

Bill date: 08 Aug 17  
Bill: 20  
Page: 1 of 6

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, Hampshire, GU35 8HU

|              |                |
|--------------|----------------|
| Account type | Payment method |
| Metered      | 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 15 Feb 17 - 07 Aug 17

This bill is for fresh water (water in), supplied by South East Water, and waste water services (water out) supplied by Thames Water. South East Water collects waste water charges on behalf of Thames Water.

|  |         |    |
|--|---------|----|
| Previous Balance                                   | £46.84  | CR |
| Account Transactions (see over for details)        | £127.00 | CR |
| Balance brought forward                            | £173.84 | CR |
| Total charges for this bill (see over for details) | £227.16 |    |
| Account balance                                    | £53.32  |    |

Your payment of £24.00 will be taken on or around the 01 Sep 17.

Future payments of £24.00 will be taken on or around the 1st of each month.

Your payments need to increase to cover your next bill. So your payments don't jump too much we have set them at a lower amount than is needed. If you can increase the payments or clear your current balance, give us a call and we can help, otherwise we'll review it at your next bill.

## 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 17 | £32.00 CR |
| Payment received - Thank you | 01 Apr 17 | £19.00 CR |
| Payment received - Thank you | 01 May 17 | £19.00 CR |
| Payment received - Thank you | 01 Jun 17 | £19.00 CR |
| Payment received - Thank you | 01 Jul 17 | £19.00 CR |
| Payment received - Thank you | 01 Aug 17 | £19.00 CR |

## Your water meter readings

|                         |                  |      |
|-------------------------|------------------|------|
| Meter Number: 13M391613 | Meter Size: 15mm | Used |
| Previous reading        | 15 Feb 17        | 363  |
| Latest reading          | 07 Aug 17        | 451  |

## Charges for this bill

Amount brought forward to this bill (including recent payments) £173.84 CR

|                         | Unit                | Rate                   | Charge         |
|-------------------------|---------------------|------------------------|----------------|
| <b>Water in</b>         |                     |                        |                |
| Meter number: 13M391613 |                     |                        |                |
| 15 Feb 17 to 31 Mar 17  | 22.89m <sup>3</sup> | 117.85p/m <sup>3</sup> | £26.98         |
| 01 Apr 17 to 07 Aug 17  | 65.11m <sup>3</sup> | 123.88p/m <sup>3</sup> | £80.66         |
| 01 Apr 17 to 30 Sep 17  | Standing Charge     |                        | £15.50         |
| <b>Subtotal</b>         |                     |                        | <b>£123.14</b> |

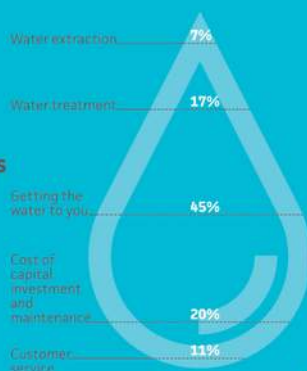
|  | Unit                | Rate                  | Charge         |
|--|---------------------|-----------------------|----------------|
| <b>Water out</b>   |                     |                       |                |
| Thames Water is responsible for providing your waste water services and we bill for it on their behalf. Please see information pages for more details. |                     |                       |                |
| Meter number: 13M391613  |                     |                       |                |
| 15 Feb 17 to 31 Mar 17   | 22.89m <sup>3</sup> | 81.60p/m <sup>3</sup> | £18.68         |
| 01 Apr 17 to 07 Aug 17   | 65.11m <sup>3</sup> | 78.83p/m <sup>3</sup> | £51.33         |
| 01 Apr 17 to 30 Sep 17   | Standing Charge     |                       | £34.01         |
| <b>Subtotal</b>  |                     |                       | <b>£104.02</b> |

|                                    |                |
|------------------------------------|----------------|
| <b>Total charges for this bill</b> | <b>£227.16</b> |
| <b>Account balance</b>             | <b>£53.32</b>  |

## Our charges and how they're used

### Do you know what makes up your water charges?

The illustration here shows how your charges are allocated.



For more tips, visit [www.savewatersavemoney.co.uk/southeast/free-water-saving-products](http://www.savewatersavemoney.co.uk/southeast/free-water-saving-products)

## Using Water Wisely

On average, we use 160 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 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 flush saver bag to save a litre of water

### Water saving goodies

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 phone **Savewater** on **0330 066 9529** and we will pop the item in the post to you.

# Switch to an online account

## You asked and we listened.

**There's now a place for you to view and manage your account online – and it's been designed with you in mind.**

Signing up to MyAccount allows you to view and download your bills 24/7 – no more waiting for it to arrive in the post.

Not only that, you'll also be able to tell us if you're moving home, set up or amend your Direct Debit, make payments and view your balance.

Setting up an account is quick, easy and completely secure.

To make the switch, go to [my.southeastwater.co.uk](http://my.southeastwater.co.uk)



Pure know how



# Striving for five out of five

**You have told us what matters to you the most is clean water, low leakage, effective service, affordable bills and reliable supplies.**

We are committed to providing you with an excellent customer experience and we are using your feedback to strive to provide you with the **five out of five service** you expect.

If you would like to know more about your water service and how we go about supplying 540 million litres of drinking water every day visit [southeastwater.co.uk](http://southeastwater.co.uk)



## Ways to pay your bill

### Direct Debit

The easiest and safest way to pay. Call 0333 000 0001 or visit [southeastwater.co.uk/directdebit](http://southeastwater.co.uk/directdebit) to sign up.

### Online

Pay at [southeastwater.co.uk/payonline](http://southeastwater.co.uk/payonline), or use these details to pay via internet banking:  
Sort code: 40-05-30  
Account number: 44464486

### Credit or debit card

Call us on 0333 000 0247 - please have your account number and card details to hand.

### At a bank

Take this bill to your own bank or any HSBC branch. Please make cheques payable to **South East Water** and write your account number on the back.

### At a post office

Fill in the payment slip overleaf and take it along with a cheque or cash. There may be a charge for this service.

### Flexible payment card

You can make weekly, fortnightly or monthly payments at any PayPoint outlet. Call us on 0333 000 0001 for details.

### By post

Fill in the payment slip overleaf and send it to us along with your cheque - please remember to write your account number on the back. Do not send cash in the post.

Send your payment to: **South East Water, Payment Processing Department, PO Box 305, Sheffield, S95 1AP.**





## 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](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

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](http://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?

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

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## Comments

## Would you like a call back?

If you would like us to give you a call to discuss your feedback or help further, please circle the best time below and we will be happy to give you a call.

9am – 1 pm

1pm – 5pm

5pm – 7pm

Please visit our website [www.southeastwater.co.uk](http://www.southeastwater.co.uk) for more information regarding our bills, payment methods, water supply issues and a range of other services that we offer.