

Mr Adrian Fernandez & Mr
Montiel Fernandez
73 Montreal Avenue
Horfield
Bristol
BS7 0NJ

Customer number:
33341249

Payment reference:
203334124901X

Bill/tax point date:
10/05/2023

Schedule number:
01

Bill number:
4010165110

Your water services bill

1

Amount due

Charges for:
03 Nov 2022 to
10 May 2023

Amount brought forward:
£146.81 CR

New charges:
£146.81

Supply address:
73 Montreal Avenue, Horfield, Bristol, BS7 0NJ

Total due
£0.00

See section 3
for more detail

2

Options to pay

You have an instalment payment plan in place to spread the cost of your bill. We have reviewed your payments in line with your use and current balance, so you don't have to do anything.

Please see section 5a for details of the payments you need to make and when you need to pay them by.

Please check your payments and bill carefully. We aim to review your payments annually; however, it is your responsibility to ensure your payments are enough 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 am struggling to pay. 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 |

We are here for you

Are you struggling to pay your bills? Please don't worry. Contact us and we can help. Call **0345 600 3 600** or visit bristolwater.co.uk/struggling-to-pay

Extra support when you need it most

We can communicate with you in the way you choose. Or support you if you are without water. To register for Priority Services call **0345 600 3 600** or visit bristolwater.co.uk/priority-services

3 Your bill explained

Account summary

Previous Balance	£5.56 CR
WaterShare+	£13.00 CR
Total payments made	£170.00 CR
Adjustments & refunds	£41.75

Amount brought forward £146.81 CR

Charges for: 03 Nov 2022 - 10 May 2023

Water use: meter no. 17M267800 size: 15mm

Recent reading 381 10/05/2023 (estimated)	-	Previous reading 351 02/11/2022	=	Total used 30m³
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Water charges

Water supplied to you by Bristol Water.

Charges for: 03 Nov 2022 - 31 Mar 2023

Volume Charge	139.70p (per m ³)	for	24m ³	=	£33.52
Standing Charge	£44.92 (per year)	for	149 days	=	£18.33

Charges for: 01 Apr 2023 - 10 May 2023

Volume Charge	151.17p (per m ³)	for	6m ³	=	£9.07
Standing Charge	£48.15 (per year)	for	40 days	=	£5.26

Sewerage charges

Sewerage charges provided by Wessex Water.

Charges for: 03 Nov 2022 - 31 Mar 2023

Volume Charge	173.85p (per m ³)	for	24m ³	=	£41.72
Less 5% water not returned to sewer				=	-£2.08
Standing Charge	£58.00 (per year)	for	149 days	=	£23.67

Charges for: 01 Apr 2023 - 10 May 2023

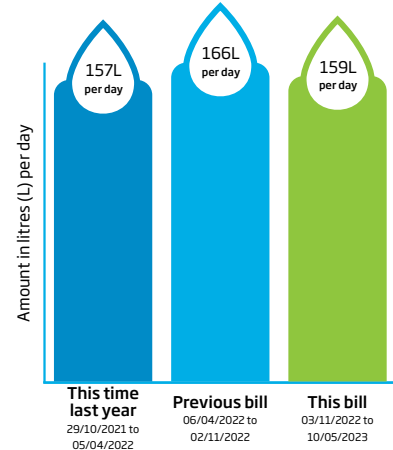
Volume Charge	183.01p (per m ³)	for	6m ³	=	£10.98
Less 5% water not returned to sewer				=	-£0.54
Standing Charge	£63.00 (per year)	for	40 days	=	£6.88

Total £146.81

Daily water use

The graph below shows your average daily water use per day in litres (L). Did you know there are 1,000L per cubic metre (m³)?

How much water are you using?



Your water usage has stayed similar

You could cut your water and energy bills by saving water. Simply follow our water saving tips.

Visit: bristolwater.co.uk/savingwater
Don't forget to still check for leaks from time to time.

