



Need to get in touch?  
go to

[southernwater.co.uk](http://southernwater.co.uk)

0845 272 0845

Weekdays - 8am to 8pm, Saturday - 8am to 5pm

MR A CUSTOMER  
1 ANYTOWN ROAD  
ANYTOWN  
TW1 XXX



Date 29 Jan XXXX

Your assessed bill for 01 April XXXX to 31 March XXXX

This is a summary of your bill for water supplied to and wastewater taken away from your property.

Your customer number

01234567

1 Payment reference

000X XXXX XXXXX

Payment in full is due by 1st April, or if you want to pay by two instalments please pay £xxx.xx by 1 April and £xxx.xx by 1 October. A further reminder will be sent when the second payment is due.


Your prompt payment is appreciated

Amount to pay now

£xxx.xx

1 This is your payment reference number. You'll need this when making a payment or setting up a payment scheme, such as Direct Debit or payment card.

## How we worked out your bill

Charges	Assessed charge	Standing charge	Total
 Wastewater	£xx.xx	£xx.xx	£xxx.xx

**Total charges for 01 April XXXX to 26 November XXXX** £xxx.xx

## Your account summary

<b>2</b> Balance brought forward	£xx.xx Credit
<b>3</b> What you've paid since your last bill	£xxx.xx Credit
What you've been charged for From 01 April XXXX to 26 November XXXX	£xxx.xx
<b>4</b> Transfer From account XXXXXXXXXXXX	£xxx.xx
<b>5</b> Adjustments	£xxx.xx
<b>6</b> Account Balance	£xx.xx Credit
<b>7</b> Outstanding Balance	£xx.xx
<b>8</b> Amount to pay now	£xx.xx

## Your questions answered

We take away your wastewater

### What is the assessed charge

Your charge is a fixed assessed charge using the same criteria as your water supplier. This is because your water supplier has tried to fit a meter in the past but it has not been possible to fit one.

### What is the standing charge?

There are certain costs that do not depend on how much water customers use. These costs include, for example, the cost of sending bills, collecting payments and dealing with enquiries. The standing charges covers these costs.

### Why are wastewater charges higher than water supply?

Our wastewater charges are higher as it is more expensive to treat and dispose of wastewater to a high standard than it is to provide a fresh water supply

- 2** This is any amount outstanding or credit balance brought forward from your last bill.
- 3** This shows the total of all payments received since your last bill.
- 4** Transfers show where a balance has been transferred from one account to another.
- 5** Adjustments are where we have adjusted your account, for instance when giving a leak allowance or surface water rebate.
- 6** This shows the credit amount on your account which has been included when the new payment amounts have been calculated.
- 7** This shows the balance outstanding on your account which has been included when the new payment amounts have been calculated.
- 8** This shows the amount now due for payment. However, if you already pay by Direct Debit or payment card this amount will be included in your payment scheme.



## Can we help you with your bill?

If you have problems paying your bill, please contact us as soon as possible. We'll be happy to help:

- check to see if you're entitled to help with your bill
- set you up with a payment plan, so you can pay smaller amounts over time
- suggest ways you can reduce your bill

Want to spread the cost of your bill, ring our 24 hour automated service on **0845 270 1508** to apply for a payment card. This can be used at all post offices and PayPoint outlets. We can offer weekly, fortnightly or monthly payment options to help you budget

**Freephone :** 0800 027 0363

**Email :** [debtadvice@southernwater.co.uk](mailto:debtadvice@southernwater.co.uk)

**Website :** [www.southernwater.co.uk](http://www.southernwater.co.uk)

## What can you do to reduce your bill?

- 9** If all of your surface water drains to a soakaway you can claim a rebate on your wastewater standing charges. To find out more please go to our website or call us **0845 272 0845**

### Customer code of practice

This is available for all customers and provides a full range of information about Southern Water and the services we provide.

This can be viewed at [www.southernwater.co.uk](http://www.southernwater.co.uk) or you can request a copy by writing to:

Southern Water,  
Customer Services,  
Southern House,  
Yeoman Road,  
Worthing BN13 3NX

## How can I pay?

There are several ways to pay your bill. You can choose which is best for you.



**Direct Debit** – If you would like to pay by Direct Debit contact us or visit the website at [www.southernwater.co.uk](http://www.southernwater.co.uk)



Your Payment reference number **000X XXXX XXXXX**

**At a bank or post office** – You can pay at most banks or post offices by using the payment slip over the page.

This service is free if you pay at a post office, any branch of Natwest, or your own bank (unless you bank with Santander or Halifax).



**Debit and credit card** – You can pay by card on our website at [www.southernwater.co.uk](http://www.southernwater.co.uk) or by phoning **0845 270 1508** (24 hours a day).



**By post** – Fill in the payment slip over the page and send it, with a cheque made payable to Southern Water, to PO Box 41, Worthing, West Sussex, BN13 3NZ.



**Online or telephone banking** – When paying through online or telephone banking, quote your payment reference number on the front of the bill. Our bank sort code is 40-02-50 and account number is 91426907.



**PayPoint** – You can pay by cash wherever you see the PayPoint sign. Please take your bill or your payment card with you.

**9** Surface water is the rainwater run-off from your roof and other paved areas. A charge is made for this where the rainwater runs into the public sewer.

If none of the rainwater from your property goes into the public sewer, you can claim a rebate by completing a form on the 'Your wastewater' section of our website.