



Your new
look bill
Tell us what you think
seswater.co.uk/paymybill

2 March 2020
Bill number: 5
Area: Southern

seswater.co.uk

01737 772000
Mon - Fri, 8am - 6pm

customerrelations@seswater.co.uk

MISS Z BLAAIW & MR R
BRUNYEE
BEAGLES DEN
DOG KENNEL GREEN
RANMORE COMMON
DORKING
SURREY RH5 6SU

Welcome to your water bill

We send you bills for your water every six months. The amount you pay is based on meter readings we take from your water meter.
You make payments as per your Direct Debit arrangement.

Account number

890969-2

Water charges

Latest Reading

20 February 2020

0 0 0 4 1 3
(actual)

Previous Reading

28 August 2019

0 0 0 3 4 3
(actual)

Period/use

176 days
70m³

28 August 2019 to
20 February 2020

£113.43

Account summary

Balance brought
forward*

-142.52

+

This
bill

113.43

=

Account
balance:

£29.09

in credit

*Balance brought forward includes payments and adjustments made towards the account.

What next?

Thank you for paying by direct debit.

We will continue to take payment as instructed
by your bank or building society.



Account
Balance:

£29.09

in credit

This bill is available in braille or large print

Supplied to: BEAGLES DEN, DOG KENNEL GREEN, RANMORE COMMON, DORKING, SURREY RH5 6SU

Water charges

Meter No: 14092979

Standing charge (183 days @ £13.55 per half year)	£13.55
Water charge (70 m ³ @ £1.4269 per m ³)	£99.88
Total water charges	£113.43

Account number: 890969-2

What is a cubic metre?

We measure water in cubic metres (m³) and 1m³ of water is equal to 1,000 litres of water.



Standing charge?

This helps maintain the pipes that deliver clean water to your home and take wastewater away. It also includes a £2 contribution towards our Government and customer-backed Water Support Scheme which provides a discount for eligible households facing financial hardship.

Your total bill

Balance brought forward	-£142.52
Including:	
Payments made -£120.00	
This bill	£113.43

Account balance -£29.09

If you're having trouble paying your bill, we can help.
Contact us today.

To help you understand and keep track of your usage, once we have more data, we'll include a graph to help you understand how much water you're using.

Here are a few things you can do to be more water-wise.

Get more from your water

- If you want hot water from your tap, use a jug to catch the water before it runs hot, stick it in the fridge and reuse it!
- Be sure to turn the tap off whilst brushing your teeth
- Have a short shower instead of a bath - a five-minute shower could save up to 60 litres of water

Any Leaks?

A dripping tap or leaky loo can increase your bill without you knowing it.

Thank you!

01/02/20 Payment	£24.00
01/01/20 Payment	£24.00
01/12/19 Payment	£24.00
01/11/19 Payment	£24.00
01/10/19 Payment	£24.00

How do you compare?

On average you're using **400 litres** per day. How do you compare to the regional average?

Regional average (per day)

One person	170L
Two people	320L
Three people	460L
Four people	590L
Five people	720L
Six people	860L

400L per day
is the same as...



(Not including the cost of
wastewater services)

Looking for some help?

Need help paying? Call us today to discuss your options



01737 772000

Making your bill more affordable

WaterSure Scheme

Financial help for metered customers who need a lot of water for medical reasons.

seswater.co.uk/watersure

Water Support Scheme

If you are an eligible household facing financial hardship we may offer reduced charges.

seswater.co.uk/watersupport

WaterDirect

If you're on certain benefits, we may be able to arrange your water payments to be deducted directly from your benefits.

seswater.co.uk/waterdirect

Other ways we can help

Helping Hand Scheme

This offers additional help in a variety of ways including individual notification in emergencies, braille, large print and audio/CD services, text relay, nominated correspondent and more.

Priority Services Register

You can join this service for free which helps us look after customers who have extra needs so that we can tailor our services to better support these households.

Password Scheme

You can set up a password (only known to you and us) to use when one of our representatives calls. So, if a caller claims to be from our company but doesn't know your password, don't let them in.

Find out more at seswater.co.uk/helpinghand

Water use

Nearly everyone can do more to conserve water. We're playing our part by tackling leakage and installing more water meters across our supply area, but you can help by 'keeping track of the tap' in your home. In our area, each person uses around 160 litres of water per day, which is higher than the UK average and amounts to the same as us delivering 700 pints every day to each household!

In the South East we have less rainfall per person than countries like Spain and Morocco, and we also receive 50% less rainfall than the rest of the UK. This is why we all need to be more water-wise and help to keep our water resources healthy. Find out more about how you could save water at

seswater.co.uk/saving

Water in your home

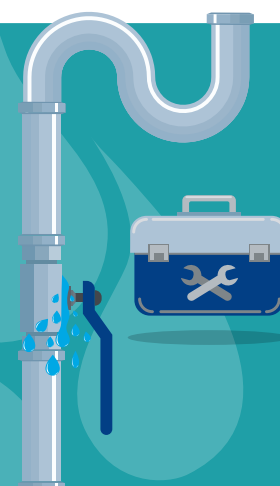
Our drinking water is of the highest quality but some customers can experience issues affecting their water quality. Whether this is through pipework, changes in taste and odour and more. We encourage anyone having work done on their household plumbing to use trusted and qualified plumbers, registered with the industry body WaterSafe (watersafe.org.uk). These plumbers have undergone specific training to keep customers' drinking water safe. If you're planning on carrying out work or want more information about your water quality, visit

seswater.co.uk/waterinyourhome

Leakage – what you can do

Reducing wastage by managing leakage is very important to customers and one of our top priorities too. We have one of the lowest leakage rates in the country and have met our target for 20 years but it's not just about our network – did you know that a third of all leakage is from customer pipes? Our website includes lots of information about how to check for leaks, including lower water pressure and higher meter readings. It's a customer's responsibility to fix leaks on their property but we do offer leakage detection and repair assistance. Visit seswater.co.uk/leak or call us to find out more.

