



BRISTOL
WATER

Wessex Water

YTL GROUP



Welcome to your new home

Important information for new tenants
about your water bill

Welcome

Hello and welcome to your new home.

This leaflet tells you all about your water bill.

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

Bristol Wessex Billing Services Ltd (BWBSL) is our joint billing company. You will be sent one bill for both services.

As the new tenant, you will need to pay for both water and sewerage bills at your home.

You'll need to let us know you have moved in if you haven't already done so.

Tell us you've moved in

As the new tenant(s) you will need to pay for your water and sewage charges from the date you start your tenancy.

Please tell us you've moved in as soon as you can. You can 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 visit bristolwater.co.uk/moving

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

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.



Your supply

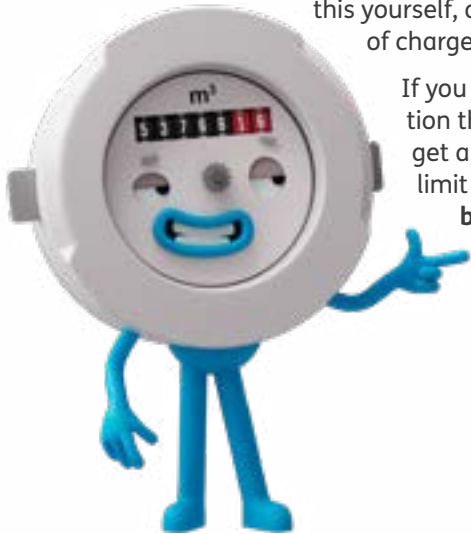
If your property is metered

On a meter 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 at 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 get a means tested benefit, we may be able to limit how much you pay.

bristolwater.co.uk/help-to-pay



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.

To apply for a meter visit: bristolwater.co.uk/meter

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 bristolwater.co.uk/direct-debit-form. 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 6122973.
- **Online ***
Make a payment with your debit/credit card and sign up to ebilling to manage your bill, visit bristolwater.co.uk
- **Payzone**
Take your bill and payment to a local Payzone outlet – see 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.

* Payment should be made to Bristol Wessex Billing Services Limited quoting 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 bristolwater.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



StepChange

0800 138 1111
www.stepchange.org



National Debtline

0808 808 4000
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.


Order free water saving devices and compare how much water you use at bristolwater.co.uk/savewater




Turn off your taps when brushing your teeth to save up to 18 litres of water




Shower for two minutes less and save up to 20 litres



By only putting on a full wash you'll save about 10 litres a week



Check for leaks inside your home, especially toilets and taps



For more water saving tips visit: bristolwater.co.uk/every-drop

Occupancy form



BRISTOL WATER
It's what we're made of.

Wessex Water
YTL GROUP

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.

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

Your landlord

Address _____

Postcode _____

Date you moved in

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 _____

Landlord's logo here

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 bristolwater.co.uk/privacy-policy or wessexwater.co.uk/privacy-policy

PRIORITY SERVICES

Extra support when you need it

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 if your water supply gets interrupted
- a password to protect against scam house calls.

It's free and easy to register today.

visit bristolwater.co.uk/priority-services or

call **0345 600 3 600**

Energy providers offer a similar service – you can register with them too.



Wessex Water
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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 assumed 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 bristolwater.co.uk/privacy-policy or wessexwater.co.uk/privacy-policy

Contact us

Questions about your bill

- Payment arrangements • Metering • Moving house • Problems paying
- High water use • Priority Services

Call: 0345 600 3 600 (Monday to Friday, 8am to 6pm; Saturday, 9am to 1pm)

Submit an online enquiry: bristolwater.co.uk/contact-us
wessexwater.co.uk/contact-us

Write to: Customer Services, BWBSL, 1 Clevedon Walk, Nailsea, BS48 1WA

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

Pay over the phone by credit/debit card

0345 600 1019

(have your credit/debit card and your bill to hand. Payment should be made using 13 digit payment reference)

Automated billing telephone services

0345 600 6600 when connected press:

- | | |
|---|---|
| 1 Meter option leaflet | 4 Submit meter reading after an estimated bill |
| 2 Surface water drainage leaflet | 5 Information on rateable value charging |
| 3 Charges explained leaflet | |

Helping you understand your water use leaflet

0345 850 0043

We welcome calls via the Relay UK 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.

Bristol Water and Wessex Water are not responsible for the content of external websites.



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