



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 05 Aug 15 - 03 Feb 16

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	£2.72	
Account transactions (see over for details)	£162.00	CR
Balance brought forward	£159.28	CR
Total charges this bill (see over for details)	£179.80	
Account balance	£20.52	

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 £27.00 to £32.00.

Your next payment of £32.00 will be taken on or around 01/03/16.

Your future payments of £32.00 will be taken monthly from 01/04/16 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 (m³). 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



Any questions?

You can find answers to frequently asked questions on our website at 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

Your recent account transactions

Payment received – Thank you	01 Sep 15	£27.00	CR
Payment received – Thank you	01 Oct 15	£27.00	CR
Payment received – Thank you	01 Nov 15	£27.00	CR
Payment received – Thank you	01 Dec 15	£27.00	CR
Payment received – Thank you	01 Jan 16	£27.00	CR
Payment received – Thank you	01 Feb 16	£27.00	CR

Your water meter readings

Meter number: 13M391613	Meter size: 15mm	Used	
Previous reading	05 Aug 15:	186	
Latest reading	03 Feb 16:	254	68m ³

Charges this bill

Amount brought forward to this bill (including recent payments)	£159.28	CR
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	Unit	Rate	Charge
Water in			
Meter number: 13M391613			
05 Aug 15 to 03 Feb 16	68 m ³	113.25 p/m ³	£77.01
01 Oct 15 to 31 Mar 16	Standing Charge		£14.70
Subtotal			£91.71

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			
05 Aug 15 to 03 Feb 16	68 m ³	79.43 p/m ³	£54.01
01 Oct 15 to 31 Mar 16	Standing Charge		£34.08
Subtotal			£88.09

Total charges this bill	£179.80
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Account balance	£20.52
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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 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



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 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 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 - water in - 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

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

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

To see our leakage Code of Practice please go to 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

Bogus callers

We want you to be safe in your home, so please be aware of 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

Customer Care Team

South East Water have created a designated team to assist customers that need extra help or are having difficulty paying their water bill. They can assess customers' circumstances and possibly apply a lower tariff on our WaterSure or Social Tariff, offer assistance with arrears through our Helping Hand Social fund, apply for Direct Payments through benefits to pay current bills and arrears, arrange for large print bills or many other services through our Service Plus, or simply organise a more flexible payment arrangement. Please call our Contact Centre on **0333 000 0001** for more information or visit our website – southeastwater.co.uk

Receiving benefits?

If you are on Income Related Employment and Support Allowance, Income based Job Seekers Allowance or pension Credit, your local benefits agency may be able to arrange for direct payments to be made on your behalf, to cover your water bill. If you are interested in making payment in this way, please contact us in the first instance with your date of birth and National Insurance number and we will make all the necessary arrangements for you.

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

Our Codes of Practice

Our Codes of Practice are available at 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

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, call them on **0300 034 2222** or write to them at Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ

We are continuously trying to improve our service and develop new initiatives to try and ensure you receive a **5 out of 5** experience with us. Some of our recent changes, based on customer feedback, include: -

- Reviewing your payment plan in line with your bill - monthly payments are more accurately calculated.
- WebChat – website interactive communication
- E-billing – a new service soon to be available to our customers.

If you have any feedback or suggestions which will help us improve our service to you, please complete the survey form below.

Account Number:

[illegible]

Date:

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Title

Name _____

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Comments: (please feel free to use reverse)

Landline:

[illegible]

Mobile:

[illegible]

E-Mail:

[illegible]

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Please tick here if you would be interested in our e-billing service

Please visit our website 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

EMAIL / WEB CONTACT:
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