Spot a leak when you're out and about? So we can fix it quickly let us know at seswater.co.uk/reportaleak or call us.



Useful information

Moving home?

Let us know if you're moving home or you may be liable for the charges until the next meter reading or until we find out about the change. You can use our online form or call us with details of your moving date and we'll do the rest.

Personal data

We may collect and process a variety of data about you from information you give us. This may be through an online form, over the telephone, email or otherwise. We use your information for the specific purpose(s) for which it has been provided to or collected by us and also to administer, support, improve and develop our business generally and to enforce our legal rights. To find out more about our Privacy Notice and how we process your data, visit seswater.co.uk/personaldata

Our commitment to you

We take complaints very seriously and will do our best to address your concerns. If we are unable to do this to your satisfaction, we will provide a comprehensive response to help you understand our position. If, after following our complaints procedure you remain unsatisfied with our response you have the right to refer the matter to the Consumer Council for Water ccwater.org.uk

WaterAid

We support WaterAid, an international organisation working to transform millions of lives every year by improving access to safe water, toilets and hygiene.

Wastewater

Your charges pay for clean water to your home and taking your wastewater away. Depending on where you live, this is provided by Thames Water (whose charges we include in your bill), or Southern Water (who bill you directly).

High quality water

The quality of our water is governed by the Water Supply (Water Quality) Regulations 2016 and any person may request information about the water quality in our supply area and we will respond within seven days. Visit seswater.co.uk/wq for more information on water quality in your area, what you can do to look after water in your home and factsheets including discoloured water, taste & odour, hardness & scale, lead in drinking water and particles.

Our charges

The amount we charge you for clean water and the quality of the service we provide is regulated by the industry regulator, Ofwat. Charges change on the 1 April each year and a summary is available at seswater.co.uk/charges

How your money is spent

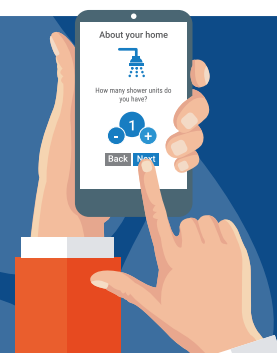
The average household in our supply area spends around 50p a day on their water supply which is invested into our network to continue to provide customers with high quality water all day, everyday. To keep our promises to our customers, we measure how we're doing through our performance commitments. You can find out more about our performance and how it compares to other water companies at discoverwater.co.uk

Beating bogus callers

More than half the 'bogus caller' crimes in the UK are committed by criminals pretending to be from a water company, or from the 'water board' - which hasn't existed for more than 30 years! Make sure the caller is genuine, in uniform with an ID badge and branded vehicle before letting them enter your home. If in doubt, keep them out and call us on 01737 772000 - our staff won't mind waiting. For more information on how to stay safe visit seswater.co.uk/boguscallers

Save water, save money

Find out how much water you use compared to your neighbours with our Savings Engine™ from Save Water Save Money at seswater.co.uk/calculator. The Savings Engine™ will also select water saving devices that suit your home, such as an eco-showerhead, kitchen tap aerator, shower timer and save-a-flush. Simply pick the items you want and we will pop them in the post to you completely free of charge!



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SURREY RH5 6SU

Our ref: 890969-2
Date: 2 March 2020

Your water charges 2020/21

Dear MISS Z BLAAIW & MR R BRUNYEE

We're writing to let you know about changes to your water charges from 1 April 2020.

Your drinking water charges have changed slightly.

This enables us to deliver our promises to you and continue to make our water supply network more resilient.

The table below shows the difference between your new and previous charges:

Water supply	Up to 31 March 2020	From 1 April 2020
Price per cubic meter of water	£1.4269	£1.3261
Annual standing charge	£25.09	£27.20

Your standing charges contribute towards maintaining our pipes that deliver clean drinking water to your home and the pipes that take your wastewater away. It also includes a £6 contribution towards our Government and customer-backed Water Support Scheme which provides a discount for eligible households facing financial hardship. Those already receiving the Water Support discount will not pay the contribution.

Please refer to your bill for a breakdown of how much water you've used along with any other charges or discounts on your account.

If you'd like to know more about our performance commitments or how we make sure we provide value for money to all of our customers, please visit **www.seswater.co.uk**

You could make water savings

As you already have a water meter fitted, you only pay for the water you use. Find out if you can make more savings by visiting **www.seswater.co.uk/saving** and use the Water Savings Calculator for a personalised recommendation on how you can save money, water, and energy in your home. You can also order **free** water saving packs.

Our Customer Service Team is here to help. Call 01737 772000 or email **customerrelations@seswater.co.uk**

Yours sincerely

A handwritten signature in black ink, consisting of a stylized 'D' followed by a horizontal line.

Customer Service Team
SES Water