

Hints for saving water to reduce your monthly payment

Saving water in the kitchen

- **Washing up** – do not leave the tap running, use a bowl instead and save up to 10 litres every time.
- **Fix any dripping taps** – a leaking tap wastes more than half a litre of water an hour.

Saving water in the bathroom

- **Power showers** – these often use as much or more water than a bath, so try to reduce the time spent showering by a few minutes each day.
- **Toilet flushing** – fill a small plastic bottle with water, replace the cap and put it in your cistern. It can save up to one litre of water every flush.

Saving water in the garden

- **Use a bucket and sponge** to wash your car instead of a hose pipe.
- **Recycle water** – use cooled bath water on your plants or buy a water butt and recycle rainwater.

How to contact us

If you have questions about your bill or direct debit

Call: **0845 600 3 600**

(Monday – Friday, 8am to 6pm)

Email: customer.services@bwbsl.co.uk

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

Website: www.wessexwater.co.uk or
www.bristolwater.co.uk

To protect our customers and staff, telephone calls may be recorded.

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Your Direct Debit payments

Let us help you make sense of it all

Direct Debit – helping you to manage your finances

Paying by Direct Debit is one of the easiest and most convenient ways to pay your bill. Payments are taken on the first working day of each month. No extra costs are involved and paying this way enables you to budget for the water you use across the year.

Your monthly payments will build up a credit towards your bill when it becomes due. The credit built up should be sufficient to pay the bill in full. We will normally review the payments once a year and make any adjustment to the payment amount should there be a shortfall or overpayment.

This leaflet explains how we work out your monthly payments.

Please note: Charges for Bristol Water and Wessex Water are collected by Bristol Wessex Billing Services Limited (BWBSL).

Direct Debit payments to BWBSL will show on your bank statement as Bristol Wessex BSL.

How will we estimate your annual water use?

Your monthly payments should reflect the amount of water you are using. We normally estimate how much water you will use in a year by taking the amount you have used in the previous billing period and multiplying it over a full year.

We assume your level of water use will remain consistent over the next 12 months but if you think our estimate is significantly inaccurate, please let us know.

Example: your estimated annual water use

Bill amount	£180.50
Period bill covers	183 days
Estimated cost of daily water use	$£180.50 \div 183 = £0.99$
Estimated cost of annual water use	$0.99 \times 365 = £360$
Monthly payments	$360 \div 12 = £30$

How often will we review your payment amount?

We will automatically review your payments each year. Normally this will be when your existing arrangement expires.

When you receive your bill it will show you how much you have paid and what your current balance is. If the Direct Debit payment amount has been correct, the balance on your account should be a small credit or outstanding balance.

If you have a substantial credit or outstanding balance, or your circumstances have changed and you would like us to review your payments sooner, please let us know.

BWBSL cannot be held responsible for any shortfall.

How will we re-calculate your Direct Debit?

By reviewing your payments we can help to make sure you are paying the appropriate amount. In addition to your estimated annual water use, we will take into account any credit or outstanding balance.

We will contact you in writing once your payments have been reviewed to confirm what the new payment will be.

Example:

You have used more water than estimated

Estimated cost of water used last year	£360
Actual cost of water used last year	£420
Underpayment	£60
Monthly payment to recover underpayment	$£60 \div 12 = £5$
Monthly payment to cover next year's water use	$£420 \div 12 = £35$
New monthly payment	$£35 + £5 = £40$

Are you unhappy with your new monthly payments?

If your current monthly payment is insufficient to pay your balance and future bills, we will increase it.

If you are unhappy with the new monthly amount you can choose to pay the outstanding balance in full and ask us to review your monthly payments again.

If you are experiencing financial difficulties please let us know.

What if your account is in credit?

If your bill shows your account is in credit this may be because your usage has changed. Your new monthly payments will be adjusted to take this credit into account.