

**This bill is for information only. Your payment plan has been reviewed and to cover the cost of your expected future charges we have changed your payments.**

CONTACT US  
[stwater.co.uk](http://stwater.co.uk)

**03457 500 500**

Mon-Fri: 8am to 9pm

Sat: 8.30am to 5.30pm

We are also open bank holidays, except Christmas, Boxing and New Years day.

ACCOUNT NUMBER  
**8560111895**

SUPPLY ADDRESS  
**20 LAXTON DRIVE, MEDEN VALE  
MANSFIELD  
NG20 9QL**

ISSUE DATE  
**01 Apr 2020**

08401\_1681980020<32099>\_S16046-PK8303/1 C  
MR C MARCH  
20 LAXTON DRIVE  
MEDEN VALE  
MANSFIELD  
NG20 9QL



Your bill amount to pay is

**£77.01**

By Direct Debit  
Payment Plan

Previous reading

0 0 2 4 3

8 Oct 2019  
Actual reading

Latest reading

0 0 3 4 2

1 Apr 2020  
Actual reading



Billing period  
**176 days**

We will collect **£50.18** by Direct Debit on or after the **25 April 2020** followed by monthly\* payments of **£50.17** from: Account no: \*\*\*\*2371 Sort Code: \*\*. \*\*.28  
\*Your payments will be requested on the 25th of the month where possible or the next working day



**Fresh water**  
**(58%) Total £157.33**

This is the good stuff that comes from the taps.



**Waste water**  
**(42%) Total £111.67**

Any water that's been flushed or gone down a plughole.

Total spend  
**£269.00**

Your water usage  
**99m<sup>3</sup>**

Your average daily spend  
**£1.53**

That's an average of 0.56m<sup>3</sup> per day = **985 PINTS**

## YOUR BILL BREAKDOWN

## Previous account activity

<b>Balance at last bill</b>	<b>£274.80</b>
Payment received on 22 October 2019	£274.80 cr
Payment received on 25 November 2019	£38.43 cr
Payment received on 27 December 2019	£38.39 cr
Payment received on 27 January 2020	£38.39 cr
Payment received on 25 February 2020	£38.39 cr
Payment received on 25 March 2020	£38.39 cr
<b>Balance before this bill</b>	<b>£191.99 cr</b>

## Billing period 08 October 2019 - 01 April 2020 = 176 days

Your Meter 18MA003198 [15mm]  
 Previous Reading 00243 Actual reading - Latest Reading 00342 Actual reading  
 Water usage 99.00m<sup>3</sup>

Fresh water		Waste water	
Usage charge for 99.00m <sup>3</sup> (@143.31 pence per m <sup>3</sup> )	£141.86	Usage charge for 99.00m <sup>3</sup> (@104.17 pence per m <sup>3</sup> )	£103.11
Standing charge <sup>Ⓛ</sup>	£15.47	Standing charge <sup>Ⓛ</sup>	£8.56
<b>Subtotal</b>	<b>157.33</b>	<b>Subtotal</b>	<b>111.67</b>
<b>Average daily spend</b>	<b>£0.89</b>	<b>Average daily spend</b>	<b>£0.63</b>
		<b>Subtotal for period</b>	<b>£269.00</b>



## Surface water drainage

If you think that surface water or ground water does not drain off your property into our sewers, then please let us know as your bill could be lowered. For more information or a claim form, please visit us at [stwater.co.uk](http://stwater.co.uk)

## Highway drainage

This is for any water that flows into our sewer network from public roads. This is paid by all customers connected to our sewers. For further information visit

[stwater.co.uk/highway-drainage](http://stwater.co.uk/highway-drainage)

## What is a standing charge?

It's a fixed charge that covers reading and maintaining the meter. For more information visit us at [stwater.co.uk](http://stwater.co.uk).

To find out more about your bill and what is included, go to [stwater.co.uk/ourserviceexplained](http://stwater.co.uk/ourserviceexplained)

## TOTAL SPENDING FOR YOUR BILL

Total billing period: 08 October 2019 - 01 April 2020 = 176 days

Total water usage 99m<sup>3</sup>

Fresh water		Waste water	
<b>Total spend</b>	<b>£157.33</b>	<b>Total spend</b>	<b>£111.67</b>
<b>Balance before your bill</b>		<b>£191.99cr</b>	
<b>Total for billing period 08 October 2019 - 01 April 2020</b>		<b>£269.00</b>	
<b>BALANCE AFTER YOUR BILL</b>		<b>£77.01</b>	

