

# Your bill explained

South Staffs Water  
Green Lane, Walsall WS2 7PD  
VAT Registration No. 834 8467 94  
www.south-staffs-water.co.uk

7840

Customer Ref: 999999999/01 **1**

Telephone No.: 0845 60 70 456  
Opening Hours: 7am - 8pm, Mon-Fri;  
8am - 1pm, Sat

Bill date: 16/02/09 **2**  
Bill Number: 999999999  
Payment due date: 01/04/09 **3**  
Page: 1 of 2

Mr A B Sample **4**  
1 Sample Street  
Sampletown  
Sampleshire  
SA1 2MP

Your bill for water services  
from 1st April 09 to 31st March 10 for 1 Sample Road, Sampletown **5**

If you want to find out about how you can help to conserve water why not visit our new website at [www.south-staffs-water.co.uk](http://www.south-staffs-water.co.uk). Your charges are explained on the next page.

Payments received since last bill: £266.66

Balance brought forward (after any payments above): £0.00 **8**

Total water charge: £107.79  
Total used water charge: £172.89  
Total charges: £280.68

Total amount due: £280.68 **6**

Have you visited our website?  
You could save the cost of a phone call or a stamp by doing so. Most of the information you may need is there: [www.south-staffs-water.co.uk](http://www.south-staffs-water.co.uk)

Use Water Wisely!  
We can offer advice on how to save water in the home or in your business. For more information call us on 0845 60 70 456 or visit [www.south-staffs-water.co.uk](http://www.south-staffs-water.co.uk)

This bill is for INFORMATION ONLY.  
Thank you for paying your bill by Direct Debit. You do not need to send any other payment.

Direct Debit Instalment Information  
The amount due will be collected on or after the dates shown below

Due Date	Amount	Due Date	Amount	Due Date	Amount	Due Date	Amount
01/04/09	£35.05						
01/05/09	£35.09						
01/06/09	£35.09						
01/07/09	£35.09						
03/08/09	£35.09						
01/09/09	£35.09						
01/10/09	£35.09						
02/11/09	£35.09						

South Staffs Water

Customer Ref: 999999999/01 **1**  
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Property Reference: 99999999  
Supply Address: 1 Sample Road Sampletown **5**

Water Charges based on rateable value: **12**

Water Charge	177 rateable value x 60.90 p	£107.79
VAT	V.A.T at ZERO	£0.00

Charges collected on behalf of Severn Trent Water: **13**

Used & Surface Water	177 rateable value x 97.68 p	£172.89
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Your Billing Frequency is: Annually **10**

Payments received since last bill

Date	Payment	Type
2nd April 08	£33.35	Direct Debit
2nd May 08	£33.33	Direct Debit
2nd June 08	£33.33	Direct Debit
1st July 08	£33.33	Direct Debit
1st August 08	£33.33	Direct Debit
1st September 08	£33.33	Direct Debit
1st October 08	£33.33	Direct Debit
3rd November 08	£33.33	Direct Debit

- 1 Customer Reference** - This is your personal account reference number. Please quote this when you contact us.
- 2 Bill Date** - This is the date your bill was issued.
- 3 Payable Date** - This is the date your payment is due to reach us by.
- 4 Account Address** - Address where the bill will be sent.
- 5 Property Supplied** - Address of the property where the water service is used.
- 6 Amount Due** - Total amount outstanding on your account.
- 7 Direct Debit Payment Schedule** - These are the amounts that will be collected on the dates shown.
- 8 Balance brought forward** - Any money owed or credits from your previous bill.
- 9 Rateable Value** - Your rateable value is used to calculate your bill. The rateable value of your property was determined by the local Inland Revenue Valuation Office some time ago. Further information on this can be found on the back of your bill.
- 10 Billing Frequency** - This is how often you will receive a bill.
- 11 Payments received** - These are the payments you have made since your last bill.
- 12 South Staffs Water** - These are the charges made by South Staffordshire Water.
- 13 Severn Trent** - These are the charges made by Severn Trent Water.