- For more advice on water use see section 6
- Find out more about charges in section 8

WaterShare+

This bill includes your WaterShare+ credit which is detailed within your account summary. For more information, go to bristolwater.co.uk/watershare

3a Detailed account statement

03/11/2022	Balance on last bill	£5.56	CR
02/12/2022	Credit/Debit Card payment	£27.00	CR
03/01/2023	Credit/Debit Card payment	£27.00	CR
13/01/2023	WaterShare+	£13.00	CR
02/03/2023	Credit/Debit Card payment	£60.00	CR
03/04/2023	Credit/Debit Card payment	£28.00	CR
02/05/2023	Credit/Debit Card payment	£28.00	CR
10/05/2023	New bill issued - bill no. 4010165110	£146.81	bill
10/05/2023	Refund	£41.75	refund
Total		£0.00	

4 Contact us

Your bill or account

0345 600 3 600
(Monday to Friday - 8am to 6pm,
and Saturday 9am to 5pm)

LiveChat at
[bristolwater.co.uk](https://www.bristolwater.co.uk)
[wessexwater.co.uk](https://www.wessexwater.co.uk)

Submit an enquiry via
our website

Water supply

Low supply • Leak
or quality problem

0345 600 2 3 797
(Monday to Friday - 8am to 6pm,
emergencies only at other times)

Live Chat at
[bristolwater.co.uk](https://www.bristolwater.co.uk)

Submit an enquiry
via our website

Calls to 0345 numbers usually cost the same as standard UK landline numbers.
Text messages are charged at your standard network rate.
Please check with your telephone service provider. Please be aware our calls may be recorded.

Sewerage Service

Leakage flooding • Blocked sewer

0345 600 4 600
(Monday to Friday - 8am to 6pm,
emergencies only at other times)

Live Chat at
[wessexwater.co.uk](https://www.wessexwater.co.uk)

Submit an enquiry via
our website

Automated information services

Submit a meter reading or request
information leaflets about **charges,**
surface water drainage or **Pension**
Credit discount.

0345 600 6 600
Select appropriate option

We welcome calls via Relay UK

5 Ways to pay

Payments should be made to Bristol Wessex
Billing Services Limited. Quote your
payment reference: 203334124901X

Direct Debit
[bristolwater.co.uk/directdebit](https://www.bristolwater.co.uk/directdebit)

Internet/mobile banking
Sort code 40-02-50
Account number 61229737.

Bank & Post Office
Take this bill with you to make payment.
Post Office is cash only.

Payzone
If this bill contains a barcode you can take it
into your local Payzone outlet. To find your
nearest location visit [payzone.co.uk](https://www.payzone.co.uk)

Credit or debit card
[bristolwater.co.uk/paynow](https://www.bristolwater.co.uk/paynow)

0345 600 1 019
(Automated 24 hours)

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

Payment barcode



9826 9277 1333 4124 9018

Bill payment

Take this page along to your local Payzone outlet or Post Office so that the retailer can scan the barcode above. You will need to pay the amounts detailed below by the due dates.

Instalments

Due date	Amount	Paid	Date paid
22 Jun 2023	£9.27	<input type="checkbox"/>	___/___/___
24 Jul 2023	£26.50	<input type="checkbox"/>	___/___/___
22 Aug 2023	£26.50	<input type="checkbox"/>	___/___/___
22 Sep 2023	£26.50	<input type="checkbox"/>	___/___/___
23 Oct 2023	£26.50	<input type="checkbox"/>	___/___/___
22 Nov 2023	£26.50	<input type="checkbox"/>	___/___/___
22 Dec 2023	£26.50	<input type="checkbox"/>	___/___/___
22 Jan 2024	£26.50	<input type="checkbox"/>	___/___/___
22 Feb 2024	£26.50	<input type="checkbox"/>	___/___/___
22 Mar 2024	£26.50	<input type="checkbox"/>	___/___/___
22 Apr 2024	£26.50	<input type="checkbox"/>	___/___/___
22 May 2024	£26.50	<input type="checkbox"/>	___/___/___
24 Jun 2024	£26.50	<input type="checkbox"/>	___/___/___
22 Jul 2024	£26.50	<input type="checkbox"/>	___/___/___
22 Aug 2024	£26.50	<input type="checkbox"/>	___/___/___
23 Sep 2024	£26.50	<input type="checkbox"/>	___/___/___

Important

Please ensure payments reach us by the due date allowing seven days for the payment to reach us.

If you do not pay on time we will withdraw your arrangement to pay by instalments and take steps to recover the charges due. This may include court action which will increase the amount of money you owe, or we may refer the debt to a debt collection agency.

Payment reference:

203334124901X

Payment information

What happens next?

We will send you details of your new plan when this one runs out.

Finished making all your payments?

If you are waiting for your new bill, please continue to make payments.

If you have maintained your current arrangement, there is no need to contact us.

Helping you keep track

To keep track of your payments, tick the amounts in the list and make a note of when you paid. Keep hold of your receipts as proof of payment.



