

**Bill Reference**

47

**Property Reference**

0 14

Please quote on all communications

**Date**

20 February 2015

Main bill - Measured

**Provision Of Water And Sewerage Services**

Dee Valley Water provides water services for your property and we are responsible for setting the water charge element of your bill. A separate company, either Dwr Cymru/Welsh Water or United Utilities provides your sewerage and drainage services and they are responsible for setting the charges for the sewerage element of your bill. The sewerage charges section of your bill will show you which company provides your sewerage services.

If you are connected to mains sewers, we will collect sewerage charges on behalf of your sewerage company and we are able to deal with any billing query you have. If you have a problem with your sewerage or drainage, you will need to contact either Dwr Cymru/Welsh Water on 0800 085 3968 or United Utilities on 0845 746 2200. You will need to tell them that you pay your bill to us, but that they are the sewerage service provider.

**Standing Charges**

This is a fixed charge which covers things like billing, maintenance, customer service costs and the provision of water supply services. Your standing charges are for a set period given on your bill.

**Volume Charges**

Measured charges are based on the amount of water you use and are reviewed annually on 1 April.

**Meter Information**

1 cubic metre (m<sup>3</sup>) = 1,000 litres = 220 gallons

We will send you a bill or statement every three months. Unless we have an actual meter reading, we will bill you based on an estimation of your usage. You can provide your own meter reading by using the enclosed yellow card, phoning our Customer Accounts Dept, or via our website. Any discrepancy in estimated bills will be automatically adjusted when we next read the meter.

**Breakdown of Charges****Meter reading for meter serial number****Meter readings**

Reading date	Reading	Used
20 Jan 15	6332 Actual reading	
18 Feb 15	8298 Actual reading	1966m <sup>3</sup>
<b>Total used</b>		<b>1966m<sup>3</sup></b>

**Water charges**

Water standing charge 50 mm	1 Feb 15 - 28 Feb 15	£20.77
Water usage	20 Jan 15 - 18 Feb 15 1966 m <sup>3</sup> at 114.92 p/m <sup>3</sup>	£2259.32
<b>Total water charges</b>		<b>£2280.09</b>

**Sewerage charges - Billed on behalf of Welsh Water**

Standing charge	1 Feb 15 - 28 Feb 15	£78.00
Sewerage usage	20 Jan 15 - 18 Feb 15 1966 m <sup>3</sup> at 168.62 p/m <sup>3</sup>	£3315.07
Usage allowance	20 Jan 15 - 18 Feb 15	£2685.21CR
<b>Total sewerage charges</b>		<b>£707.86</b>
VAT @ 20.00%		£456.01
<b>Total amount due</b>		<b>£3443.96</b>