

WELCOME TO YOUR NEW HOME

TENANT INFORMATION



Wessex Water
YTL GROUP



FOR YOU. FOR LIFE.

wessexwater.co.uk

WELCOME



Hello and welcome to your new home

This leaflet tells you all about your water bill.

Where you live Wessex Water supplies your water and sewerage services.

Bristol Wessex Billing Services Ltd (BWBSL) is our billing company and it will send you one bill for both services.

As the occupier you're responsible for the water and sewerage charges at the property and you'll need to let us know that you've moved in.

We've included an occupancy form at the back that we'd like you to return to us.

TELL US YOU'VE MOVED IN

As the new occupier(s) you're liable for water services charges from the date you take up the tenancy.

Please tell us you've moved in as soon as possible so we can bill you correctly and ensure you don't accidentally build up arrears.

We will also need to know your previous address so we can end your charges there correctly if it is in our region.



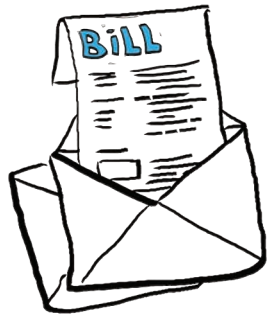
Please complete the occupancy form at the end of this leaflet and return it in the pre-paid envelope provided. Alternatively, tell us you've moved online at wessexwater.co.uk or call us on 0345 600 3 600.

If you pay by Direct Debit we'll advise you of any change in the amount we take from your bank account each month.

If you pay by standing order, we'll let you know the new amount you need to tell your bank to send us.



YOUR BILL



You'll pay for your water and sewerage services based on metered or unmetered charges.

Your housing association or landlord should be able to tell you if the property is metered or unmetered.



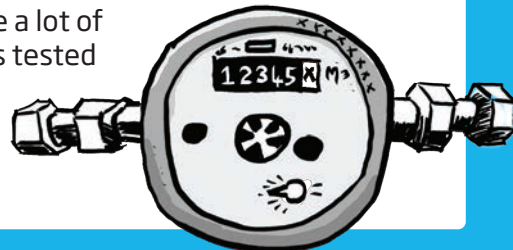
YOUR SUPPLY

If your property is metered

On a meter you are billed for the amount of water you use. We read your meter twice a year which tells us exactly how much water you have used. We will also be able to tell if you have a leak or not.

We aim to fit meters on nearly all properties when there is a change of occupier, so many homes have them. Once you have moved into your home we will need a meter reading to open an account for you. You can provide this yourself, or, if you like, we can come and do it free of charge.

If you have a large family or a medical condition that means you use a lot of water and you receive means tested benefits, you may be eligible for a limit on the amount you have to pay.



If your property is unmetered

We aim to fit a meter when someone new moves into a property. We don't need permission from your landlord to have the meter fitted. If we can't fit a meter you will pay a set charge calculated using the rateable value of the property.

Rateable values differ for each property and we are required to use values set by the Inland Revenue on 31 March 1990.

If you are not on a meter you'll be billed in advance and charges normally cover 1 April to 31 March. If you move in the middle of the year we will charge you from the date you move in.



WAYS TO PAY

Paying your bill by **Direct Debit** allows you to spread the cost of your water and sewerage services monthly at no extra charge. You can set this up online at wessexwater.co.uk/directdebit. For more information call 0345 600 3 600 (Monday to Friday, 8am to 8pm Saturday 8am to 2pm).

Other ways to pay include:

Bank	Take your bill with cash or a cheque. Normally no fee is payable at your own bank.
Internet/mobile banking *	Quote sort code 40-02-50 and account number 61229737.
Online *	Make a payment with your debit/credit card and sign up to eBilling to manage your bill, visit wessexwater.co.uk
Payzone	Take your bill and payment in cash to a local Payzone outlet - see www.payzone.com
Post office	Fill in the payment slip and take it with your bill and payment in cash to a post office.
Telephone*	Call our automated 24 hour telephone line 0345 600 1 019. Make sure you have your credit or debit card and your bill to hand.
Post	Write your customer number on the back of your cheque and post it with the payment slip to BWBSL, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA. Cheques should be made payable to BWBSL. Do not send cash or post dated cheques.

* Please quote the 13 digit payment reference number that begins 20 shown in the top right hand corner of your bill.

All payment options are free. Remember to tick your preferred payment method on the occupancy form.

PROBLEMS PAYING

Money can be a worry for all of us and sometimes we struggle to pay our bills.

Talk to us today and we can help you:

- save water and money with a meter
- spread the cost of your water bills
- pay us directly from your benefits
- lower your water bills
- repay debt and get back on track.

Get in touch today - avoiding the problem may make it worse.



You may need more help to get back on track

The following organisations will offer free independent advice.



For a face to face meeting contact your local Citizens Advice or debt advice agency - see your local phone book or the internet for details.

If you would prefer online or telephone advice, contact the following organisations



StepChange

0800 138 1111
www.stepchange.org/mse



National Debtline

0808 808 4000
www.nationaldebtline.org

SAVING WATER

If you want to save water and even energy try out some simple water saving measures around the home. If you save water and energy you may reduce your water and energy bills, particularly if you are on a water meter.

Order free water saving devices and compare how much water you use at wessexwater.co.uk/savingwater



Turn off your taps when brushing your teeth to save up to 18 litres of water



Shower for two minutes less and save up to 20 litres

By only putting on a full wash you'll save about 10 litres a week



Check for leaks inside your home, especially toilets and taps

EXTRA SUPPORT WHEN YOU NEED IT

PRIORITY SERVICES

Extra support when you need it

We want to give all our customers the best service at all times. We know that everyone's needs are different and we can help through Priority Services.

