Customer number
3094 4593 01

Bill date 6 June 2014
Bill number 5096 5540 72

SOUTH WEST WATER

Need to get in touch?

Go to southwestwater.co.uk
- find answers to your questions
- pay your bill
- give us meter readings... and more

Mr S Ian
Bomforth
7 Seven Stone Road
Exmouth
EX8 2EP

THE £50 REDUCTION

Government Contribution

Please see back of bill for information on calculation of Government Contribution on this bill

Your water bill

For services at 34 Hadrian Drive Exeter
30 May 2014 to 4 June 2014

Balance before this bill ▸ see details	**£0.00**
On this bill	
Water charges ▸ see details	£0.65
Sewerage charges ▸ see details	£0.57
THE £50 REDUCTION Government Contribution ▸ see details	£1.22 CR
Total charges on this bill	**£0.00**
Bill total	**£0.00**

You don't need to do anything
- this bill is for information only.

Welcome to South West Water

We've worked out this bill from the date you moved in on 30/05/14.

If this is not the day you moved in, please contact us on 0844 346 1010

Make life a little easier

We have a range of plans that help you spread your costs. Pay by:

- regular Direct Debit, or
- monthly, fortnightly or weekly using payment slips.

To start a payment plan or to find out more, call us on 0844 346 1010

SWBL700A 904 2625

How to get in touch

Visit our website	>	southwestwater.co.uk	
About your bill, payments or account	>	0844 346 1010*	Monday to Friday 8am to 8pm Saturday 8am to 5pm
About your water supply or sewers	>	0844 346 2020*	24 hours, 365 days a year
***Call charges**	>	Calls from BT landlines are charged at 3p/min	Charges may vary according to service provider
Text Relay - textphone service for hard of hearing customers	>	Dial 18001 before the helpline number	
Minicom - textphone service for hard of hearing customers	>	0800 169 9965	24 hours, 365 days a year
To email us	>	go to southwestwater.co.uk	
To write to us	>	South West Water PO Box 4762 Worthing BN11 9NT	

How to Pay

By Direct Debit	>	Direct Debit is a quick, convenient and safe way to pay your bills. To set up a Direct Debit, please call us on **0844 346 1010.**
By debit card - online or on the phone	>	To pay by debit card, please either: • go to **southwestwater.co.uk/myaccount** • call **0800 230 0750**
By telephone or online banking	>	To pay by telephone or online banking, please get in touch with your own bank. You'll need to quote: • your customer number • our sort code, which is **30-00-00** • our account number, which is **0239 7455**
By payment plan	>	To set up regular payments, call us on **0844 346 1010** You can pay monthly, fortnightly or weekly.
At a bank	>	You can pay by cash or cheque at any bank. Please take your bill with you. If you're paying by cheque, make it **payable to South West Water Ltd.** Please note that some banks may charge you.
At a Post Office	>	You can pay by cash or cheque and there's no charge. If you pay by cheque, please make your cheque **payable to Post Office Ltd.**
By post	>	Please make your cheque **payable to South West Water Ltd** and write your customer number on the back. Then send your cheque and payment slip to **South West Water, PO Box 4762, Worthing BN11 9NT.** Please don't send cash through the post.
If you don't have a bank account	>	You can pay in cash at the Post Office, or at any branch of Lloyds TSB Bank. Please take your bill with you. Paying in cash is free at the Post Office, but if you pay in cash at the bank, you'll need to pay a fee of 30p.

SOUTH WEST WATER

The details

30 May 2014 to 4 June 2014

Water charges

Usage charge	0 cubic metres at £2.0494 each	£0.00
Standing charge	£39.24 ÷ 365 days x 6 days	£0.65
Total water charges		**£0.65**

Sewerage charges

Usage charge	0 cubic metres at £3.4701 each	£0.00
Standing charge	£34.80 ÷ 365 days x 6 days	£0.57
Total sewerage charges		**£0.57**

Government Contribution

Reduction amount	£1.22 CR
Total bill reduction	**£1.22 CR**

SWBL700A 904 2626

Need to get in touch?