Where to pay

Payments can be made at any Post Office or Payzone outlet.

Post Office

To find your nearest Post Office enter your postcode in the branch finder at www.postoffice.co.uk/branch-finder

Payzone

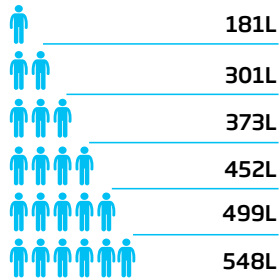
To find your nearest Payzone outlet enter your postcode in the store locator at payzone.co.uk

What is a cubic metre (m³)?

A cubic metre of water is 1,000 litres or 220 gallons of water. That's the equivalent of 13 baths.

How do you compare to the national average?

Your average daily use is **159 litres per day.**



Using more water than expected?

If your use is higher than last time, it is worth thinking about the following:

1. Check for leaks

- Look for any dripping taps, overflows or leaking toilets. Leaking toilets can be hard to spot but waste over 200 litres of water a day. If you think you have a leak please visit: bristolwater.co.uk/leaks

2. More people at home

- Changes at home, even for a short period, can have an impact. Such as:
 - Working from home
 - Retirement
 - Having a baby
 - Having guests to stay

3. Household appliances

- If you have new appliances like a dishwasher, or washing machines make sure you are using them on the Eco setting. A new power shower may mean you're using more water than before.

4. Time of year

- Some people use more water outdoors or take more showers in warmer weather.

5. Additional water use

- Certain medical conditions can mean you use more water. Check if you're eligible for our WaterSure Plus tariff - see section 7.

Save water, save money

Small changes to how you use water in your home can save you money and help the environment.

How long do people in your household spend in the shower?

A minute less in the shower could save you 12 litres a day for each person that does it. Try challenging yourself to shorter showers a few times a week.

Do you use the washing machine half full?

A washing machine uses around 50 litres of water. Try to always do a full load and consider doing one less load a week to save water and energy.

For water saving advice and to use our GetWaterFit calculator to understand your water usage more visit:

bristolwater.co.uk/water-meter

Your meter

Reading your meter often could help you spot a leak early and prevent water being wasted.

The water recorded by your meter and the maintenance of the private supply pipe from your home to the outside boundary of your property, is your responsibility.

If you have a leak on the private supply pipe we might be able to help. We may be able to give you a leakage allowance. For advice or a copy of our code of practice on leakage call 0345 702 3797.

It's good for us all to save water as it means more is left in the environment.

For more top tips and advice visit:

bristolwater.co.uk/water-meter

7 Additional help, just for you

Help to pay your bill

Don't worry if you're struggling to pay, talk to us today. We will try to help you:

- Spread the cost of your bill.
- Pay us directly from your benefits.
- Reduce your bill with one of our low rate tariffs.
- Repay your debt.

Visit bristolwater.co.uk/helptopay or call us.

Organisations such as Citizens Advice, StepChange and National Debtline offer free, independent and confidential debt advice.

Are you a pensioner that is missing out?

We give a discount of around £60 a year to pensioners on a low income. You can get a lower bill if all adults in your house get state pension as their only form of income or pension credit. It's easy to apply, call our friendly team or visit wessexwater.co.uk/pension

Where does your rainwater go?

If you pay sewerage charges and most of the water that falls on your roof or the hard paved surfaces of your property drains to a soakaway, you could claim a rebate of around £20.

Visit wessexwater.co.uk/surfacewaterdrainage or call **0345 600 6 600** (24 hour automated service) for an application form.

Priority Services

If you, or anyone you know, needs extra support, we can help through Priority Services:

- Additional assistance in the event of water supply interruptions.
- Bills and leaflets in braille, large print or a language other than English.
- A security password system to protect against bogus house calls.

It's free and easy to register today at bristolwater.co.uk/priorityservices or wessexwater.co.uk/priorityservices or call us.

And you'll find energy companies offer a similar service.

On a low income and use a lot of water?

Some people have to use a large amount of water for reasons they cannot control. WaterSure Plus can limit how much you pay. You need to be receiving one of the main means-tested benefits or tax credits and either:

- receive child benefit for three or more children under 19 living in your household, or
- have someone in the household with a medical condition that causes them to use significantly more water.

Find out more at bristolwater.co.uk/watersureplus

8 Useful information

Our charges

Our charges for water and sewerage services and any changes to them are controlled by law and by our operating licence. Charges that are applicable from 1 April every year are published by 1 February. For more information on our charges visit bristolwater.co.uk/charges or wessexwater.co.uk/charges. Further information about charges is also available from our regulator www.ofwat.gov.uk.

