

Your bill explained

This bill shows the information you'll see if you pay for both water and wastewater with us and you 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.

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.

Water supply

Costs for the clean water you've used.

Used water

Costs for the wastewater that leaves your premises and is treated and cleaned.

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.

Total amount

The total amount you need to pay us.

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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Waterplus
with you every drop of the way

01234_567890123456789_A1234_01234/5 12345
MS KAREN TEST
10 SAMPLE STREET
SAMPLETOWN
AB12 3CD

Your account number
0123456789
Issue date **27 May 2017**

Got a question? Need information? Go online at water-plus.co.uk or contact us on 0345 072 6072 8.30am - 5.30pm, Mon-Fri

Summary of Charges: Invoice stw 123456789

This bill contains charges for the water supply service to SAMPLE COMPANY, 10 SAMPLE STREET, SAMPLETOWN, AB12 3CD

| | |
|--|----------------|
| Water Supply | £426.77 |
| Used Water | £253.64 |
| Total charges for this period excl VAT | £680.41 |
| VAT (vat no 123 4567 89) | £0.00 |
| Total charges for this period | £680.41 |
| Amount brought forward to this bill | £0.00 |
| Total amount | £680.41 |

amount due

See page 3 for full details of charges

bank giro credit ABC

138
32

Account Number 123 456 7890 Credit Account number 123 457 Amount Due £ 680.41

Cheque NOT acceptable at PO counter

Signature _____ Date _____

Cashier's stamp and initials

25-10-19

Standard Bank PLC
Automated Bank Credit Clearing
Seven Year Order
22051760
10:00

Cash _____
Cheques & PO's _____
£ _____

Please do not write or mark below this line or fold this counterfoil

>01234567< 012345678910 < 123456+< 12 X

Account number

Quote your account number when you get in touch.

Issue date

The date your bill was produced.

Total Charges

Total cost for the water you've used and the wastewater that's left your premises over the time period the bill covers.

Account balance

The amount your account is in credit or how much you still owe us from the last bill.

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.



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.



Meter readings

Shows what your last and most recent meter reading is. (A) means an actual meter read and (E) means it's estimated based on your history of readings and water usage. Take your own meter readings regularly and send them to us via our website to control the accuracy of your bill.

Water usage

We use the difference between your previous and latest readings to work out how much water you've used (volume) and what you need to pay for.

Potable water

Water that's safe to drink and use in food preparation.

Metered potable water metered fixed charges

The new name for the standing charge. This is a fixed price based on the size of your water meter to contribute to the cost of water network.

Metered potable water supply point fixed charges

The new name for the fixed charge. This covers the cost of services to the number of meters at your premises

Metered potable water block tariff

The price you pay for each meter cubed of water used. The wholesaler sets the price for the year, starting in April.

Previous bill

How much your last bill was.

Payments received

How much you've paid us since your last bill. If you pay by Direct Debit it will show all the payments.

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.

Supply point Identification number

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

Cost of water used

The amount of water you've used, multiplied by the cost in pence, gives the overall cost of the water you've used over the time period of the bill.

Charge period

You may see more than one set of charge period dates if prices have changed because you've gone on to a new contract or the wholesale price has changed in a bill that includes April.

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How we work out your bill

| Previous account activity | | | |
|--|--|--|--------------|
| Amount brought forward from your last bill | | | £751.16 |
| Payment received on 20 December 2016 | | | £751.16 |
| Amount brought forward to this bill | | | £0.00 |

Charges for service at **SAMPLE COMPANY, 10 SAMPLE STREET, SAMPLETOWN, AB12 3CD** **PROPERTY NUMBER: 123456789 0**

