

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

Customer number:
33341249

Payment reference:
203334124901X

Bill/tax point date:
03/11/2022

Schedule number:
01

Bill number:
3095114264

Your water services bill

1

Amount due

Charges for:
06/04/2022 to
02/11/2022

Amount brought forward:
£171.73 CR

New charges:
£166.17

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

Total due

£5.56 CR

See section 3 for more detail

2

Options to pay

Great news! We have a few options for you.

Option 1 Continue paying by instalments.

Option 2 Direct Debit helps you spread the cost of your bill. It's simple to set up by completing the form enclosed, visiting bristolwater.co.uk/directdebit or by giving us a call.

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 know that sometimes you or someone you care about may need a little help. 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/priorityservices

3 Your bill explained

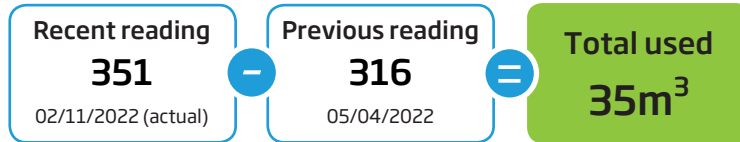
Account summary

Total payments made £171.73 CR

Amount brought forward £171.73 CR

Charges for 06 Apr 2022 - 02 Nov 2022

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



Water charges
Water supplied to you by Bristol Water.

Charges for: 06 Apr 2022 - 02 Nov 2022

Volume Charge	139.70p (per m ³)	for	35m ³	=	£48.89
Standing Charge	£44.92 (per year)	for	211 days	=	£25.96

Sewerage charges
Sewerage charges provided by Wessex Water.

Charges for: 06 Apr 2022 - 02 Nov 2022

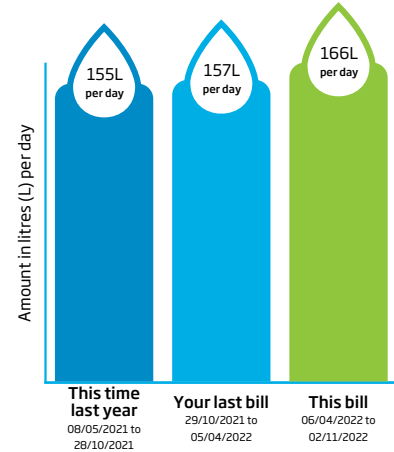
Volume Charge	173.85p (per m ³)	for	35m ³	=	£60.84
Less 5% water not returned to sewer				=	-£3.04
Standing Charge	£58.00 (per year)	for	211 days	=	£33.52

Total £166.17

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


3a Detailed account statement

08/04/2022	Balance on last bill	£0.00	
04/05/2022	Credit/Debit Card payment	£32.00	CR
06/06/2022	Credit/Debit Card payment	£31.73	CR
04/07/2022	Credit/Debit Card payment	£27.00	CR
02/08/2022	Credit/Debit Card payment	£27.00	CR
05/09/2022	Credit/Debit Card payment	£27.00	CR
03/10/2022	Credit/Debit Card payment	£27.00	CR
03/11/2022	New bill issued - bill no. 3095114264	£166.17	bill
	Total	£5.56	CR

4 Contact us

Your bill or account


 **0345 600 3 600**
(Monday to Friday - 8am to 6pm
and Saturday 9am to 1pm)

 **LiveChat at**
bristolwater.co.uk or
wessexwater.co.uk


 **Submit an enquiry via**
our website

Water supply

- Loss of supply • Leak
- Water quality problem

 **0345 702 3 797**
(Monday to Friday - 8am to 6pm,
emergencies only at other times)

 **Live Chat at**
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 text message rate.
Please check with your telephone service provider. Please be aware our calls may be recorded.

Sewerage Service

- Sewage flooding • Blocked sewer

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

 **Live Chat at**
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

 **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**

Credit or debit card
 **bristolwater.co.uk/paynow**

 **Telephone**
0345 600 1 019 (Automated 24 hours)

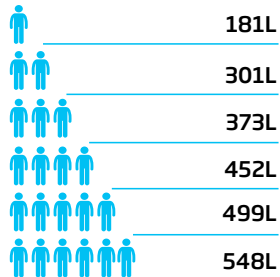
Post Write your customer number on the back
of your cheque and post it with the payment slip
to; BWBSL, 1 Clevedon Walk, Nailsea, Bristol BS48
1WA. Cheques should be made payable to BWBSL.
Do not send cash or post dated cheques.

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 **166 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.

Moving home?

Just complete our online form at bristolwater.co.uk/moving or call us and we'll update your details. We now aim to install a water meter on all properties when there is a change of occupier, either following a property sale or new tenancy.

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 Bristol 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).

CCW - the voice for water consumers

CCW offers free independent advice and help if you are unhappy with our response to your complaint. Visit ccwater.org.uk, call 0300 034 2222. or write to: CCW, 23 Stephenson Street, Birmingham, B2 4BH

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.

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
---	---

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

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

Branch Sort Code

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

Service user number

9	4	8	2	8	3
---	---	---	---	---	---

Reference

3	3	3	4	1	2	4	9	0	1
---	---	---	---	---	---	---	---	---	---

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.