

Changes to your bill

Page 1 of your bill

1. This shows the dates of the billing period. Revised rates came into effect on 1 April 2023.

Page 2 of your bill

2. This is the size of your water meter.
3. This is the meter read used to calculate your bill.
4. These are the new 23/24 rates used to calculate your bill, which came into effect 1 April 2023. You can see the units of water used since 1 April 2023.
5. These are the rates used to calculate your bill based on the previous 22/23 rates up until 31 March 2023. You can also see the units of water used during this time.
6. These are your potable water charges based on 22/23 rates. You can see how many days this covers.
7. These are your potable water charges based on 23/24 rates. You can see how many days this covers.
8. These are your sewerage charges based on 23/24 rates and the units since 1 April 2023.
9. These are your sewerage charges based on 22/23 rates and the units up until 31 March 2023.
10. These are your highway drainage charges based on the 22/23 rates up until 31 March 2023.
11. These are your highway drainage charges based on the 23/24 rates from 1 April 2023.
12. These are your surface water charges based on the 22/23 rates up until 31 March 2023.
13. These are your surface water charges based on the 23/24 rates from 1 April 2023.

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Your water bill

Please pay £203.35 by 14 March.

£203.35

How your charges are split

1 Charges and payments

From 10 Dec 2022 to 30 Apr 2023 for Head Office, Example Street, EX11 2MP

- Wholesale charges £169.54
- Retail charges £26.48

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Water charges for Measured Water Standard - NW

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

SPIDs: 12345678901A12, 9876543210B01

Readings

Meter number	12M123123	Chargeable Meter size	015mm	2
Previous	00448 E 10 Dec 2022	3	Current	00462 E 01 May 2023
Units	14 m ³			
Total units used				14 m ³

Water charges

Type	Units	Rate	VAT	Charge	
Water	4	2,958 m ³	£1,34160	S	£3.97
	5	11,042 m ³	£1,25620	S	£13.87
Potable Water Metering	6	112 days	£0.15041 (£54.9 Per year)	S	£16.84
	7	30 days	£0.06847 (£25.06 Per year)	S	£2.06
Total water charges (not including VAT)					£36.74

Sewerage charges

Type	Units	Rate	VAT	Charge	
Sewerage	8	2,958 m ³	£1,39500	Z	£4.13
	9	11,042 m ³	£1,31000	Z	£14.47
Highway Drainage Area	10	112 days	£0.25882 (£94.47 Per year)	Z	£28.99
	11	30 days	£0.30792 (£112.7 Per year)	Z	£9.24
Surface Water Area	12	112 days	£0.70532 (£257.44 Per year)	Z	£79.00
	13	30 days	£0.78170 (£286.1 Per year)	Z	£23.45
Total sewerage charges (not including VAT)					£159.28

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 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 customerservices@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 directors@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.cowater.org.uk) or Ofwat (www.ofwat.gov.uk). For Scotland - The Scottish Public Services Ombudsman (www.sps.o.org.uk) or Water Industry Commission for Scotland (www.watercommission.co.uk).

Registered office address
 Anglian Water Business (National) Ltd, Northumbria House, Abbey Road, Pity Me, Durham, DH1 5FJ
 Company number: 03017251
 Company VAT number: GB277833960
 All billing enquiries should be sent to Wave, PO Box 745, Huntingdon, PE29 9PW.