

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 This line shows you whether your bill has been worked out using accurate readings or we've estimated your usage.
- 4 Everything else on the bill is split into colour-coded sections to make it easy to find.
- 5 If there's anything you need to know or act on, we'll tell you about it here.
- 6 This easy to read table will show you your usage, your charges and where your money goes.
- 7 From the benefits of a water meter to signing up for your online account, you'll always find something useful here.

NORTHUMBRIAN WATER *living water*

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

Hello Ms Sample

Your water bill

Based on an actual meter reading

What's in this bill?
We've split your bill into three clear sections.

- 1 About your charges
 - Your usage and charges this bill
 - Where your money goes
- 2 Stay in control
 - Payments since last time
 - Paying the easy way
 - Manage your account online
- 3 Useful information
 - Water leaks or emergencies
 - Everything else you need to know

nwl.co.uk

Make payments, give us meter readings, 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 **37**

Bill date **3 October 2016**

Last bill (27 Nov 2015) £141.53

What you paid £293.52

Balance brought forward £151.99 (credit)

New charges £162.65

Account balance £10.66

Your monthly payment will change to **£39.93** from 1 November 2016.

We've changed your monthly payment

How we worked out your new payment amount

Current balance	£10.66
Estimated usage over the next 12 months	£468.46
12 (for monthly payments)	
New monthly payment	£39.93

Your monthly instalment of £39.93 is due on the 1st of each month.

Please continue to use your current PayPoint card and pay **at least five working days** before the due date. We'll review your payment amount at your next bill.

1. About your usage

What you've used

Latest Reading 523 1 June 2016 (actual reading)	-	Previous Reading 479 24 November 2015 (actual reading)	=	Total Used 44 m³ See below for charges.
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Your fixed charge period is from 1 December 2015 to 31 May 2016, and your usage charges cover the dates of your meter reads shown above. Your charges are split from the 1 April due to a price change.

Water charges

This is the charge for treating the water and getting it to you. Up to 31 March 2016

Usage	30 m ³	at	118.68p per m ³	=	£35.60
Fixed charge	122 days	at	£41.69 per year	=	£13.90

From 1 April 2016

Usage	14 m ³	at	121.17p per m ³	=	£16.96
Fixed charge	61 days	at	£41.45 per year	=	£6.91

Sewerage charges

This is the charge for taking used water and rainwater away through the sewer. Up to 31 March 2016

Usage	30 m ³	at	106.15p per m ³	=	£31.85
Fixed charge	122 days	at	£83.40 per year	=	£27.80

From 1 April 2016

Usage	14 m ³	at	110.90p per m ³	=	£15.53
Fixed charge	61 days	at	£84.60 per year	=	£14.10

New charges this bill **£162.65**

You don't pay VAT on your water charges.

Your supply details

Address: 123 Long Street, Berwick-upon-Tweed

Meter number: 12AB345678

What you've used

This bill (24 November 2015 to 1 June 2016) **44 m³**

Last bill (27 May 2015 to 24 November 2015) **38 m³**

How your usage compares

Number of people in household: **4** (typical usage: 28, 45, 60, 75, 85 each half year (m³))

Visit 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

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

2. Stay in control

Payments since last time

7 September 2016	£39.04	4 May 2016	£25.20	3 February 2016	£25.20
3 August 2016	£39.04	6 April 2016	£25.20	6 January 2016	£25.20
6 July 2016	£39.04	7 March 2016	£25.20	7 December 2015	£25.20
8 June 2016	£25.20				

Total payments **£293.52**

Sign up to pay by Direct Debit

It's simple, convenient, safe and secure, and you can sign up in minutes at nwl.co.uk/DD or by calling **0345 733 5566**.

Save up to £7.50 a year

Choose when to pay

Direct Debit is the most efficient payment method for both you and us. This means we can pass the savings on to you each year and help you reduce your bill.

Choose between paying on the 1st or the 15th of the month - whatever suits you best. We collect your payment automatically and always tell you how much we're taking.

Get peace of mind

You won't have to worry about missing a payment and you won't have to queue up. You're also protected by the Direct Debit Guarantee.

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
- Find all your bills and previous payments
- Send us a meter reading
- Set up free text reminders before payment dates

Register today at nwl.co.uk

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

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 9WG.

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

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A fresh new look

- 8 Handy contact details if you need to tell us about a leak or a change of address.
- 9 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.

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