

Mr Ashley Gore
Miss Kayleigh Crone

Sent by email to
kayleighcrone@hotmail.co.uk

Make payments, give us meter readings, and manage your account at any time of the day or night.

nwl.co.uk

Your account number

4967 0902 00

Bill number

22903271

Bill date

1 August 2022

Hello Mr Gore & Miss Crone

Your water bill

4 February 2022 to 1 August 2022



Based on an actual meter reading

Balance on

3 February 2022
£37.77

What you paid

£250.00

New charges

£226.03

Account balance

£13.80

Your payment
will be

£41.00

from
5 September 2022.

What's in this bill?

We've split your bill into three clear sections.

1

About your usage

- Your usage and charges for this bill
- Could you save money?

2

Stay in control

- Payments since last time
- The Direct Debit Guarantee

3

Useful information

- Useful contact details
- Everything else you need to know

Your monthly payment has been reviewed



You don't need to do anything, we'll take your payments by Direct Debit.

How we worked out your new payment amount

✓ Current balance	£13.80
- Total left to pay from previous payment plan	£43.00
+ Estimated usage over the next 12 months	£517.86

We will take one payment of £43.00 on 5 August 2022, followed by monthly payments of £41.00 starting from 5 September 2022.

We'll review your monthly payment at your next bill.



Need some help to understand your bill?

Visit www.nwl.co.uk/yourbill or follow this QR code.

1. About your usage

What you've used



Water charges (4 February 2022 to 31 March 2022)

This is the charge for treating the water and getting it to you.

Fixed charge	56 days	at	£39.75 per year	=	£6.10
Usage	26m ³	at	£1.0732 per m ³	=	£27.90

Water charges (1 April 2022 to 1 August 2022)

Fixed charge	123 days	at	£42.61 per year	=	£14.36
Usage	57m ³	at	£1.1777 per m ³	=	£67.13

Sewerage charges (4 February 2022 to 31 March 2022)

This is the charge for taking used water and rainwater away through the sewer.

Fixed charge	56 days	at	£71.14 per year	=	£10.92
Usage	26m ³	at	£0.7981 per m ³	=	£20.75

Sewerage charges (1 April 2022 to 1 August 2022)

Fixed charge	123 days	at	£80.57 per year	=	£27.15
Usage	57m ³	at	£0.9073 per m ³	=	£51.72

New charges this bill **£226.03**

You don't pay VAT on your water charges.

Your supply details

Address 1 Peddars Way, Ingleby Barwick
supplied:

Meter 17MA166215
number:

What you've used

This bill (3 February 2022 to 1 August 2022)

83 m³

Last bill (5 August 2021 to 3 February 2022)

97 m³

How your usage compares

Number of
people in
household



Typical usage over
six months (m³) **28 45 60 75 85**

Visit www.nwl.co.uk/watermeter to use our water usage calculator, plus instructions on how to read your meter.

What is a cubic metre (m³) ?

It's 1,000 litres or 220 gallons of water, which gets you either...



12
baths



28
showers



14
washes

Do you qualify for a discount on your bill?

With SupportPlus, you could get a discount of up to 50% if your water bill is 3% or more of your household income (after rent or mortgage) and either someone in your household claims pension credit, or your total household income is under £16,480.

Your total household income includes your benefits, such as universal credit and housing benefit, but doesn't include disability benefits.

You may also be eligible if your income is not enough to cover your essential bills - you'll need a financial assessment from an independent debt advice organisation, such as Stepchange Debt Charity, along with your application.

Visit www.nwl.co.uk/supportplus to check if you qualify.

2. Stay in control

Payments since last time

5 July 2022	£43.00	5 May 2022	£43.00	7 March 2022	£43.00
6 June 2022	£43.00	14 April 2022	£43.00	7 February 2022	£35.00

Total payments

£250.00

When you pay by Direct Debit you're protected by the Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit we will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you ask us to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by us or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when we ask you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

3. Useful information

Found a leak or water emergency?

Phone **0345 717 1100** as soon as possible. We're here 24 hours a day.



Need to contact us about your bill?

You can visit **nwl.co.uk** at any time of the day or night. Or you can phone **0345 733 5566** between 8am and 7pm Monday to Friday, and from 8am to 1pm on Saturdays.



Need help paying?

We can help if you are struggling to pay.



Get your water bills paid straight from your benefits with Water Direct so you don't have to worry about falling behind with your payments. Find out more and apply at www.nwl.co.uk/waterdirect



If you're on a water meter, you could get capped meter charges with WaterSure. You can apply if you are on an eligible benefit and have three or more children or someone in your household has to use a lot of water because of their medical condition. Find out more at www.nwl.co.uk/watersure



You could get up to 50% off your bill with our SupportPlus tariffs aimed at people on a low income or your income is not enough to cover your essential bills: www.nwl.co.uk/supportplus

We share information with credit reference agencies when you open an account with us and also on an ongoing basis; this includes information about your paid accounts and any debts not paid on time. Failure to keep up with payments may impact your credit score and could affect your ability to obtain credit in the future.

Whatever your situation, call us on **0345 733 5566** and we can come to a solution together.

For information on our **2022/2023** tariffs and charges, visit www.nwl.co.uk/tariffsandcharges.

Priority services

We all need a little extra help at some point in our lives and we offer free services to make things easier.

Sign up online at www.nwl.co.uk/psr or call us on **0345 733 5566** to:

- Set a password to protect you from anyone pretending to work for us.
- Let us know if you would need support during an interruption to your water supply.
- Get your bills in Braille, large print, or on CD.
- Nominate a family member, carer, or friend to discuss your account on your behalf.

If you're deaf or hard of hearing, dial 18001 before any call and a Text Relay interpreter will help.

Ask for our telephone translation service if English is not your first language.

Give us your feedback

We always try to get things right first time and we want to know if you're not happy.

Please call us on **0345 733 5566** or contact us via our website www.nwl.co.uk so we can put things right.

CCW - the voice for water consumers

If you've followed our complaints process but are still unhappy, CCW offers free independent advice. You can visit their website at ccwater.org.uk, call them on **0300 034 2222**, or write to them at: CCW, 23 Stephenson Street, Birmingham, B2 4BH.



Follow us on twitter [@nwater_care](https://twitter.com/nwater_care)

Calls to 0345 numbers are charged at the local rate. Charges for calls from mobile phones may be higher. We monitor and record calls to improve our service and training.

Head office: Northumbrian Water, Customer Centre, PO Box 300, Durham, DH1 9WQ.

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Registered office: Northumbria House, Abbey Road, Pity Me, Durham, DH1 5FJ.

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