

Your bill explained

This bill shows the information you'll see if you pay for both water and wastewater with us and don't have a water meter.

If we bill you for water or wastewater only, you will only see that information on your bill, but the way we create the bill is the same.

Account number

Quote your account number when you get in touch.

Issue date

The date your bill was produced.

Invoice number

Unique to each bill we produce on your account.

Your site address

The address that water is supplied to and/or wastewater is taken away from and the address the bill relates to.

Supply point Identification number

A unique reference number used to identify the water and/or wastewater services that are supplied to your premises.

Waterplus
with you every drop of the way

Ms Karen Test
10 Sample Street
Sampletown
AB12 3CD

123/45678A1CD1E 2345

Water and Wastewater bill
01 April 2017 - 31 March 2018

Account summary

Account number	012 345 6789
Bill date and tax point	20 June 2017
Bill number	uu-INW01234567
Customer Reference	
Supply address	10 Sample Street, Sampletown, AB12 3CD
Supply point ID	0123456789A01
Waste point ID	0123456789A01

Billing summary

Previous bill	
Amount due at last bill	£529.60
01 Jan 2017 - 31 Mar 2018	
Amount brought forward	£103.42 Credit
This bill	
Total charge (excl. VAT)	£387.96
VAT on water charges @ 20%	£38.22
VAT on wastewater charges @ 0%	£0.00
Account balance	£529.60
Your next Direct Debit payment is due on 30 June 2017	

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Previous bill

How much your last bill was.

Amount brought forward

How much your account is in credit or how much you still owe us. If you're in credit we take this off the most recent bill. If you still owe us money we add this on to the total amount.

Total charges

Cost for the clean water you've used and the wastewater that's left your premises for treating and cleaning.

VAT charges

You usually only have to pay VAT if you're a chemicals, construction, engineering, manufacturing, mining, textiles or utilities business. If you're not sure get in touch.

Account balance

The total amount you need to pay us. This is the cost for your water and/or wastewater plus any amount you still owe us from the last bill, or minus any amount your account is in credit.



Water Supply

When your property doesn't have a water meter we charge you for your water and or wastewater based on the size of your property. We take the industry standard rateable value of your property (an assessment of the annual rental value of a property) and multiply this by the price for water.

Sewerage and Surface Water

Sewerage is the wastewater that leaves your property and needs treating and cleaning. Surface water is rainwater that falls on your property and land, then drains into the sewer and needs treating and cleaning.

Charges this bill

For 10 Sample Street, Sampletown, AB12 3CD

Water charges

	Used	Rate	Charge
Unmeasured RV Water Charge	207.00	0.6010	£124.41
Unmeasured Water Standing charge	365 Days	0.1827/Days	£66.69
Total Water charges			£191.10

Waste water charges

	Used	Rate	Charge
Unmeasured RV Sewerage & SWHD charge	207.00	0.9510	£196.86
Total Waste water charges			£196.86

New charges	£387.96
VAT on water charges @ 20%	£38.22
VAT on wastewater charges @ 0%	£0.00
Total charges	£529.60

Fixed charges

These are fixed charges which cover services like billing and account management.

Total Amount

The total charges due is the total cost of the water you've used, plus the fixed charges.





Your recent payments

Since your last statement

20 February 2017	£107.28
Total	£107.28

12345678901234567

Other services

Surface Water Drainage

Surface water drainage- Surface water is rain that falls on your property. We may be able to reduce your wastewater charges if this rain does not drain in to the public sewer. For details, please call us on **0345 072 6072**.

Total

How much you've paid since your last bill.



Stamp

Bill details

Amount: £105.28
Bill date and tax point:
12 June 2017

Cheques should be made out to **Water Plus Limited** and sent with your payment slip to: Water Plus Payments, PO Box 12459, Harlow, CM20 9PH. Please don't send cash or post-dated cheques.

Payment giro slip

If you don't pay by Direct Debit your bill has a Giro slip on the bottom. You can pay online at water-plus.co.uk, take this slip to your bank or building society, send it to us with a cheque in the post, or use the account information to pay through your own internet banking.

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Waterplus with you every drop of the way

Payment slip

Customer account number: 123 456 7890

Amount due: £105.28

123456789012345678901234567890

Signature: _____

National Westminster Bank Plc
Collector account
Water Plus Limited
62-32-46

Cash:

Cheque:

£ _____

01234567 < 012345678910 < 123456+ < 12 X

Direct debit

If you pay by Direct Debit your bill will only have the Direct Debit guarantee on the bottom. We will take payments each month.

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The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Water Plus Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Water Plus Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by Water Plus Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Water Plus Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

