



Mr Ian Day
44 North Road
St. Andrews
Bristol
BS6 5AF

954700

Customer number:
21149794

Payment reference:
202114979403X

Bill/tax point date:
19/03/2020

Schedule number:
03

Bill number:
0031469490

Your water services bill

1 Amount due

For the period:
02/10/2019 to
18/03/2020

Amount brought
forward:
£317.50 CR

New charges:
£322.17

Supply address:
20 Jarratts Road, Southmead, Bristol, BS10 6WF

Total due

£4.67

See section 3
for more detail

2 Your payment plan

Great news! You are paying by Direct Debit so you don't have to do anything.

About your next payment: £63.50

Your first Direct Debit payment will be taken on or just after 01/04/2020.

Future payments: £63.50

Payment will be taken monthly on or just after your preferred payment date until further notice.

Please check your payments and bill carefully. We aim to review your payments annually; however, it is your responsibility to ensure your payments are sufficient to clear your bill.

For more information on how to pay see section 5.

How can we help?

Section

- ▶ How do I pay my bill?5
- ▶ My water use has gone up, what do I do?6
- ▶ I'm having financial difficulties.
Can you help me?7
- ▶ My property has a soakaway.
How do I claim a rebate?7
- ▶ I'm moving home. What do I need to do?8

Pension Credit discount

If you receive Pension Credit or state pension is your only income we may be able to offer you a discount of around 20% off your bill. For an application form call **0345 600 6 600** (24 hour automated service) or visit bristolwater.co.uk/pensioncredit

We know that sometimes you or someone you care about may need a little extra help. Our priority services scheme provides additional support, such as the delivery of bottled water if there is a supply problem. Find out more in section 7.