What is a standing charge?

Standing charges are fixed amounts, payable by all customers. They include costs of maintaining and reading meters for water supply customers. Your bill includes a proportion of the standing charge based on the number of days since your last meter reading. Included in the Sewerage standing charge is an amount for taking away rainfall running from:

- Roofs
- Drives
- Patios
- Highway Drainage

Sewerage charges

Sewerage charges assume 5% of the water you use is not returned to the sewer. This takes into account evaporation, car washing, garden watering and changes to weather each year. If more than 5% of your water supply is not returned to the sewer, please let us know to claim a discount. There's further information in section 7 on how to claim.

Going back to unmetered charges?

If you have switched to a meter in the last two years and are not saving money you can go back to unmetered charges. You may only make this change once. This only applies if you chose to have a meter.

Meter tampering and testing

Your meter is owned by Wessex Water. Tampering with it is an offence and will result in a fine. If you think your meter is not recording accurately you can ask for it to be tested. If the results confirm the meter is reading accurately, you will be liable for the cost of the test which will be no more than £70 + VAT (total £84).

Our Complaint Process

We want to provide the best experience possible for our customers, and if we don't get things right we will do everything we can to get it resolved.

The quickest way to get any issue resolved is to call us using our contact details in Section 4. If you are not happy with our resolution, then get back in touch and we will escalate your complaint to a Senior Manager for review.

If you are not happy with the final resolution, your issue is over eight weeks old, or you just want some free, trusted, independent advice. You can call the Consumer Council for Water (CCW) the independent voice for water consumers in England and Wales by calling 0300 034 2222 or use its online form at www.ccwater.org.uk/contact-us

Ofwat

Ofwat is the regulator for the water industry in England and Wales. Visit ofwat.gov.uk

Protecting your data

Surveys are carried out to make sure we offer the best possible customer service. The water services regulator Ofwat also conducts surveys, which is allowed under water industry rules. To find out how we use your personal data visit:

bristolwater.co.uk/privacy-policy

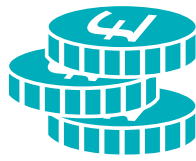
or write: Bristol Water, Bridgwater Road, Bristol, BS13 7AT

wessexwater.co.uk/privacy-policy

or write: Wessex Water, Operations Centre, Claverton Down, Bath, BA2 7WW.



A HELPING HAND



Get help paying your water bill

If you're struggling to pay your water bills, we have a range of plans to reduce your bills and help manage your payments.



Talk to us for help and advice

Call: 0345 600 3600

bristolwater.co.uk/help-to-pay

Get a little extra help whatever your needs

If you have additional physical or mental health needs, we can help with meter reading, different bill formats, priority repairs, emergency bottled water and more.



Find out how we can help you

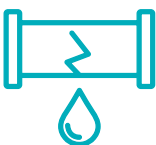
Call: 0345 600 3600

bristolwater.co.uk/priority-services



Be stranger aware – if in doubt, keep them out

Unwanted callers may target elderly or vulnerable people by pretending they work for Bristol Water. All of our staff carry photographic identification and operate a password system where requested.



What to do if you have a leak

If you think you may have a leak on your pipework, please visit our website for further help bristolwater.co.uk/help-with-leaks



Bristol Water Customer Promise

The Bristol Water Customer Promise details the levels of service around water quality and supply, customer service and billing that you can expect from us. And what compensation we'll pay if we don't meet these targets.

Visit: bristolwater.co.uk/promise or call 0345 702 3797



Where we're investing

Every day we take away sewage and wastewater and treat it so it can be returned to the environment safely. We work 24/7 to deliver this essential service. Between 2020 and 2025 we are investing £1.4 billion to make things even better for both you and the environment.

Tackling storm overflows

Storm overflows automatically operate during heavy rainfall to release diluted wastewater, mainly rainwater, to prevent homes and highways from flooding. We believe overflows have no place in the 21st century, but they are a legacy from the past so it will take time and significant investment to resolve them.

We're investing £3 million a month to tackle overflows and reduce how often they operate, with work already underway.

How you could help

You pay a charge for rainwater draining from your roof to the sewer. However, you could save around £25 off your bill by disconnecting downpipes, storing rainwater in a waterbutt and distributing any surplus rainwater across your garden or into a soakaway.

That will help ensure rainwater doesn't overwhelm some sewers during intense rainfall and result in storm overflows operating.