## Your Direct Debit payment plan

Your payments will be collected on the dates below

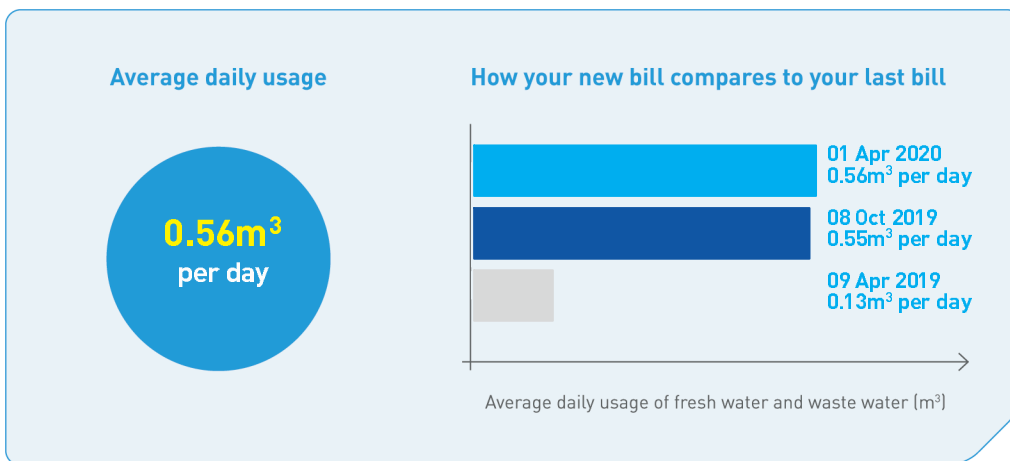
### Your account details

Account No: \*\*\*\*2371

Sort code: \*\*.\*\*.28



Due Date	Amount	Due Date	Amount	Due Date	Amount	Due Date	Amount
25/04/2020	£50.18	25/07/2020	£50.17	25/10/2020	£50.17	25/01/2021	£50.17
25/05/2020	£50.17	25/08/2020	£50.17	25/11/2020	£50.17	25/02/2021	£50.17
25/06/2020	£50.17	25/09/2020	£50.17	25/12/2020	£50.17	25/03/2021	£50.17



**Save money on your water bill**

Check out our range of free water saving products and our special offers on water efficiency showerheads and water butts, visit [stwater.co.uk/savewater](http://stwater.co.uk/savewater)

**DID YOU KNOW\* ...**

\*The above measures are based on average usage.

**0.56m<sup>3</sup>**

=

**15 SHOWERS**

or

**985 PINTS**

or

**3294 CUPS OF TEA**



### 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 Severn Trent Water will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request Severn Trent Water 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 Severn Trent Water 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 Severn Trent Water 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.



### Got a problem with your water supply?

Spot a leak in your area or have a problem with your fresh or waste water? Our lines are open 24/7:

**0800 783 4444 / Textphone only: 0800 328 1155**

You can also report any issues or problems you spot online at [stwater.co.uk](http://stwater.co.uk). We want to fix any problems as soon as possible.



### Why not manage your account online & go paperless?

No need to phone, you can do almost everything online- pay, move house, set up a Direct Debit, give us a meter reading. You name it, we've got it covered! It's easy and will save you heaps of time.

It's quick and easy to register your details with us online at [stwater.co.uk](http://stwater.co.uk)



### Struggling to pay?

We're here to help you and have a wide range of schemes available.

Please call us on **03456 022 777** so we can have a chat about the options.

### Our Service Standards and Terms & Conditions

Our Codes of Practice are for guarantees of our service to you as a valued customer. View our Service Standards and further Terms & Conditions online at [stwater.co.uk](http://stwater.co.uk) you can also request these by contacting us.

### You can write to us

Severn Trent  
PO Box 407  
Darlington DL1 9WD

### The Consumer Council for Water

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

### Alternative Formats Available

Large print or Braille? If you require a different bill format please contact us and we'll be happy to help. Visit our website or call us on **03457 500 500**

### Privacy Notice

We collect personal data which we use to manage customers' accounts. We may also use personal data to contact customers about water related goods and services. If you do not wish to be contacted please contact our Customer Care team.

We may share with and obtain personal data from other utilities, local authorities, government departments, credit reference agencies and other companies to maintain up-to-date customer records, for use in credit decisions, fraud prevention and to pursue debtors. We may also share your personal data with third party contractors who provide services to us. We may transfer your personal data to any country only for the purposes mentioned.

You can see our privacy notice at: <https://www.stwater.co.uk/legal/privacy/>. If you wish to see the personal data we hold on you, you should make a subject access request in writing to: SAR Officer, Severn Trent Water, 2 St John's Street, Coventry, CV1 2LZ