

WALBERSWICK PARISH COUNCIL
ROSE FARM COTTAGES 23-24
MUTTON LANE
SUFFOLK
WOODBRIDGE
IP13 7AR

Customer reference

50138106001

SPID: 3022022433W15

Bill number: 4735588

Invoice/Tax point: 22 Mar 2018

Get in touch

Call: 0333 207 9283

Email: hello@nwgb.co.uk

Tweet: @NWGBBusiness

Visit and chat to us at: www.nwgb.co.uk

Meter reads: text 0786 001 9830 or

submitmyread@nwgb.co.uk

 In an emergency
find your wholesaler at
www.nwgb.co.uk/mywholesaler

Since your last bill,
you've used **89% less water**

Average daily usage

This bill 0.38m³ per day

Your previous bill 3.46m³ per day

How to reduce your usage

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

How your charges are split



• Wholesale charges £118.63

• Retail charges £17.88

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Your water bill

£129.65

Please pay this by **13 April**

Charges

From 28 May 2017 to 04 Dec 2017 for SPORTS GROUND, CHURCH LANE, IP18 6UZ

Balance brought forward	£6.86
Usage charges	£113.51
Fixed charges	£23.00
Total charges (ex VAT)	£136.51
Total charges (inc VAT)	£136.51
Payments received	£-13.72
Your New Account Balance	£129.65

Ways to pay

Direct Debit - convenient way to pay

To arrange this for your account contact us on 0333 207 9283 (discounts apply)

BACS

To pay using BACS our details are as follows:

Sort Code: 62-31-92

Account Number: 00000000

Account Name: NWGB Business

Please send remittances to bacs@nwgb.co.uk

Credit/Debit Card

Payments can be made at www.nwgb.co.uk or call our customer service team on 0333 207 9283 and have your account number ready.

Post

You can send a cheque payable to NWGB Business with the payment slip to NWGB Business, PO Box 4998, Lancing, BN11 9AY. Please write your customer reference number on the back of your cheque and allow five working days for your payment to reach us. Please do not send cash or post-dated cheques.

PayPoint

Your cash payment will be accepted wherever you see the PayPoint sign. Call our customer team to request a card.

From your bank account

You can usually pay at your bank for free, alternatively, you may choose to pay using telephone or online banking services. Our details are:

Sort Code: 62-31-92

Account Number: 00000000

Please quote your customer reference number to ensure the payment gets straight to your account.

Cash

You can make cash payments at your nearest PayPoint outlet. Please do not hand deliver or post cash to us.

Charges for Standard Tariff

Readings

Meter number	Meter size	Previous	Current	Units
89133845		00833 E 28 May 2017	00906 A 05 Dec 2017	73 m ³
Total units used				73 m ³

Usage charges

Type	Units	Rate	VAT	Charge
Water	73 m ³	£1.5549	Z	£113.51
Total usage charges				£113.51

Fixed charges

Type	Units	Rate	VAT	Charge
Water - Fixed Charge	191 days	£0.12041 (£43.95 PA)	Z	£23.00
Total fixed charges				£23.00

Useful information

Moving Premises?

Please give us plenty of notice if you are planning to move premises. We can arrange for a final meter reading to be taken, so that we can provide an accurate final bill. We would be delighted to have the opportunity to supply your new premises.

Charges on your bill

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.nwgb.co.uk, or contact us on 0333 207 9283.

Deaf or Hard of Hearing

We offer a web chat service or email support. Alternatively, 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 an 01 or 02 number and count as inclusive minutes in the same way. Call charges can vary so for more information please contact your phone service provider.

Complaints

Unhappy about our service?

We try to get everything right first time but appreciate this isn't always the case. If you're unhappy with any element of our service, please talk to us and we'll do what we can to resolve your concerns as swiftly as possible. Contact us on 0333 207 9283 or email hello@nwgb.co.uk

If your complaint is not resolved to your satisfaction and you would like the decision to be reviewed by our Managing Director please contact us on 0333 207 9283 or email managingdirector@nwgb.co.uk

If you follow our complaints process and are still unhappy, you can get some advice from one of the organisations below:

For England and Wales - The Consumer Council for Water www.ccwater.org.uk

For Scotland - The Scottish Public Services Ombudsman www.spsso.org.uk

Registered office address

Northumbria House, Abbey Road, Pity Me, Durham, DH1 5FJ

All billing correspondence should be sent to PO BOX 4998, Lancing, BN11 9AY

Company Number: 04047470

Company VAT number: GB277633960



Reference

50138106001

Date 22 Mar 2018

Signature

Date

Amount due

£ 129.65

CHEQUE ACCEPTABLE

bank giro credit



138

32

Cashiers stamp and initials



9826 0183 0005 0138 1060 011

CASH

CHEQUE

Items Fee Nat West (Collection Account) NatWest NWG Business Limited

Sorting Code Number

62-31-92

£