



Need to get in touch?
go to

southernwater.co.uk

0845 272 0845

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

Mr A CUSTOMER
1 ANYTOWN ROAD
ANYTOWN
TW1 XXX



Your customer number
01234567

1 Payment reference
xxxx xxxx xxxxx

Date 29 Jan XXXX

2 Your metered bill for 01 October XXXX to 27 March XXXX

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

Your account summary

3	Balance brought forward	£xx.xx
4	What you've paid since your last bill	£xxx.xx Credit
	What you've been charged for	
	From 01 October XXXX to 27 March XXXX	£xxx.xx
6	Transfer	
	From account XXXXXXXXXXXXX	£xxx.xx
7	Adjustments	£xx.xx
8	Account Balance	£xx.xx Credit
9	Outstanding Balance	£xx.xx
10	Amount to pay now	£xx.xx

About your payments

Your next Direct Debit payment
xx April XXXX

£xx.xx

Please see payments to be paid for a full list of future payments due

Your previous Direct Debit

£xx.xx

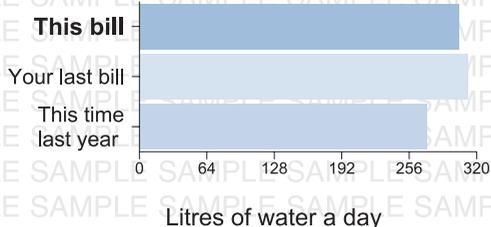
You do not need to pay your balance. Your payments have been amended including the balance on your account

Thank you for paying by Direct Debit.

- 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.
- 2 This shows the dates of your last two meter readings, which is the period of time covered by the bill.
- 3 This is any amount outstanding or credit balance brought forward from your previous bill.
- 4 This shows the total of all payments received since your last bill and will be offset against the billed charges.
- 5 If you see the word Credit on your bill this means that your account is in credit. If you pay by Direct Debit or payment card, you will be building up credit to settle the bill. Any credit left over will be carried forward to your next bill.
- 6 Transfers show where a balance has been transferred from one account to another account.
- 7 Adjustments are where we have adjusted your account, for instance when giving a leak allowance or surface water rebate.
- 8 This shows the credit amount on your account which has been included when the new payment amounts have been calculated.
- 9 This shows the balance outstanding on your account which has been included when the new payment amounts have been calculated.
- 10 This shows the amount now due for payment. If payment is not received by the payment due date then recovery action may commence.

Your water use

Over the last six months your household used on average **303** litres a day



Water use in a typical household

Number of people in the household	Litres each day
1	226
2	332
3	370
4	391
5	448
6	593

Reduce the water used to flush your toilet

To save a litre with every flush just install a Save-a-flush bag. These are free for our customers.

Installing a Save-a-flush bag can save £6 per person off your annual water bill.

To receive your free 'save-a-flush' device, go to our website www.southernwater.co.uk

If you're using less water than the typical household, thank you for using water wisely

About your payments

Direct Debit payments to be paid

25 Apr XXXX	£xx.xx	27 May XXXX	£xx.xx	25 Jun XXXX	£xx.xx
25 Jul XXXX	£xx.xx	26 Aug XXXX	£xx.xx		

Direct Debit payments already paid

22 Oct XXXX	£xx.xx	20 Nov XXXX	£xx.xx	20 Dec XXXX	£xx.xx
27 Jan XXXX	£xx.xx				
				Total already paid	£xxx.xx

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

Freephone : 0800 027 0363

Email : debtadvice@southernwater.co.uk

Website : www.southernwater.co.uk

Do you qualify for a reduction in your metered bill?

If you receive certain benefits and have 3 or more children at home, or someone in the house has a medical condition which means you use lots of water, then you may be eligible for WaterSure Tariff. Call now for more details on 0800 027 0363

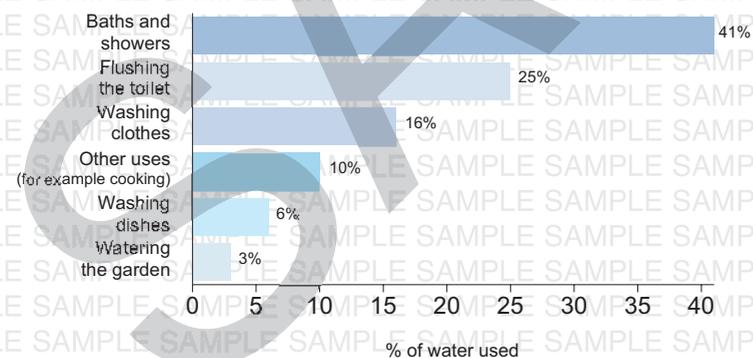
What can you do to reduce your bill?

There are many easy ways to reduce the amount of water you use, and so reduce your bills. We really want to help you find ways to save money. We have lots of water saving tips on our website www.southernwater.co.uk

11 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**

The graph below shows how water is used in a typical household. Yours may differ.



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 or you can request a copy by writing to:

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

11 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.