




# Keeping it simple

Introducing your new bill

# Welcome to your new bill

We believe that your bills should be as clear as the water you get from us, so we've given them a fresh new look that makes it easy to find what you need.



Page 1 of 5

Account number  
000 000 0000

Visit us  
unitedutilities.com

Call us  
0345 672 2999  
8am to 8pm Mon to Fri  
8am to 4pm Sat

Mr Smith  
1 Water Street  
Warrington  
WA1 1NF

Bill date  
1 October 2018

Billing period  
1 April 2018 -  
30 September 2018

## Your water and wastewater charges

### Your usage

Your meter number is H13AU123456 →  
More on page 2

Previous YOUR READING 677 1 Apr 2018	→	Current YOUR READING 774 30 Sept 2018	→
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Water you've used  
**97m<sup>3</sup>**  
(97,000 litres)

### Your charges

→ More on page 2

Balance last time (30 March 2018)	£74.46
✓ What you've paid since then	£309.00
£ Your new charges	£370.81

If you've made a payment in the last seven days, this may not be shown in the balance and in your payments.

Your new balance  
**£136.27**

### Your payments

→ More on page 3

Your payment is due  
Please make your payment straight away. For ways to pay, see page 3.

Amount now due  
**£136.27**

## Contact details

In this section you can find out how to contact us if you have any queries regarding your bill. You can also access your water account 24 hours a day by registering for our free My Account service at [unitedutilities.com/myaccount](http://unitedutilities.com/myaccount)

## Bill date and billing period

Details here showing the date of your bill and the period this covers.

## Your usage

How much water you've used since your last bill.

## Your payments

How much you need to pay and when it's due.

## Your charges

What's happened since your last bill

# 1 Your usage

To make your usage relatable, we show how many baths, showers, flushes or washing machine loads it's equivalent to.

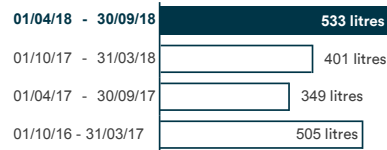
# 1 Your usage

You're using 533 litres per day, the same as...



## Your daily average usage

This chart compares your daily average water usage across your last 4 bills.



## How do you compare with other households?

This chart shows how much water other households typically use each day, based on the number of occupants.



To cut the cost of your next bill, visit [unitedutilities.com/watertight](http://unitedutilities.com/watertight) for water saving tips and fantastic freebies.

# 1 How do you compare with other households?

This section shows the typical daily usage for households based on the number of people living in the home. This allows you to see if your daily usage is more or less than a typical household.

# 1 Your daily average usage

These graphs help to show how much water you're using on average each day and compares this against your previous bills so you can clearly see if you're using more or less water.

## 2 Your charges

Fresh water £197.26



Wastewater £173.55



Usage	97 m³	@ 1.867 per m³	=	£181.10
Standing charge	182 days	@ £32.41 a year	=	£16.16

Usage	97 m³	@ 1.228 per m³	=	£119.12
Standing charge	182 days	@ £7.24 a year	=	£3.61
Rainwater removal	182 days	@ £101.92 a year	=	£50.82

Your new charges £370.81

- Water usage:** The cost of the clean water we supply to your home, based on your meter readings.
- Standing charge:** These are fixed amounts payable by all customers. These charges cover the cost of billing and reading your meter, and reflect some of the fixed costs of providing you with water and/or sewerage services.
- Wastewater usage:** The cost of collecting your dirty water, cleaning it and returning it to the environment.
- Rainwater removal:** The cost of taking away rainwater that drains from your home and the public highway. If your rainwater doesn't drain to the sewer, you can claim a reduction at [unitedutilities.com/surface-water-drainage](http://unitedutilities.com/surface-water-drainage).

## 2 Bill explanations

We believe it's really important to understand exactly what you're paying for which is why each of the charges shown in the 'Your charges' section are explained here in simple terms.

# 2 Your charges

This section shows exactly how much you're paying for your water and wastewater services and is broken down so you can see each element of your bill.

### 3 Your payments

Please pay £136.27 straight away


### 3 Your payments

This section outlines your payments. If you're not currently paying by Direct Debit it will also provide details on how to set one up.


#### The easiest way to pay is by Direct Debit

Why not pay your bill in smaller chunks by setting up a Direct Debit? You can choose a frequency and date that you'd like your payments to be collected. Once set up, your payments are taken automatically from your bank account, meaning it's one less thing to worry about.







Set up a Direct Debit online at [unitedutilities.com/dd](http://unitedutilities.com/dd) and you can see how much your regular payments will be. Or call us on **0345 672 2999**.




Sign up today at [unitedutilities.com/myaccount](http://unitedutilities.com/myaccount) and get £5 off your bill!



