

YOUR NEW AND IMPROVED WATER BILL

With clearer summaries and breakdowns,
understanding how your water works out has
never been easier.

Take a look...

**NORTHUMBRIAN
WATER** *living water*

A fresh new look

- 1 Your customer reference number. You'll need to give us this if you pay any other way than Direct Debit or have any questions about your bill.
- 2 The headlines showing you what's happened since your last bill.
- 3 Everything else on the bill is split into colour-coded sections to make it easy to find.
- 4 If there's anything you need to know or act on, we'll tell you about it here.
- 5 This easy to read table will show you your usage, your charges and where your money goes.
- 6 From the benefits of a water meter to signing up for your online account, you'll always find something useful here.



Ms Hannah Sample
123 Long Street
Berwick-upon-Tweed TD15 1DF

Hello Ms Sample

Your water bill

1 April 2017 to 31 March 2018

nwl.co.uk

Make payments, tell us about a change of occupier and manage your account at any time of the day or night.

0345 733 5566

We're here between 8am and 8pm Monday to Friday and from 8am to 1pm on Saturdays.

Your customer reference number **1234 5678 9012** Bill number **17**

Bill date
1 February 2017

Last bill (21 Mar 2016) £317.77

What you paid £232.80

Balance brought forward £84.97

New charges £356.57

Account balance £441.54

Your payment of £44.28 will be taken on 1 May 2017.

3 What's in this bill?

We've split your bill into three clear sections.

- 1 **About your charges**
 - Your charges this bill
 - Where your money goes
 - Payments since last time
- 2 **Stay in control**
 - Get a water meter
 - Manage your account online
 - Your Direct Debit Guarantee
- 3 **Useful information**
 - Water leaks or emergencies
 - Everything else you need to know

4 Your payment plan schedule

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

Due Date	Payment
1 May 2017	£44.28
1 Jun 2017	£44.14
1 Jul 2017	£44.14
1 Aug 2017	£44.14
1 Sep 2017	£44.14
1 Oct 2017	£44.14
1 Nov 2017	£44.14
1 Dec 2017	£44.14
1 Jan 2018	£44.14
1 Feb 2018	£44.14

5 → 1. About your charges

Water charges

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

Rateable value charge	£106 at 60.74p in the £	= £64.38
Fixed charge	at £102.58 per year	= £102.58
Discount for paying by Direct Debit	at £3.50 per year	= -£3.50

Sewerage charges

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

Rateable value charge	£106 at 62.56p in the £	= £66.31
Fixed charge	at £130.30 per year	= £130.30
Discount for paying by Direct Debit	at £3.50 per year	= -£3.50

New charges this bill **£356.57**

The new charges above do not include your balance brought forward. You don't pay VAT on your water charges.

Payments since last time

Date	Amount	Date	Amount
30 August 2016	£38.80	27 May 2016	£38.80
27 July 2016	£38.80	27 April 2016	£38.80
29 June 2016	£38.80	31 March 2016	£38.80
Total payments	£232.80		

Your supply details

Address 123 Long Street, supplied: Berwick-upon-Tweed

What is rateable value?

Rateable values are used to work out how much to charge properties that do not have water meters. They were decided by the Valuation Office and can be different for every property. Rateable values were then frozen in 1990 when council tax was introduced, and they have stayed the same since. If you would prefer to be charged for the amount of water you actually use, you can apply to have a water meter fitted for free.

Where your money goes

We're working hard so you can continue to enjoy a high quality supply and service.

- 18p Maintaining our equipment
- 7p Building new assets and buying new equipment
- 9p Paying back interest
- 6p Energy
- 16p Paying taxes, rates and licences
- 11p Net profit
- 40p People and materials

6 → 2. Stay in control

Have you considered a water meter?

To see if you would save money by having a water meter, fill in the water usage calculator at nwl.co.uk/watermeter.



More control

Having a water meter means you only pay for what you use.



Water efficient

Keeping an eye on your usage will help save water.



Risk-free

If you don't save money with a meter, you can switch back at any time within the first two years.

Manage your account online

We've made it even easier for you to manage your account with us any time, anywhere, any device, 24 hours a day, 365 days a year. It's just a click away!

- Save paper and **sign up for e-bills**
- Check your balance and next payment amount
- Let us know you're moving home
- Find all your bills and previous payments

Register today at nwl.co.uk

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.

There is no need to cancel your Direct Debit once your payment plan ends. Your Direct Debit instructions will automatically continue when we issue your next bill and we will always contact you to confirm any changes to your payment dates or amounts. We will do this at least 10 working days in advance.

1234 5678 9012

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3. Useful information

Found a leak or water emergency?

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



Moving home?

Visit nwl.co.uk to set up or change account details.



Trouble paying?

If you're finding it hard to pay, there are a few options we could help with.



If you're on certain benefits, we may be able to take money straight from your benefits. This is called **Water Direct**.



If you receive qualifying benefits, have a water meter, have at least three children under 19, or someone in your house has a medical condition which means they use a lot of water, you may be eligible for our **WaterSure tariff**.

Whatever your situation, the best thing you can do is get in touch. Call us on 0345 733 5566 and we can come to a solution together.

SupportPLUS tariffs

We may be able to reduce your water bills by up to 50% or provide support with your water debt. Please call us on 0800 023 2861 or email us at supportplus@nwl.co.uk to find out how we can help.

For information on our 2017/2018 tariffs and charges, visit nwl.co.uk/tariffs.

Priority services

We can provide this bill in Braille, in large print or on CD. Call us on **0345 733 5566**.

If English isn't your first language, you can ask for our freephone translation services. And if you're deaf or hard of hearing, dial 18001 before any of our numbers and a Text Relay operator will join the call.

If you think you'll need extra support if your water supply is interrupted, you can register with us online at nwl.co.uk/extracare.

Give us your feedback

We always try to get things right first time, but we realise that this isn't always the case.

If you're not happy, we'd like to talk to you so we can put it right as quickly and effectively as possible. Please call us on 0345 733 5566 or write to: Northumbrian Water, PO Box 200, Durham, DH1 9WG.

The Consumer Council for Water

If you've followed our complaints process but are still unhappy, the Consumer Council for Water offers free independent advice. You can visit their website at ccwater.org.uk, call them on 0300 034 2222, or write to them at: Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.



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

It's free to call our 0800 numbers from a BT landline. 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.

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

Registered in England Wales, registration number: 2366703. VAT registration number: GB 499 9803 59.

A fresh new look

- 7 Handy contact details if you need to tell us about a leak or a change of address.
- 8 All the support you need and where to find it – whatever your situation, we'll work with you to make sure you're happy and in control.

Registered Office: Northumbria House, Abbey Road, Pity Me, Durham DH1 5FJ. Registered in England Wales Registered No: 2366703. VAT Registration Number: GB 499 9803 59.

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