

# Understanding your bill

1. We're your water retailer. This means we buy water services from a wholesaler and sell them on to you.
2. These details are useful to have to hand if you need to contact us — your unique customer reference number, the date your bill was printed, your purchase order number and any reference you've given us to help describe your account.
3. This is what you need to pay and when.
4. This is your account balance.
5. Wholesale tariffs (charges) are approved by the regulator, Ofwat. These charges are fixed by wholesalers, which means you'll pay the same wholesale charges regardless of your water retailer. Wholesalers review and change their charges each year, and publish details on their websites.
6. Your balance brought forward is the amount you still owe from your previous bill.
7. Your water, sewerage and other charges which are broken down on page 2.
8. The figure in brackets is what you're paying VAT on.
9. There are lots of ways you can pay your bill. Please note our account name is Anglian Water Business (National).



Head Office  
1 Example Street  
Example Town  
Example County  
EX11 2MP

**1**

**2** Customer reference  
00000111123  
Bill number 11112222  
Invoice/Tax point 15 Nov 2022  
Purchase Order 3333333

**Get in touch**  
Call: 0333 207 9283  
Email: [accountmanagement@wave-utilities.co.uk](mailto:accountmanagement@wave-utilities.co.uk)  
Tweet: @WaveUtilitesUK  
Visit: [www.wave-utilities.co.uk](http://www.wave-utilities.co.uk)

In an emergency find your wholesaler at [www.wave-utilities.co.uk/mywholesaler](http://www.wave-utilities.co.uk/mywholesaler)

**How to use less water**  
Visit [www.wave-utilities.co.uk/lesswater](http://www.wave-utilities.co.uk/lesswater) for tips on how to use less water and reduce your next bill.

**How your charges are split**

• Wholesale charges	£1,019.86
• Retail charges	£47.21

**Save time and money**  
Pay by Direct Debit  
Easy, convenient and secure payments. Sign up at: [www-utilities.co.uk/mydd](http://www-utilities.co.uk/mydd)

Get an online account  
Your bills, payments and readings all in one place. Call [www-utilities.co.uk/myaccount](http://www-utilities.co.uk/myaccount)

Submit a meter reading  
Meter readings make bills more accurate. You can submit a read in a few ways:

- Log in to My Account or go to [www-utilities.co.uk/myread](http://www-utilities.co.uk/myread)
- Email [submitmyread@wave-utilities.co.uk](mailto:submitmyread@wave-utilities.co.uk)
- Text 07860 019830

**3** **Your water bill** **£1,188.89**

Please pay £1,067.07 by 13 December. £121.82 is overdue and payable immediately.

**Charges and payments**  
From 01 Feb 2022 to 14 Nov 2022 for Head Office, Example Street, EX11 2MP

Balance brought forward	£141.82
Water charges	£89.91
Sewerage charges	£377.16
Other charges	-£16.67
Total charges (not including VAT)	£1,050.40
VAT (on -£16.67)	-£3.33
Total charges (including VAT)	£1,047.07
Payments received	£0.00
Your new account balance	£1,188.89

**6** **7** **8**

Send us regular meter readings to help us make your bills more accurate. Visit: [www-utilities.co.uk/myread](http://www-utilities.co.uk/myread).

**Ways to pay**

<p><b>Direct Debit</b> Call us on 0333 207 9283 to set up a Direct Debit or go to <a href="http://www-utilities.co.uk/mydd">www-utilities.co.uk/mydd</a></p> <p><b>Credit card or debit card</b> Pay online at <a href="http://www-utilities.co.uk/pay">www-utilities.co.uk/pay</a> or call 0333 207 9283. <i>Please quote your customer reference.</i></p>	<p><b>Cheque</b> Write your customer reference on the back of your cheque &amp; send it with your payment slip to: Anglian Water Business (National) Ltd PO Box 745 Huntingdon PE29 5PW <i>Allow five working days for your payment to reach us.</i></p>
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**9**

**BACS or bank transfer**  
Sort code: 62-31-92  
Account number: 00000000  
Account name: Anglian Water Business (National)  
Please use your customer reference as your payment reference.

Send your payment slip to [bacs@wave-utilities.co.uk](mailto:bacs@wave-utilities.co.uk) with the payment value in the subject line. For advice visit [www-utilities.co.uk/bankpayments](http://www-utilities.co.uk/bankpayments)

**Please pay on time** as we share data with credit reference agencies and the positive experiences shared help to maintain credit scores and keep the supply chain flowing in these challenging economic times.



