




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 4

Visit us unitedutilities.com

Call us **0345 672 2888**
8am-8pm Mon to Fri
8am-4pm Sat

Account number **123 456 7890**

Bill date
5 February 2017

Billing period
1 April 2017 - 31 March 2018

Supply address
1 Water Street,
Warrington WA1 1NF

Mr Smith
1 Water Street
Warrington WA1 1NF

Your water and wastewater charges

Balance last time (31 Mar 2017)	£456.70
✓ What you've paid since then	£456.70 (cr)
£ Your new charges	£483.73

→ Page 2

Your new balance

£483.73

↓

Your payments

→ Pages 2-3

You pay your bill every three months
Your next payment should reach us by **1 April 2018**. You'll then need to make your quarterly payments. For ways to pay, please see pages 2-3.


Your next payment

£120.93

Could you save with a free water meter?

Last year, more than 30,000 customers saved money when they switched to a water meter. If you live alone, have a small family or live in a house with a high fixed charge, it's really worth considering. Visit unitedutilities.com/water-calculator to see how much you could save.

We fit meters free of charge and you have up to two years to switch back if you don't find you are saving money. Visit unitedutilities.com/meters or talk to us today on **0345 072 6065**.



Getting in touch

The two quickest ways to reach us – go online or call us. Don't forget to give us your account number.

Useful information

Your bill and supply details, all in one easy to find place.

Your charges

What's happened since your last bill, including payments you've made.

Make life easier

All about our free water meters or our new app for Apple and Android phones.

Your payments

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

Your charges explained

We've simplified the complicated, so you can see exactly how we calculate your charges.

1 Your charges

Page 2 of 4

Fresh water
£229.35



Fixed £158 × 1.048 rate = £165.58
Standing charge 365 days @ £63.77 a year = £63.77

Wastewater
£254.38



Fixed £158 × 1.610 rate = £254.38

Your new charges

£483.73

Standing charge: This covers essential services such as sending bills and dealing with enquiries.

Fixed: Based on factors such as the size and location of your home. Full details at unitedutilities.com/rv. If your rainwater doesn't drain to the sewer, you can claim a reduction at unitedutilities.com/surface-water-drainage

2 Your payments

Please pay £120.93 by 1 April 2018

You should allow at least five working days for your payment to reach us.
If you don't make a payment on time, you'll have to pay your outstanding balance in full.

Direct Debit

Switch to Direct Debit and let us do the leg work. Here you'll find out how to sign up in a flash.

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 the 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/myaccount and you can see how much your regular payments will be. Or call us on **0345 672 2888**.

Sign up today at unitedutilities.com/myaccount and get £5 off your bill!

Other ways to pay

Online at unitedutilities.com/paybill



Call our free 24 hour automated line on **0800 980 6050**.



Using our brand new and free **Apple and Android apps**. Visit unitedutilities.com/app



There's more options on **page 3**.



How to pay

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

Handy definitions

Find out where your money goes and how your tariff affects your charges.

Helpful directions

Sometimes your details will flow onto other pages, but we'll always include a signpost to show you where to go.

2 Your payments (continued)

Page 3 of 4

Other ways to pay (continued)

By internet banking or BACS.
NatWest Bank PLC. Sort code: 01-09-17
Account number: 58933956



By cheque. Write your account number on the back and send it with the payment slip on page 4 to United Utilities, PO Box 11249, Harlow CM20 9NN.



Take this bill or your payment card to any **Payzone outlet or Post Office branch** to pay by cash. Please keep your receipt.



63314030040123456782



Payments you've made

✓ 01/04/17	£114.19
✓ 01/07/17	£114.19
✓ 01/10/17	£114.19
✓ 01/01/18	£114.19

Total since your last bill **£456.70**

Payments coming up

01/04/18	£120.93
01/07/18	£120.93
01/10/18	£120.93
01/01/19	£120.93

Total for this bill **£483.73**

3 More information



Need additional support?

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 or call **0345 072 6093** to register.



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 to order.



Struggling to pay?

If you're having trouble paying your bill, please give us a call on **0800 072 6765**.

You'll receive a friendly ear from the team who are specially trained to handle sensitive issues and are dedicated to getting you back on track with our range of support schemes.



Do it your way

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

Top tips

Tips for reducing water, saving money and getting extra support when you need it.

Your payments

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

My Account

All about our brand new account area and why you should sign up.

3 More information (continued)

Page 4 of 4



Pull all that rainwater to good use

Gardens don't need tap water to be at their blooming best – so why not put all that rainwater to good use by storing it in a water butt and use that instead?

Order one now at unitedutilities.com/watertight



4 Contacting us

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

Billing enquiries	0345 672 2888
Moving home	0345 026 7661
Struggling to pay	0800 072 6765
Recent bereavements	0345 072 6093
Registering for Priority Services	0345 072 6093
A leak in the street	0800 33 00 33
Water and wastewater problems	0345 672 3723

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

If you'd prefer to send us a message, complete our web form at unitedutilities.com/contactus

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

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

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

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How to reach us

Handy numbers to know if you need to talk to us.

What's this for?

We'll include a bank giro slip at the back of your bill if you normally pay in this way.

Barcodes

Ever wondered what these are for? They're there to make sure your bill gets to the right person every time.

Important contact details

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

	Payment slip	bank giro credit	
Customer account number	Amount due	CHEQUE ACCEPTABLE	
1234567890	£ 120.93	Signature _____	
Date _____	63314030012345678902	Cash	<input type="checkbox"/>
		Cheque	<input type="checkbox"/>
1001N	57-01-14	£	<input type="checkbox"/>
Please do not write or mark below this line and do not fold this payment slip			

Thanks for reading

Let us know what you think of the new bill at

 unitedutilities.com/new-bill