

# Welcome to your new home



**Important  
information for  
new tenants about  
your water bill**



**Wessex Water**  
YTL GROUP

FOR YOU. FOR LIFE.

# Welcome

## to your new home

This leaflet tells you all about your water bill.

Where you live Wessex Water supplies your water and sewerage services.

Bristol Wessex Billing Services Ltd (BWBSL) is our billing company and it will send you one bill for both services.

# Tell us you've moved in

As a new tenant (s) you will need to pay for both water and sewerage bills at your home, and from the date you start your tenancy.

Please tell us you've moved in as soon as you can.

We will also need to know your last address so we can close your account there if you were billed by us.



Please fill in the form at the end of this leaflet and return it in the envelope provided. You can also call us on 0345 600 3 600 or [wessexwater.co.uk/moving](https://www.wessexwater.co.uk/moving)

If you pay by Direct Debit we'll let you know of any change in the amount we take from your bank account each month.

If you pay by standing order, we'll let you know the new amount you need to tell your bank to send us.

# Your bill

You'll pay for your water and sewerage services based on metered or unmetered charges.

Your housing association or landlord should be able to tell you if the property is metered or unmetered or get in touch with us..

*Your housing association or landlord should be able to tell you if the property is metered or unmetered*

# Your supply

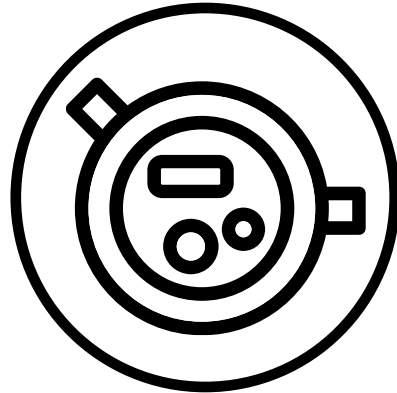
## If your property is metered

You are billed for the amount of water you use. We read your meter twice a year which tells us exactly how much water you have used. We will also be able to tell if you have a leak or not.

We aim to fit meters on nearly all properties when there is a change of occupier, so many homes have them. Once you have moved into your home we will need a meter reading to open an account for you. You can give us this yourself, or, if you like, we can come and do it free of charge.

If you have a large family or a medical condition that means you use a lot of water and you receive a means tested benefit, we may be able to limit how much you pay. For more information see

**[wessexwater.co.uk/watersure](http://wessexwater.co.uk/watersure)**  
or contact us.



## If your property is unmetered

We aim to fit a meter when someone new moves into a property. We don't need permission from your landlord to have the meter fitted. If we can't fit a meter you will pay a set charge calculated using the rateable value of the property.

Rateable values differ for each property and we are required to use values set by the Inland Revenue on 31 March 1990.

If you are not on a meter you'll be billed in advance and charges normally cover 1 April to 31 March. If you move in the middle of the year we will charge you from the date you move in.



# Ways to pay

Paying your bill by Direct Debit allows you to spread the cost of your water and sewerage services monthly at no extra charge. You can set this up online at [wessexwater.co.uk/direct-debit](http://wessexwater.co.uk/direct-debit). For more information call 0345 600 3 600.

## Other ways to pay include:

- **Bank**  
Take your bill with cash or a cheque. Normally no fee is payable at your own bank.
- **Internet/mobile banking \***  
Quote sort code 40-02-50 and account number 61229737.
- **Online \***  
Make a payment with your debit/credit card and sign up to ebilling to manage your bill, visit [wessexwater.co.uk/pay-now](http://wessexwater.co.uk/pay-now)
- **Payzone**  
Take your bill and payment to a local Payzone outlet - visit [www.payzone.co.uk](http://www.payzone.co.uk)
- **Post Office**  
Fill in the payment slip and take it with your bill and payment to a post office.
- **Telephone\***  
Call our automated 24-hour telephone line 0345 600 1019. Make sure you have your credit or debit card and your bill to hand.
- **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.

