

Understanding your bill

1. Wave is a joint venture between Anglian Water Business (National) Limited and NWG Business Limited.

2. This is your unique customer account number. It's useful to have this to hand, should you need to contact us.

3. Bill number and Invoice/Tax point date - this is the date the bill is printed.

4. Your purchase order number.

5. Your account reference number.

6. We've updated our contact details.



Head Office
10 Example Street
Anywhere
COUNTYSHIRE
CO1 0ZY

Your water bill **£429.63**

Please pay £343.13 by 18 July 2018. Your balance brought forward is £136.50 of which £86.50 is overdue and payable immediately

Charges
From 01 Apr 2018 to 01 Jul 2018 for 10 Example Street, Anywhere, Countyshire, CO1 0ZY

Balance brought forward	£136.50
Water charges	£131.10
Sewerage charges	£154.55
Other charges	£26.05
Total charges (ex VAT)	£311.70
VAT (on £157.15)	£31.43
Total charges (inc VAT)	£343.13
Payments received	£50.00
Your New Account Balance	£429.63

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Ways to pay

Direct Debit - convenient way to pay
To arrange this for your account contact us on 0333 207 9283 (discounts apply)

BACS
To pay using BACS our details are as follows:
Sort Code: 62-31-42
Account Number: 00000000
Account Name: Anglian Water Business National
Please send remittances to bacs@wave-utilities.co.uk

Credit/Debit Card
Payments can be made at www.wave-utilities.co.uk or call our customer services team on 0333 207 9283 and have your account number ready.

Post
You can send a cheque payable to Anglian Water Business National with the payment slip to Anglian Water Business(National), PO Box 4926, Lancing, BN11 9AY. Please write your customer reference number on the back of your cheque and allow five working days for your payment to reach us. Please do not send cash or post-dated cheques.

Payment Point
Your cash payment will be accepted wherever you see the Payment Point sign. Call our customer team to request a card.

From your bank account
You can usually pay at your bank for free, alternatively, you may choose to pay using telephone or online banking services. Our details are:
Sort Code: 62-31-42
Account Number: 00000000
Please quote your customer reference number to ensure the payment gets straight to your account.

Cash
You can make cash payments at your nearest Payment outlet. Please do not hand deliver or post cash to us.

Customer reference
10000023456

Bill number 400004
Invoice/Tax point 01 Jul 2018
Purchase Order 123456789
Your Reference Account North

Get in touch
Call 0333 207 9283
Email hello@wave-utilities.co.uk
Tweet @WaveUtilitiesUK
Visit and chat to us at www.wave-utilities.co.uk
Meter reads text 0785 001 9830 or email submitmyread@wave-utilities.co.uk

In an emergency find your wholesaler at
www.wave-utilities.co.uk/mywholesaler

How to reduce your usage
Visit 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	£260.73
• Retail charges	£50.97



7. 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 annually, which are published on your local wholesaler's website.

8. We've made it clearer about what you need to pay and when.

9. We've added the VAT amount to make it clear what you are paying VAT on.

10. We've changed our legal entity - please note our account name has changed to Anglian Water Business (National).

11. We've split your charges into water and sewerage charges instead of fixed and volumetric.

Understanding your bill

12. We've listed your water and sewerage tariffs which show the wholesaler tariff you are on.

13. We've moved your water SPID from page 1 to here and included your sewerage SPID.

14. This is your chargeable meter size for water.

15. We've added a key to explain VAT and read codes.

16. We've added in 'C' before your read date to indicate if you've given us a meter read.

17. We've split out water, sewerage and other charges into sections instead of volumetric and fixed to make it clearer.

18. We've changed our contact details and registered address.

Water charges for Standard Measured Water 12

Waste charges for Standard Measured Sewerage, Standard Highway Drainage, Standard Surface Water

SPIDs: 3033003303W13, 3033003303S10 13

Readings

Meter number 04A00345 Chargeable meter size 15mm 14

Previous	Current	Units
1301 E 04 Jun 2018	1390 C 09 Nov 2018	89 m ³
Total units used		89 m ³

Water charges

Type	Units	Rate	VAT	Charge
Water	89 m ³	£1.2306	S	£109.52
Water fixed meter charge	158 days	£0.13658 (£49.85 PA)	S	£21.58
				£131.10

Sewerage charges

Type	Units	Rate	VAT	Charge
Sewerage	89 m ³	£1.1217	Z	£99.83
Highway Drainage Band 1	158 days	£0.09329 (£34.05 PA)	Z	£14.74
Surface Water Band 1	158 days	£0.25301 (£32.35 PA)	Z	£39.98
Total sewerage charges (ex VAT)				£154.55

Other charges

Type	Units	Rate	VAT	Charge
Ad hoc meter read charge	1	£28.05	S	£28.05
Total other charges (ex VAT)				£28.05

Useful Information 15

S = Standard VAT @ 20%
Z = Zero VAT

Meter Readings
C = Customer Read
A = Oyster/Actual Read
E = Estimate Read

Charges on your bill
Our services are provided in accordance 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 or contact us on 0333 207 9283.

Deaf or Hard of Hearing
We offer a web chat service or email support. Alternatively, 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 an 01 or 02 number and count as inclusive minutes in the same way. Call charges can vary so for more information please contact your phone service provider.

Complaints
Unhappy about our service?
We try to get everything right first time but appreciate the fact isn't always the case. If you're unhappy with any element of our service, please talk to us and we'll do what we can to resolve your concerns as swiftly as possible. Contact us on 0333 207 9283 or email customer.services@wave-utilities.co.uk.
If your complaint is not resolved to your satisfaction and you would like the decision to be reviewed by our CEO please contact us on 0333 207 9283 or email managingdirector@wave-utilities.co.uk.
If you follow our complaints process and are still unhappy, you can get some advice from one of the organisations below:
For England and Wales - The Consumer Council for Water www.ccwater.org.uk or Ofwat www.ofwat.gov.uk
For Scotland - The Scottish Public Services Ombudsman www.spso.org.uk or Water Industry Commission for Scotland www.watercommission.co.uk

Registered office address
Anglian Water Business National, Northumbria House, Abbey Road, Plymouth, Durham, DH1 5FJ
All billing correspondence should be sent to Wawe, PO BOX 4998, Lancing, BN11 9AY
Company Number: 03017251
Company VAT number: GB275333960

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NatWest Reference Amount due

10000023456 £ 429.83

Date 09 Nov 2018 CHEQUE ACCEPTABLE

138 CASH

32 CHEQUE

9826 0183 0001 0725 6480 019

Items Fee Nat West (Collection Account) Sorting Code Number

62-31-92 £

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