**Account in credit (paying in advance)?** Visit [www-utilities.co.uk/advancepayments](http://www-utilities.co.uk/advancepayments)

**Having trouble paying your bills?** Visit [www-utilities.co.uk/wholesaler-difficulty](http://www-utilities.co.uk/wholesaler-difficulty)

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10. We've listed your water and sewerage charges which show the wholesaler tariff you're on.
11. This is your meter serial number used to help identify your water meter.
12. This is your chargeable meter size for water.
13. We've added C, A or E before the date to show which type of meter reading we've used to calculate your bill. See 14 for what each letter means.
14. This key sets out the VAT and meter reading codes we use on your bill.
15. M<sup>3</sup> is your water use in cubic metres.
16. Potable water is water that is safe to drink and to prepare food with (tap water).
17. Sewerage charges are for the waste water that is taken away from your site.
18. Highway drainage is water that drains from any roads and footpaths that flow into public sewer systems.
19. Surface water is rainwater that falls onto a property that drains into a public sewer system.
20. Other charges are any extra charges that may be added to a bill, such as following an unscheduled meter reading or debt-recovery fees.
21. Our contact details and registered address.

**10** Water charges for Measured Water Standard - NW  
Expires 31 Mar 2023 - your terms and conditions apply.  
Waste charges for Highway Drainage, Surface Water Drainage, Measured Flow Sewerage - Standard  
Expires 31 Mar 2023 - your terms and conditions apply.  
SPIDs: 12345678901A12, 9876543210B01

**11** Meter number 12312312

**12** Chargeable Meter size 025mm

**13** Previous 23942 E 01 Feb 2022 Current 24305 E 15 Nov 2022 Units 363 m<sup>3</sup>

Total units used 363 m<sup>3</sup>

**Water charges**

Type	Units	Rate	VAT	Charge
Water	1,006 m <sup>3</sup>	£1.22375	Z	£1.23
	74,624 m <sup>3</sup>	£1.11054	Z	£82.88

**16** Potable Water Metering

59 days	£0.09660 (£35.26 Per year)	Z	£5.70
1 days	£0.09644 (£35.20 Per year)	Z	£0.10

Total water charges (not including VAT) £89.91

**17** Sewerage charges

Type	Units	Rate	VAT	Charge
Sewerage	288.376 m <sup>3</sup>	£1.22396	Z	£352.93
	74,624 m <sup>3</sup>	£1.08334	Z	£80.85

**18** Highway Drainage Area

59 days	£0.48216 (£1175.99 Per year)	Z	£28.45
228 days	£0.54294 (£1198.06 Per year)	Z	£123.72

**19** Surface Water Area

59 days	£1.23607 (£451.16 Per year)	Z	£72.93
228 days	£1.39599 (£509.54 Per year)	Z	£318.28

Total sewerage charges (not including VAT) £377.16

**20** Other charges

Type	Units	Rate	VAT	Charge
GSS Payment	1	-£16.67	S	-£16.67

Total other charges (not including VAT) -£16.67

**Useful Information**

VAT  
S = Standard VAT (20%)  
Z = Zero VAT  
O = Outside Scope (VAT does not apply)

Meter readings  
C = Customer reading  
A = Actual reading  
E = Estimated reading

**Charges on your bill**  
We provide our services in line with our terms and conditions. If you have any questions about the charges on your bill and how they are calculated, including questions about VAT codes, please visit our website at [www.wave-utilities.co.uk](http://www.wave-utilities.co.uk) or contact us on 0333 207 9283.

**Deaf or hard of hearing?**  
We offer a web chat service or email support. Or, if you prefer, you can nominate someone to discuss the bill with us on your behalf.

**Call costs**  
Calls to 03 numbers cost no more than a national-rate call to a number beginning with 01 or 02, and you can use the minutes included on your phone contract. Call charges can vary. For more information please contact your phone service provider.

**Complaints**  
Unhappy with our service?  
We try to get everything right first time but understand this isn't always the case. If you're unhappy with any part of our service, please talk to us and we'll do what we can to put things right as soon as possible. Call us on 0333 207 9283 or email [customerenquiries@wave-utilities.co.uk](mailto:customerenquiries@wave-utilities.co.uk).  
If you are not satisfied with how we deal with your complaint, and you would like a director to review our decision, please call us on 0333 207 9283 or email [director@wave-utilities.co.uk](mailto:director@wave-utilities.co.uk).  
If you follow our complaints process and are still not satisfied, you can ask one of the organisations below for advice. For England and Wales - The Consumer Council for Water ([www.ccwater.org.uk](http://www.ccwater.org.uk)) or CfWast ([www.cfwast.gov.uk](http://www.cfwast.gov.uk)) For Scotland - The Scottish Public Services Ombudsman ([www.spsco.gov.uk](http://www.spsco.gov.uk)) or Water Industry Commission for Scotland ([www.watercommission.co.uk](http://www.watercommission.co.uk))

**Registered office address**  
Angus Water Business National Ltd, Northumbria House, Abbey Road, Plymouth, Durham, DH1 5FU  
Company number: 03017251  
Company VAT number: GB2763990  
All billing enquiries should be sent to:  
[Wave\\_PO\\_Box\\_745\\_Huntingdon\\_PC29\\_9PW](mailto:Wave_PO_Box_745_Huntingdon_PC29_9PW)

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