

# 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. This is a new fixed charge for potable water that came into effect 1 April 2023 and is per SPID.
7. These are your potable water charges based on 22/23 rates. You can see how many days this covers.
8. These are your potable water charges based on 23/24 rates. You can see how many days this covers.
9. These are your sewerage charges based on 23/24 rates and the units since 1 April 2023.
10. These are your sewerage charges based on 22/23 rates and the units up until 31 March 2023.
11. These are your highway drainage charges based on the 22/23 rates up until 31 March 2023.
12. These are your highway drainage charges based on the 23/24 rates from 1 April 2023.
13. This is a new fixed charge that came into effect on 1 April 2023 and is a charge per SPID.
14. These are your surface water charges based on the 22/23 rates up until 31 March 2023.
15. These are your surface water charges based on the 23/24 rates from 1 April 2023.

## Page 1

**Your water bill** **£128.33**

£128.33 will be taken on or around 16 March according to your payment arrangement.

**How your charges are split**

Wholesale charges	£103.60
Retail charges	£24.73

**1 Charges and payments**

From 22 Nov 2022 to 30 Apr 2023 for Head Office, Example Street, EX11 2MP

## Page 2

**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
Previous	00244	Current	00264
	E 22 Nov 2022		E 01 May 2023
Total units used	20 m <sup>3</sup>		

**Water charges**

Type	Units	Rate	VAT	Charge
Water	3.75 m <sup>3</sup>	£1.30090	Z	£4.88
	16.25 m <sup>3</sup>	£1.25620	Z	£20.42
Direct Debit Discount	160 days	£0.01027 (£3.75 Per year)	Z	-£1.64
Potable Water Fixed	30 days	£0.11612 (£42.50 Per year)	Z	£3.48
Potable Water Metering	130 days	£0.15041 (£54.9 Per year)	Z	£19.56
	30 days	£0.09440 (£34.55 Per year)	Z	£2.83
Total water charges (not including VAT)				£49.53

**Sewerage charges**

Type	Units	Rate	VAT	Charge
Sewerage	3.75 m <sup>3</sup>	£1.32820	Z	£4.98
	16.25 m <sup>3</sup>	£1.31000	Z	£21.29
Direct Debit Discount	160 days	£0.01027 (£3.75 Per year)	Z	-£1.64
Highway Drainage Area	130 days	£0.06400 (£30.66 Per year)	Z	£10.92
	30 days	£0.09513 (£34.82 Per year)	Z	£2.86
Metered Foul Sewerage Fixed	30 days	£0.11612 (£42.50 Per year)	Z	£3.48
Surface Water Area	130 days	£0.22822 (£83.3 Per year)	Z	£29.67
	30 days	£0.24136 (£88.34 Per year)	Z	£7.24
Total sewerage charges (not including VAT)				£78.80

**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 services, 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](mailto: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](mailto: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](http://www.cowater.org.uk)) or Ofwat ([www.ofwat.gov.uk](http://www.ofwat.gov.uk))  
 For Scotland - The Scottish Public Services Ombudsman ([www.spsco.org.uk](http://www.spsco.org.uk)) or Water Industry Commission for Scotland ([www.watercommission.co.uk](http://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: GB277633960  
 All billing enquiries should be sent to Wave, PO Box 745, Huntingdon, PE29 9PW.