\* Please quote the 13 digit payment reference number that begins 20 shown in the top right hand corner of your bill.

All payment options are free. Remember to let us know how you'd like to pay when you tell us you've moved.

# Help to pay your bill

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

- Payment breaks
- Flexible payment plan
- **Water Direct** - using benefits payments
- Discount for low-income pensioners
- Bill cap scheme - **WaterSure**
- Reduced bill - **Assist**
- Debt support scheme - **Restart**

Visit [wessexwater.co.uk/help-to-pay](http://wessexwater.co.uk/help-to-pay) or contact us.



## *You may need more help to repay your debt*

The following organisations will offer free independent advice.



### **Citizens Advice**

0800 144 8848  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)



### **StepChange**

0800 138 1111  
[www.stepchange.org](http://www.stepchange.org)



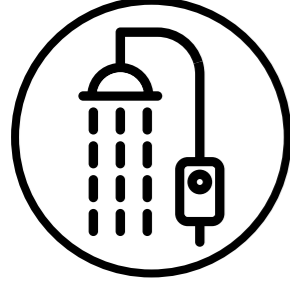
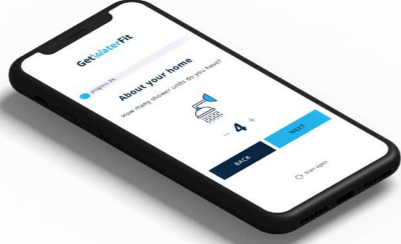
### **National Debtline**

0808 808 4000  
[www.nationaldebtline.org](http://www.nationaldebtline.org)

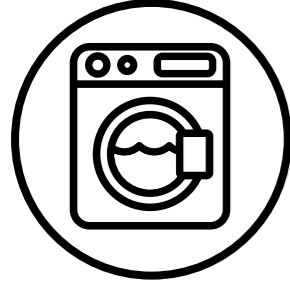
# Saving water

If you want to save water and even energy try out some simple water saving tips around the home. If you save water and energy you may reduce your water and energy bills, particularly if you are on a water meter.

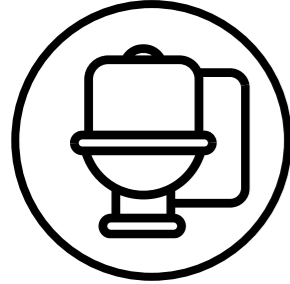
**GetWaterFit** is our handy water calculator that can help you save water, save money on your household bills and claim FREE water saving devices. Try it out at [wessexwater.co.uk/get-water-fit](http://wessexwater.co.uk/get-water-fit)



Around 40% of your daily water use is from showering. Try taking shorter showers, turning down the flow rate, turn off when you lather or jump in the shower straight away. By taking these actions a family of four can save up to **£150** per year!



Washing machines use around 50 litres of water per load. Make sure you have full loads and get another wear out of items before they go in the laundry basket. This could save you around **£50** per year!



Fix any leaky loos. Save water and money by checking and fixing your leaky toilet! Leaving a toilet leaking wastes up to **£50** a month.

## Occupancy form



Welcome to your new home. As the occupier you are responsible for the water services charges. Please complete all the parts of this form that apply to you and return it to us, alternatively take it with you to your tenancy sign-up meeting.

### Property details - moving in

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Date you moved in

### Your details - occupier 1

First name \_\_\_\_\_

Middle name(s) \_\_\_\_\_

Surname \_\_\_\_\_

Date of birth

National Insurance number

### Contact details

Mobile number \_\_\_\_\_

Alternative number \_\_\_\_\_

Email \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

### The address you moved from

Address \_\_\_\_\_

Postcode \_\_\_\_\_

BWBSL customer reference number if known



### The easiest and simplest way to pay your bill is by Direct Debit

If you would like to pay by Direct Debit, simply complete the instruction overleaf and detach this section before returning the form. We will write to you and confirm your payment amounts before taking any money from your bank.