| Water Supply | | Bill period: 01 April 2017 to 31 March 2018 - 365 days | | | | | | |
|---|------------------|--|-----------------------|------------------------------------|--------------------------|------------|---------|----------------|
| Meter number/size | Previous reading | Latest reading | Volume m ³ | Average Daily Usage m ³ | Pence per m ³ | WAI rate % | Charges | |
| Charge Period: 18 November 2016 to 31 January 2017 - 75 days | | | | | | | | |
| Water supply | 12AB123456 | 2701 (A) | 2820 (E) | 119.00 | 1.59 | 155.86 | 0.00 | £185.47 |
| Total | | | | | | | | £185.47 |
| Charge Period: 18 November 2016 to 31 March 2017 - 134 days | | | | | | | | |
| Fixed Charge | | | | | | 0.00 | | £16.74 |
| Water Standing Charge | 22mm | | | | | 0.00 | | £2.21 |
| Total | | | | | | | | £18.95 |
| Charge Period: 01 February 2017 to 31 March 2017 - 59 days | | | | | | | | |
| Water supply | 12AB123456 | 2820 (E) | 2915 (E) | 95.00 | 1.61 | 155.86 | 0.00 | £148.07 |
| Total | | | | | | | | £148.07 |
| Charge Period: 01 April 2017 to 30 April 2017 - 30 days | | | | | | | | |
| Metered Potable Water Meter Fixed Charges | 12AB123456 | | | | | 0.00 | | £0.60 |
| Metered Potable Water Supply Point Fixed Charges | 22mm | | | | | 0.00 | | £3.60 |
| Metered Potable Water Block Tariff | | 2915 (A) | 2943 (E) | 48.00 | 1.6 | 146.00 | 0.00 | £74.28 |
| Total | | | | | | | | £74.28 |

| Used Water | | Bill period: 01 April 2017 to 31 March 2018 - 365 days | | | | | | |
|---|------------------|--|-----------------------|------------------------------------|--------------------------|------------|---------|----------------|
| Meter number/size | Previous reading | Latest reading | Volume m ³ | Average Daily Usage m ³ | Pence per m ³ | WAI rate % | Charges | |
| Charge Period: 18 November 2016 to 31 January 2017 - 75 days | | | | | | | | |
| Used Water Consumption | 12AB123456 | 2701 (A) | 2820 (E) | 119.00 | 1.59 | 94.00 | 0.00 | £111.86 |
| Total | | | | | | | | £111.86 |
| Charge Period: 18 November 2016 to 31 March 2017 - 134 days | | | | | | | | |
| Fixed Charge | | | | | | 0.00 | | £8.44 |
| Total | | | | | | | | £8.44 |
| Charge Period: 18 November 2016 to 31 January 2017 - 75 days | | | | | | | | |
| Used Water Consumption | 12AB123456 | 2820 (E) | 2915 (E) | 95.00 | 1.61 | 94.00 | 0.00 | £89.30 |
| Total | | | | | | | | £89.30 |

Key: E - Estimated Read, A - Actual Read

Used water fixed charge

A fixed cost to contribute towards the wastewater network.

Cost of wastewater

Based on the amount of water you've used but with a discounted price, as not all water you use goes back into the sewer because of losses like evaporation.



Metered sewerage supply point fixed charges

A new name for the fixed charge towards services and the cost of taking wastewater away from your property.

Metered sewerage block tariff

The new name for the cost of the wastewater that left your business premises.

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Charge Period: 01 April 2017 to 30 April 2017 - 30 days

| | | | | | | | | | | |
|-------------------------------|------|----------|----------|-------|-----|--------|------|--|--|---------------|
| Metered Sewerage Supply Point | | | | | | | | | | £1.80 |
| Fixed Charges | | | | | | | | | | |
| Metered Sewerage Block Tariff | 22mm | 2915 (A) | 2963 (B) | 48.00 | 1.6 | 146.00 | 0.00 | | | £42.24 |
| Total | | | | | | | | | | £44.04 |

Total Charges Due

| | |
|-------------------------------------|----------------|
| Total charges for this period | £680.41 |
| Amount brought forward to this bill | £0.00 |
| VAT @ 0.00% | £20.52 |
| Total amount | £680.41 |

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 4072.

Rateable value - When the water we supply isn't metered, your charges have to be worked out based on the 1989/90 rateable value of your property. The charges are calculated by multiplying the rateable value of your property by the appropriate rates for the services which you receive. If you would like more information on having a water meter fitted, please visit our website at water-plus.co.uk