Bill, payment or account helpline
0844 346 1010
- Mon to Fri 8am to 8pm, Sat 8am to 5pm
- see back of bill for call charges

Meter readings

Meter number 70168899
Serial number 03M052793

Latest reading

6 8 8 — Read by us on 4 Jun 2014

Previous reading

6 8 8 — Read by us on 30 May 2014

Cubic metres of water used

0

What is sewerage?

Your sewerage charges are for foul, surface water and highway drainage.

If you think your property does not discharge surface water into our sewers, please call us on 0844 346 1010.

Why does the sewerage usage charge include a percentage?

We work out your sewerage charges based on the amount of water you've used. But because some of the water you've used doesn't go into the sewer, we only charge you for a percentage of the water used.

What is the standing charge for?

Your standing charge covers running costs, such as :
- reading meters
- billing and customer services
- meter maintenance and replacement

Useful information

If you have problems paying, please call us as soon as possible on 0800 083 0283. We'll be happy to:

- Check to see if you're entitled to help with your bill
- Set up a payment plan, so you can pay smaller amounts over time
- Suggest ways you can reduce your bill.

Please call us on this number if you would like a free copy of our Code of Practice on Payment and Debt Recovery.

If you receive benefits or tax credits you may be able to get help with your water bill by qualifying for one of our WaterSure or WaterCare tariffs. Other criteria will apply. Call 0844 346 1010 to find out more or go to southwestwater.co.uk/domestic

Moving house? Please read your meter on the day you move out and give us details at southwestwater.co.uk or call 0844 346 1010.

If you can't read your meter, please call us ten working days before you move so that we can read it for you - if you don't, you may have to pay extra charges, see southwestwater.co.uk/domestic

Need some extra help?

If you have specific needs - for example if you have any kind of disability - please let us know by calling 0844 346 1010. If you are hard of hearing you can use the Text Relay service by dialling 18001 and then 0844 346 1010 or alternatively use our Minicom service on 0800 169 9965 so that we can add your details to our Priority Services Register.

We may use credit reference and fraud prevention agencies to help us make decisions on your account. If you would like to know more details go to southwestwater.co.uk or call 0844 346 1010

The Consumer Council for Water is the independent statutory body representing customers' interests. Contact them by calling 01392 428028 or Minicom 0121 625 1422, write to Ninth Floor, Renslade House, Bonhay Road, Exeter EX4 3AW.

If you find a leak on your pipe, contact us straightaway. So long as you take action quickly, we'll do our best to help you with any bills.

To check for leaks:

- Check your water meter regularly to make sure the dial only moves when you are using water
- Look to see if your bill is more than usual.

You can download our Code of Practice on Leakage from southwestwater.co.uk/aboutus or contact us for a free copy.

For household customers this bill includes a reduction because of a Government Contribution amount. For a full year that amount is £50. If you move to another home within our service area, or switch tariffs, the reduction will still apply.

For metered bills issued quarterly, a £12.50 reduction will be made to each bill. Half-yearly bills will be reduced by £25.00.

As this is your first bill at this property it shows an amount greater than £12.50 (or £25 if you receive two bills a year) as the reduction will include an amount for the number of days between you moving in (or having a meter installed) and the date of the bill in addition to £12.50 or £25.00.

For more details on how the reduction is calculated go to southwestwater.co.uk/50reduction

Our staff always carry identification and whenever our staff visit you, they will make an appointment with you first by phone or letter. If you are still not sure they work for us, tell them to wait outside and call us on 0844 346 2020. Our staff will not mind waiting.

Our water meters are very reliable, and a reading taken from one by a South West Water employee is legal proof of the amount of water used. If you think there's a problem with your meter, please call us. We can have the meter tested independently if you do not think it is accurate - but if tests show it is, you will have to pay £69 for the test (higher charges apply for larger meters).

Please do not interfere with your water meter yourself, or do anything that may affect how it works without our permission, or you could be committing an offence.

South West Water Limited Registered Office: Peninsula House, Rydon Lane, Exeter, EX2 7HR. Registered in England No 2366665. A Pennon Group Company. Please note we may monitor or record any calls.