### Your landlord

Landlord's logo here

### Your details - occupier 2

First name \_\_\_\_\_

Middle name(s) \_\_\_\_\_

Surname \_\_\_\_\_

Date of birth

National Insurance number

### Paying your bill

Please tick your preferred method of payment

#### Direct Debit

- Payment on demand  
 Monthly

#### Instalment plan

- Monthly  
 Fortnightly

#### Standing order

Monthly - please specify date \_\_\_\_\_

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

### How we will use your personal information

We will use the information you provide in this form to register you as occupant(s) and customer(s). We will process your date(s) of birth and signature(s) for identity verification purposes, age profiling and continuity of record-keeping. We may share your date(s) of birth with other organisations if we need to trace you. We may share your National Insurance number(s) with benefit agencies if we need to contact them about you and deductions from any benefits. Your personal data will be treated as set out in our privacy notice which is available at [wessexwater.co.uk/privacy-policy](http://wessexwater.co.uk/privacy-policy)



# Extra support when you need it

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

- Help if your water supply gets interrupted.
- Bills and leaflets in Braille, large print or other languages.
- Help to find and read your meter.

It's free and easy to register today at [wessexwater.co.uk/priority-services](http://wessexwater.co.uk/priority-services) or call 0345 600 3 600

## Paying by Direct Debit



### BRISTOL WESSEX BILLING SERVICES LTD

Please tell us your preferred payment date

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.

#### Name and address

Daytime telephone number

### BRISTOL WESSEX BILLING SERVICES LTD

Instructions to your bank or building society to pay by Direct Debit  
Please fill in the whole form with a ballpoint pen and return to  
Bristol Wessex Billing Services Ltd, 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA

Originator's Identification  
Number: 948283



Name(s) of Account Holder(s)

Name and full postal address of your bank or building  
society (BLOCK CAPITALS)

Bank/building society account holder

Branch sort code

Signature

Date

Reference number

Banks and building societies may not accept Direct Debit instructions for some types of account.

Instructions 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.

### The Direct Debit Guarantee

This guarantee should be detached and retained by the payer

- This guarantee is offered by all banks and building societies that take part in the Direct Debit scheme. The efficiency and security of the scheme is monitored and protected by your own bank or building society.
- If the amounts to be paid or the payment dates change, we will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Bristol Wessex Billing Services Ltd or your bank or building society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your bank or building society. Please also send a copy of your letter to us, Bristol Wessex Billing Services Limited Registered Office, 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA  
Registered in England No 4143955

### Data protection

For information about how we use your personal data, please see our privacy policy available at [wessexwater.co.uk/privacy-policy](http://wessexwater.co.uk/privacy-policy)



# Contact us

## Questions about your bill

- Payment arrangements • Metering
  - Moving house • Problems paying • High water use • Priority Services
- 0345 600 3 600 (Monday to Friday, 8am to 6pm; Saturday 9am to 1pm)

Submit an online enquiry: [wessexwater.co.uk/contact-us](https://www.wessexwater.co.uk/contact-us)

Write to: Wessex Water, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA

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

## Pay over the phone by credit/debit card

0345 600 1 019 (have your credit/debit card and your bill to hand.  
Payment should be made using the 13 digit payment reference on your bill)

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## Automated billing telephone services

0345 600 6600 when connected press:

- |                                    |   |
|------------------------------------|---|
| <b>1</b> Meter option leaflet      | <b>4</b> Submit meter reading after an estimated bill |
| <b>2</b> Rainwater allowance       | <b>5</b> Information on rateable value charging       |
| <b>3</b> Charges explained leaflet |   |

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## Helping you understand your water use leaflet

0345 850 0 043

We welcome calls via the Relay UK and SignLive British Sign Language service.

Calls to 0345 numbers from UK landlines cost no more than calls to standard UK landline numbers. If you're calling from a mobile please check with your service provider as sometimes calls can cost more. We may record telephone calls into our contact centres for quality, security and training purposes.

Wessex Water is not responsible for the content of external websites.



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