Find out more at wessexwater.co.uk/overflows

Your drains

While we're responsible for maintaining public sewers, you are responsible for maintaining your private drain - that's the section of pipe which serves only your property and is inside your property boundary. Where your private drain joins other pipework from neighbouring properties it becomes our responsibility. To find out more about sewer ownership visit: wessexwater.co.uk/pipework

Our pipework

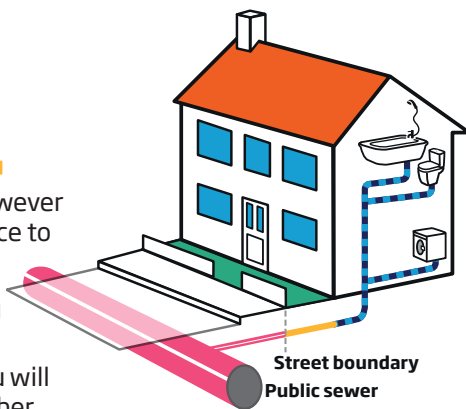
We maintain it and will clear any blockages as quickly as we can.

Your pipework

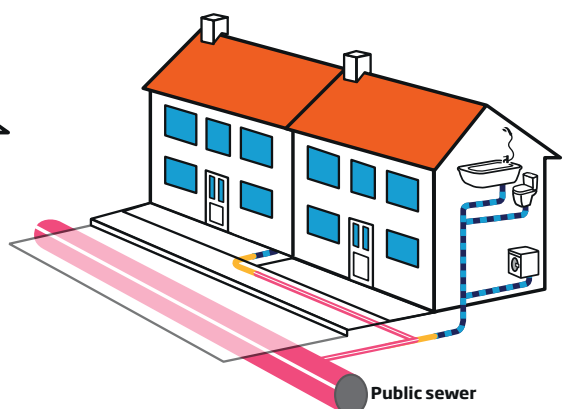
Your responsibility, however we can provide guidance to help you look after it.

Your pipework and fittings

Your responsibility, you will have to contact a plumber if you have a blockage.



Typical detached property



Typical attached property

Important information

Your comments

If you have any comments or complaints about the services we provide, our core customer information for enquiries and complaints shows how you can get in touch.

For more information visit:

wessexwater.co.uk/policy or call 0345 600 3 600 (Monday to Friday, 8am to 6pm; Saturday, 9am to 1pm) for a leaflet.

Our promises

Wessex Water offers customers one of the best overall guarantees in the industry which apply to our water and sewerage services, such as supply interruptions, sewer flooding, and customer services.

For a full list of our promises visit wessexwater.co.uk/promises or call 0345 600 3 600 (Monday to Friday, 8am to 6pm; Saturday, 9am to 1pm).

Your view matters

We value your opinion so please join our online customer research panel.

You can tell us what you think of our services, how we can improve and help us plan for the future.

Visit: wessexwater.co.uk/have-your-say

Mr Adrian Fernandez & Mr
Montiel Fernandez
73 Montreal Avenue
Horfield
Bristol
BS7 0NJ

How would you like to pay?

Please tick one option ✓

In full

Pay your bill in full when it is due. Payment will not be requested any earlier than 14 days after the bill date

Monthly instalments

Which date would you like to pay on?

Please tell us your preferred date

D	D
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Payment(s) will be taken on or just after your preferred date. If no date is given, payment will be taken on or just after the first of each month.

Your contact details (please complete in BLOCK CAPITALS)

To assist in estimating your usage, please enter the number of people at the property.

Daytime telephone number

Email address

Instruction to your Bank or Building Society to pay by Direct Debit



Please fill in the whole form and send it to:

Bristol Wessex Billing Services Ltd, 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA

Name and full postal address of your Bank or Building Society

To: The Manager Bank/building society

Address

Postcode

Name(s) of Account Holders(s)

Bank/Building Society account number

Branch Sort Code

Service user number

9	4	8	2	8	3
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Reference

3	3	3	4	1	2	4	9	0	1
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Instruction to your bank or building society

Please pay Bristol Wessex Billing Services Ltd Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Bristol Wessex Billing Services Ltd and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

Banks and building societies may not accept Direct Debit Instructions for some types of account
This guarantee should be detached and retained by the payer



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 Bristol Wessex Billing Services Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Bristol Wessex Billing Services Ltd 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 Bristol Wessex Billing Services Ltd 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 Bristol Wessex Billing Services Ltd asks 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.