When you sign up for Priority Services you can:

- ensure you always have easy access to water
- choose how you receive your bill and information
- ask for help with reading your meter
- set up a password for when we visit.

Priority Services is a free service and anyone living in the Wessex Water region can sign up for it.

Spread the word - tell your family and friends about our service if you think it will help them.

Apply online today - visit: wessexwater.co.uk/priorityservices or call 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm).

Energy providers offer a similar service - don't forget to register with them too.



Occupancy form

Wessex Water
YTL GROUP



Welcome to your new home. As the occupier you are responsible for the water services charges. Please complete all the parts of this form that apply to you and return it to us, alternatively take it with you to your tenancy sign-up meeting.

Property details - moving in

Address _____

Postcode _____

Date you moved in

First name _____

Middle name(s) _____

Surname _____

Date of birth

National Insurance number

Contact details

Mobile number _____

Alternative number _____

Email _____

Signature _____

Date _____

The address you moved from

Address _____

Postcode _____

BWBSL customer reference number if known



The easiest and simplest way to pay your bill is by Direct Debit

if you would like to pay by Direct Debit, simply complete the instruction overleaf and detach this section before returning the form. We will write to you and confirm your payment amounts before taking any money from your bank.

How we will use your personal information

We will use the information you provide in this form to register you as occupant(s) and customer(s). We will process your date(s) of birth and signature(s) for identity verification purposes, age profiling and continuity of record-keeping. We may share your date(s) of birth with other organisations if we need to trace you. We may share your National Insurance number(s) with benefit agencies if we need to contact them about you and deductions from any benefits. Your personal data will be treated as set out in our privacy notice which is available at wessexwater.co.uk/privacy-policy before taking any money from your bank.

Your landlord

Landlord's logo here

Your details - Occupier 2

First name _____

Middle name(s) _____

Surname _____

Date of birth

National Insurance number

Paying your bill

Please tick your preferred method of payment

Direct Debit

Payment on demand

Monthly

Instalment plan

Monthly

Fortnightly

Standing order

Monthly - please specify date _____

Wessex Water Ltd, 1 Clevedon Walk, Nailsea,
Bristol, BS48 1WA



Paying by direct debit

BRISTOL WESSEX BILLING SERVICES LTD

Please tell us your preferred payment date

Payment(s) will be taken on or just after your preferred date. If no date is given, payment will be taken on or just after the first of each month.

Name and address

Daytime telephone number

BRISTOL WESSEX BILLING SERVICES LTD



Instructions to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form with a ballpoint pen and return to
Bristol Wessex Billing Services Ltd, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA

Originator's Identification
Number: 948283

Name(s) of Account Holder(s)

Name and full postal address of your bank or building
society (BLOCK CAPITALS)

Bank/Building Society account holder

Branch sort code

Signature

Date

Reference Number

Banks and Building Societies may not accept Direct Debit
Instructions for some types of account.

Instructions to your Bank or Building Society
Please pay Bristol Wessex Billing Services Ltd Direct Debits from the account
detailed in this instruction subject to the safeguards assured by the Direct Debit
Guarantee.
I understand that this instruction may remain with Bristol Wessex Billing Services
Ltd and, if so, details will be passed electronically to my Bank/Building Society.

The Direct Debit Guarantee



This guarantee should be detached and retained by the payer

- This guarantee is offered by all banks and building societies that take part in the Direct Debit scheme. The efficiency and security of the scheme is monitored and protected by your own bank or building society.
- If the amounts to be paid or the payment dates change, we will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Bristol Wessex Billing Services Ltd or your bank or building society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your bank or building society. Please also send a copy of your letter to us.

Bristol Wessex Billing Services Limited Registered Office 1 Clevedon Walk Nailsea Bristol BS48 1WA Registered
in England No 4143955

Data protection

For information about how we use your personal data, please see our privacy policy available at
wessexwater.co.uk/privacy-policy or by writing to **Wessex Water, Operations Centre, Claverton Down,
Bath BA2 7WU.**

CONTACT US

Questions about your bill

- Payment arrangements • Metering • Moving house • Problems paying
- High water use • Priority Services

0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm)

Submit an online enquiry via our websites:

bristolwater.co.uk/contact-us or **wessexwater.co.uk/contactus**

Write to: BWBSL, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA

bristolwater.co.uk **wessexwater.co.uk**

The following billing numbers are automated, unmanned and available 24 hours a day.

Pay over the phone by credit/debit card

0345 600 1 019

(have your credit/debit card and your bill to hand. Payment should be made using 13 digit payment reference)

Automated billing telephone services

0345 600 6 600 when connected PRESS:

- 1 Meter option leaflet
- 2 Surface water drainage leaflet
- 3 Charges explained leaflet
- 4 Submit meter reading after an estimated bill
- 5 Information on rateable value charging
- 6 Pension Credit discount leaflet

Helping you understand your water use leaflet

0345 850 0 043

We welcome calls via the Next Generation Text service.

Calls to 0345 numbers from UK landlines cost no more than calls to standard UK landline numbers. If you're calling from a mobile please check with your service provider as sometimes calls can cost more. We may record telephone calls into our contact centres for quality, security and training purposes.

Bristol Water and Wessex Water are not responsible for the content of external websites.