on **0333 000 0001**. We will do whatever we can to help you manage your payments.

Our Debt Collection Code of Practice can be found at [southeastwater.co.uk/codeofpractice](http://southeastwater.co.uk/codeofpractice)

### Our Codes of Practice

Our Codes of Practice are available at [southeastwater.co.uk/codeofpractice](http://southeastwater.co.uk/codeofpractice) or on request. They explain our guaranteed standards of service, our charges and our policies on water leakage and debt collection.

### Personal Information Policy

The information you provide to us will be used for providing and managing water and related services to you. Your information may also be exchanged with your waste water company. For our full privacy policy, go to [southeastwater.co.uk/privacy](http://southeastwater.co.uk/privacy)

### Have we made a mistake?

If there's something wrong, please visit our website or call us on **0333 000 0001**

### The Consumer Council for Water

If you have followed our complaints process but are still unhappy, the Consumer Council for Water offers free independent advice. You can visit their website [www.ccwater.org.uk](http://www.ccwater.org.uk), call them on **020 7931 8502** or write to them at Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ

Following customer feedback over the past 6 months, we have now changed the way your payment plan is calculated.

From now, we will review your plan at the same time that we issue your bill to ensure you are paying the right amount for your half yearly bill to be as close to zero as possible.

We would continue to welcome your feedback to help us improve the services we provide further. If you have any comments, please let us know by completing the survey form below.

Customer Reference:

[illegible]

Date:

--	--	--	--	--	--	--	--

Customer Name:

Mr/Mrs/Miss/Ms/Other (please specify):

Comments: (please feel free to use additional pages as required)

---

---

---

---

Contact Number:

Landline:

[illegible]

Mobile:

[illegible]

Please visit our website [www.southeastwater.co.uk](http://www.southeastwater.co.uk) for more information regarding our bills, payment methods and water supply issues. Alternatively, if you wish to discuss your payment plan, please contact us on 0333 000 0017.

Rocfort Road  
Snodland  
Kent  
ME6 5AH

BILLING QUERIES:  
0333 000 0001

**WATER SUPPLY & GENERAL QUERIES:**  
0333 000 0002

AUTOMATED PAYMENT SERVICES:  
0333 00 00 247

OUT OF HOURS EMERGENCY LINE:  
0333 00 00 365

WEBSITE:  
[www.southeastwater.co.uk](http://www.southeastwater.co.uk)

EMAIL / WEB CONTACT:  
[www.southeastwater.co.uk/contact](http://www.southeastwater.co.uk/contact)

South East Water Ltd  
Registered in England No. 2679874

Registered Office: Rocfort Road,  
Snodland,  
Kent ME6 5AH

ISO 9001 Certified  
ISO 14001 Certified  
OHSAS 18001 Certified  
South East Water is an Investor in People