#### Ways to pay

Online at <a href="http://unitedutilities.com/myaccount">unitedutilities.com/myaccount</a> or <a href="http://unitedutilities.com/paybill">unitedutilities.com/paybill</a>		Using our free <b>Apple and Android apps</b> . Visit <a href="http://unitedutilities.com/app">unitedutilities.com/app</a>	
Call our free 24 hour automated line on <b>0800 980 6050</b>		<b>By internet banking or BACS.</b> NatWest Bank PLC. Sort code: 01-09-17 Account number: 58933956. Please use your water account number as the reference	
<b>By cheque.</b> Make cheques payable to 'United Utilities Water Limited'. Write your account number on the back and send it with the payment slip to United Utilities, PO Box 11249, Harlow, CM20 9NN.		Take this bill or your payment card to any <b>Payzone outlet or Post Office branch</b> to pay by cash. Please keep your receipt.	

6331403000000000719



### 3 Ways to pay

Choose a method that matches your lifestyle, including our smartphone app, or paying online. We've also included a barcode here for easy payment at the Post Office or a Payzone outlet.

### 3 Payment slip

We'll include a bank giro slip at the back of your bill, if you would like to pay by cheque the details of who to make it payable to and where to send it to are included in the 'By cheque' box above.

 <small>Customer account number</small> <div style="border: 1px solid black; padding: 2px; text-align: center;">0000000000</div>	<p style="text-align: center;"><b>Payment slip</b></p> <p style="text-align: center;"><small>Amount due</small></p> <div style="border: 1px solid black; padding: 2px; text-align: center;">£ 136.27</div> <p style="text-align: center;"><small>CHEQUE ACCEPTABLE</small></p>	<p style="text-align: center;"><b>bank giro credit</b></p> 

3005 HE  
Please do not write or mark below this line and do not fold this payment slip

>00009406< 4000830000000< 570004+< 73 X

### 3 Payments coming up

A recap on what you've paid so far and other payments coming up.

### 4 More information

This section provides useful information on a range of services you may find useful. In this example:

- **Priority Services** - our range of free services for customers who may need additional support due to ill health, disability or age.
- **Manage your bill online** - access your water account 24 hours a day by registering for our online My Account service.
- **Download our app** - you can pay your bill, give a meter reading or report a leak in just a few clicks by downloading our smartphone app.
- **Take advantage of our freebies** - our water efficiency items make saving water as easy as possible and can be ordered for free via our website.

### Payments coming up

31/10/18	£136.27
<b>Total for this bill</b>	<b>£136.27</b>

### 4 More information



#### Priority services

We can all benefit from a bit of extra support at some stage in our lives. This could be due to age, ill health, disability, mental health problems or language barriers.

Registering for our Priority Services is free and means we can offer additional support tailored around your particular needs.

Visit [unitedutilities.com/priorityservices](http://unitedutilities.com/priorityservices) or call **0345 072 6093** to register.



#### Manage your bill online

Sign up for My Account and you can access your account at a time that suits you. Once registered you can pay your bill, set up a Direct Debit and update your personal details. You can also choose to receive your bills electronically rather than through the post.

Register today at [unitedutilities.com/myaccount](http://unitedutilities.com/myaccount)



#### Download our app

Paying your bill has never been easier with our free app. No more having to queue at the bank or Post Office, you can make a payment with just a few taps on your phone while you're sitting at home with a cuppa.

Visit [unitedutilities.com/app](http://unitedutilities.com/app) to download our free app for both Android and Apple smartphones.



#### Take advantage of our fantastic freebies

We have some clever devices to help you save water without even trying! And what's more, you can order them free of charge. From shower regulators to toothy timers, our fantastic freebies will help you save water and money too.

Just visit [unitedutilities.com/watertight](http://unitedutilities.com/watertight) to order.



### Barcodes

These barcodes are to assist the Royal Mail to deliver the bill to the right person every time.

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## 5 Contacting us

Handy numbers if you need to talk to us.

## 5 Contacting us

Speak to the right team with our handy list of numbers:

<b>Billing enquiries</b>	0345 672 2999
<b>Moving home</b>	0345 026 7661
<b>Struggling to pay</b>	0800 072 6765
<b>Recent bereavement</b>	0800 912 7249
<b>Register for Priority Services</b>	0345 072 6093
<b>A leak in the street</b>	0800 33 00 33
<b>Water and wastewater problems</b>	0345 672 3723

For emergencies we're open 24 hours  
You can also ring this number to check  
the identity of one of our representatives.

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If you need to use our **Text Relay** service, just dial **18001** followed by any of the phone numbers listed on this bill.

All our information leaflets including our 'Standards of service' and our 'Customer', 'Leakage' and 'Debt Recovery' Codes of practice are available online at [unitedutilities.com/leaflets](https://www.unitedutilities.com/leaflets)

If you're not happy with our services, please call **0345 075 0711** and we'll try our best to put things right. If you'd like a copy of our complaints procedure, please call us or go online at [unitedutilities.com/leaflets](https://www.unitedutilities.com/leaflets)

If you've followed our complaints procedure but are still unhappy, the Consumer Council for Water offers free independent advice. Visit [ccwater.org.uk](https://www.ccwater.org.uk) or call them on **0300 034 2222**

## 5 Important contact details

Information on how to get in touch if we can improve our service in any way.



# Thanks for reading

Let us know what you think of the new bill at

 [unitedutilities.com/new-bill](https://unitedutilities.com/new-bill)