

Understanding your bill

1. We're your water retailer. This means we buy water services from a wholesaler and sell them on to you.
2. These details are useful to have to hand if you need to contact us; your unique customer reference number, the date your bill was printed, your purchase order number and any reference you've given us to help describe your account.
3. This is what you need to pay and when.
4. This is your account balance.
5. Wholesale tariffs (charges) are approved by the regulator, Ofwat. These charges are fixed by wholesalers, which means you'll pay the same wholesale charges regardless of your water retailer. Wholesalers review and change their charges each year, and publish details on their websites.
6. Your balance brought forward is the amount outstanding from your previous bill.
7. Your water, sewerage and other charges which are broken down on page 2.
8. The figure in brackets is what you're paying VAT on.
9. There's lots of ways you can pay your bill. Please note our account name is Anglian Water Business (National).



Head Office
1 Example Street
Example Town
Example County
EX11 2MP

Your water bill £1,188.89

Please pay £1,067.07 by 13 December. £121.82 is overdue and payable immediately.

Charges and payments
From 01 Feb 2022 to 14 Nov 2022 for Head Office, Example Street, EX11 2MP

Balance brought forward	£141.82
Water charges	£89.91
Sewerage charges	£977.16
Other charges	-£16.67
Total charges (not including VAT)	£1,050.40
VAT (on -£16.67)	-£3.33
Total charges (including VAT)	£1,047.07
Payments received	£0.00
Your new account balance	£1,188.89

Customer reference
00000111123

Bill number 11112222
Invoice/Tax point 15 Nov 2022
Purchase Order 3333333

Get in touch
Call: 0333 207 9283
Email: accountmanagement@wave-utilities.co.uk
Twitter: @WaveUtilitiesUK
Visit: www.wave-utilities.co.uk

In an emergency
Find your wholesaler at
www.wave-utilities.co.uk/mywholesaler

How to use less water
Visit www.wave-utilities.co.uk/lesswater for tips on how to use less water and reduce your next bill.

How your charges are split

Wholesale charges	£1,019.86
Retail charges	£47.21

Save time and money
Pay by Direct Debit
Easy, convenient and secure payments. Sign up at: www-utilities.co.uk/mydd
Get an online account
Your bills, payments and readings all in one place. Visit www-utilities.co.uk/myread
Submit a meter reading
Meter readings make bills more accurate. You can submit a read in a few ways:
• Log in to My Account or go to www-utilities.co.uk/myread
• Email submitmyread@wave-utilities.co.uk
• Text 07860 019830

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Send us regular meter readings to help us make your bills more accurate. Visit: wave-utilities.co.uk/myread

Ways to pay

Direct Debit
Call us on 0333 207 9283 to set up a Direct Debit or go to wave-utilities.co.uk/mydd

Credit card or debit card
Pay online at wave-utilities.co.uk/pay or call 0333 207 9283.
Please quote your customer reference.

Cheque
Write your customer reference on the back of your cheque & send it with your payment slip to:
Anglian Water Business (National) Ltd
PO Box 745
Huntingdon
PE29 9PW
Allow five working days for your payment to reach us.

BACS or bank transfer
Sort code: 62-31-92
Account number: 00000000
Account name: Anglian Water Business (National)
Please use your customer reference as your payment reference.

Send your payment slip to bacs@wave-utilities.co.uk with the payment value in the subject line. For advice visit wave-utilities.co.uk/bankpayments

Place pay on time as we share data with credit reference agencies and the positive experiences shared help to maintain credit scores and keep the supply chain flowing in these challenging economic times.



Account in credit/paying in advance? Visit wave-utilities.co.uk/advancepayments

Having trouble paying your bills? Visit wave-utilities.co.uk/troublepayingbills

Understanding your bill

10. We've listed your water and sewerage charges which show the wholesaler tariff you're on.
11. This is your Meter Serial Number used to help identify your water meter.
12. This is your chargeable meter size for water.
13. We've added C, A or E before the date to show which type of meter reading we've used to calculate your bill. See 14 for what each letter means.
14. This key is the VAT and meter reading codes we use on your bill.
15. M³ is your water use in cubic meters.
16. Potable water is water that is safe for consumption and food preparation (tap water).
17. Sewerage charges are for the waste water that is taken away from your site.
18. Highway drainage is water that drains from any roads and footpaths that flow into public sewer systems.
19. Surface water is rainwater that falls onto a property that drains into a public sewer system.
20. Other charges are any additional charges that may be applied to a bill such as adhoc meter reads or debt recovery fees.
21. Our contact details and registered address.

10

Water charges for Measured Water Standard - NW

Expires 31 Mar 2023 - your terms and conditions apply.

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

Expires 31 Mar 2023 - your terms and conditions apply.

SPIDs: 12345678901A12, 9876543210B01

11

Meter number 12312312

12

Chargeable meter size 025mm

13

24305 E 15 Nov 2022

14

Useful Information

VAT

S = Standard VAT (00%)

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.

Deal 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 customerhelp@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 director@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.ccwater.org.uk) or Ofwat (www.ofwat.gov.uk) For Scotland - The Scottish Public Services Ombudsman (www.spso.org.uk) or Water Industry Commission for Scotland (www.watercommission.co.uk)

Registered office address

Anglian Water Business National Ltd, Northumbria House, Abbey Road, Plymouth, Durham, DH1 5FU

Company number: 03017251

Company VAT number: GB27603960

All billing enquiries should be sent to billing@wave-utilities.co.uk

Wave, PO Box 745, Huntington, PE29 9BW.

15

363 m³

16

Potable Water Metering

17

Sewerage charges

18

Highway Drainage Area

19

Surface Water Area

20

Other charges

21

£377.16

Previous		Current		Units	
23942 E 01 Feb 2022		24305 E 15 Nov 2022		363 m ³	
Total units used				363 m ³	
Water charges					
Type	Units	Rate	VAT	Charge	
Water	1,006 m ³	£1.22375	Z	£1.23	
	74,624 m ³	£1.11054	Z	£82.88	
Potable Water Metering					
59 days		£0.09660 (£35.26 Per year)	Z	£5.70	
1 days		£0.09644 (£35.20 Per year)	Z	£0.10	
Total water charges (not including VAT)		£89.91			
Sewerage charges					
Type	Units	Rate	VAT	Charge	
Sewerage	268,376 m ³	£1.22396	Z	£362.93	
	74,624 m ³	£1.08334	Z	£80.85	
Highway Drainage Area					
59 days		£0.48216 (£1175.99 Per year)	Z	£28.45	
228 days		£0.54264 (£198.06 Per year)	Z	£123.72	
Surface Water Area					
59 days		£1.23607 (£451.16 Per year)	Z	£72.93	
228 days		£1.39599 (£509.54 Per year)	Z	£318.28	
Total sewerage charges (not including VAT)		£377.16			
Other charges					
Type	Units	Rate	VAT	Charge	
GSS Payment	1	-£16.67	S	-£16.67	
Total other charges (not including VAT)		-£16.67			