

# YOUR BILL

Bristol Wessex Billing Services Limited Page 1 of 1  
1 Clevedon Walk, Nailsea, Bristol BS48 1WA

**Customer Number: U 07077210**  
Please quote when contacting us

**Payment reference number: 2007077210012**  
Please quote when making payments

**Schedule Number:** 01  
**Date and Tax Point:** 22/02/2014  
**Account Type:** Unmetered

MR SIMON A COLLIER & MRS SHEILA  
COLLIER  
LONG BARN  
WOLFERSTAN DRIVE  
BISHOPDOWN  
SALISBURY  
SP1 3XZ



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The period covered by this bill is 01/04/14 to 31/03/15  
Your charges are based on the published Assessed Charge.

## ACCOUNT SUMMARY

Payments received after 22nd February will not have been deducted

**Water Services** (Wessex Water Services Ltd)  
Water assessed charge £241.00 **£241.00**

**Sewerage Services** (Wessex Water Services Ltd)  
Sewerage assessed charge £203.00 **£203.00**

**Your Total Bill £444.00**

Bill number 5077076343. Please DO NOT quote this number  
when making payments.

If all of your surface water drains to a soak away  
you could claim a rebate of around £20 - see  
the About your bill leaflet for more information.

Bristol Wessex Billing Services Ltd is the duly appointed  
agent of Wessex Water Services Ltd for the invoicing and  
collection of sums due for water and sewerage services. The  
total amount due is your sum due for water and sewerage  
services and you must pay that sum to Bristol Wessex Billing  
Services Ltd as set out on the reverse of this bill.

Wessex Water VAT reg. No. 520 3439 82 SYST

## DIRECT DEBIT PAYMENT INFORMATION

Do not pay this bill, you have an arrangement with us to pay by Direct Debit. We will ask your bank for the  
following payments on or just after 1st of the month.

1	1st May 2014	£44.40	6	1st Oct 2014	£44.40
2	2nd Jun 2014	£44.40	7	3rd Nov 2014	£44.40
3	1st Jul 2014	£44.40	8	1st Dec 2014	£44.40
4	1st Aug 2014	£44.40	9	2nd Jan 2015	£44.40
5	1st Sep 2014	£44.40	10	2nd Feb 2015	£44.40

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## Questions about your bill including

Payment arrangements • Metering • Moving house • Problems paying • High water use • Customer Care Plus

## Call 0845 600 3 600

(Minicom equipment users only 0845 605 6 585)

Both numbers: Monday – Friday, 8am – 6pm

Address: BWBSL, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA

Email: [customer.services@wessexwater.co.uk](mailto:customer.services@wessexwater.co.uk)  
(please quote your customer number and telephone number)

Web: [www.wessexwater.co.uk](http://www.wessexwater.co.uk)

## Other billing telephone lines

These numbers are automated, unmanned and available 24 hours a day.

Pay over the phone by credit/debit card

**0845 600 1 019**

(an automated line – have your credit/debit card and this bill to hand)\*

If you want more information on rateable value:

Listen to our talking leaflet line

**0845 606 6 269**

If you have an estimated meter bill:  
Leave your actual reading

**0845 850 0 018**

To request a leaflet about:

Charges explained

**0845 606 6 271**

Surface water drainage

**0845 601 5 982**

Meter option

**0845 601 5 983**

(meter normally fitted free of charge)

## Questions about your water supply or sewerage

Loss of supply • Water quality problem • Sewage flooding

## Call 0845 600 4 600

(Minicom equipment users only 0845 730 0 619)

Both numbers: Monday – Friday, 8am – 6pm (emergencies only at other times)

Email: [operational.enquiries@wessexwater.co.uk](mailto:operational.enquiries@wessexwater.co.uk)

Web: [www.wessexwater.co.uk](http://www.wessexwater.co.uk)

Call charges will vary depending on your telephone service provider.  
Calls may be recorded for training.

Semcorp Bournemouth Water customers with enquiries about their water supply, billing or metering should call 01202 590059.

## Additional support and advice

**Problems paying?** Please contact us straight away to discuss a payment arrangement. We offer extra help to households that need it the most through our tap assistance programme. Visit [www.wessexwater.co.uk/tap](http://www.wessexwater.co.uk/tap) or call 0845 600 3 600 to a request a leaflet.

Organisations, such as Citizens Advice Bureaux, National Debtline and Step Change, can offer free, independent and confidential advice.

Call us for a copy of our debt recovery code of practice.

**Water quality information** can be inspected at Wessex Water's operations centre, Claverton Down, Bath BA2 7WV. A free summary version is available.

If you have special requirements due to your age, ill health or a disability, register for our **Customer Care Plus** scheme so that we can take your needs into account.

**Consumer Council for Water** is the independent water watchdog representing customers' interests. Write to: First Floor, Temple Quay House, 2 The Square, Temple Quay, Bristol, BS1 6PN. Call 0117 955 7001 or email [wessex@ccwater.org.uk](mailto:wessex@ccwater.org.uk) or see [www.cewater.org.uk](http://www.cewater.org.uk)

**Ofwat** is the regulator for the water industry in England and Wales – [www.ofwat.gov.uk](http://www.ofwat.gov.uk)

## ways to pay

all payment options are free

### Direct Debit

Pay monthly by Direct Debit – just complete the enclosed form. There is no charge or discount.

### PayPoint

Take your bill and payment in cash to a local PayPoint outlet – see [www.paypoint.co.uk](http://www.paypoint.co.uk)

### Bank

Pay at your bank with cash, cheque or postal order. Normally no fee is payable at your own bank.

### Post office

Fill in the payment slip and take it with your bill and payment in cash to a post office.

### Credit or debit card

Pay by credit card or debit card on our automated line 0845 600 1 019 \*. Make sure you have your credit or debit card and this bill to hand.

### Post

Write your customer reference number on the back of your cheque and post it with the payment slip to BWBSL, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA. Cheques or postal orders should be made payable to BWBSL. Do not send cash or post dated cheques.

### Online

Pay online with your debit card or credit card at [www.santanderbillpayment.co.uk](http://www.santanderbillpayment.co.uk) and select BWBSL from the drop down list \*.

### Home/telephone banking

Pay by telephone, TV, PC or remote banking and quote sort code 40-02-50 and account number 61229737 \*.

\* Payment should be made to **Bristol Wessex Billing Services Limited** quoting the 13 digit payment reference number that begins 20 shown in the box on the payment slip (front of bill).

**This bill is available in braille, large print or other formats.**

Bristol Water Plc company registered no. 2662226; Registered Office: PO Box 218, Bridgwater Road, Bristol BS99 7AU. VAT number 567780003.  
Wessex Water Services Limited company registered no. 2366648; Registered Office: Claverton Down Road, Claverton Down, Bath BA2 7WV. VAT number 520343982.  
Bristol Wessex Billing Services Limited company registered no. 4143955; Registered Office: 1 Clevedon Walk, Nailsea BS48 1WA. VAT number 771994087