



Southern Water

A ScottishPower Company



Water Services Account

0845 272 0845 at local rate

Weekdays 8.00am to 7.00pm



P.O. Box 41, Worthing, West Sussex BN13 3NZ

Fax: (01903) 691435

www.southernwater.co.uk

Charges for the year starting 1st April 2002

See reverse for payment details

MR R BROWN



Date of Account

20 FEB 2002

392 G08 000045

This is not a tax invoice
VAT Reg. No. 543 9000 63

Description	Rateable value	Pence in the £	Rateable value charge (£)	Standing charge (£)	Code	Amount due (£)
Water supply		-	-	-		
Wastewater	27	61.30	16.55	15.50		
Surface water drainage				18.00		
Highway drainage				5.00		

FOR CARAVAN 9 FISHERMANS WALK HAYLING ISLAND
HAMPSHIRE

Total £

Girobank Trans Cash

Girobank plc, Broad Mersey, Merseyside, L34 6AA



bank giro credit



Second payment due 1 Oct 2002

By transfer from
Alliance & Leicester/Giro account

Cash		
Cheques		

Signature

MR R BROWN

Date

NotWest
Collection Account
Southern Water
Services Ltd

57-70-63

£

Please do not write or mark below this line and do not fold this document

Cenbris 01268 247800

For any enquiry, please phone

0845 744 4555

In case of emergency or loss of supply

0845 770 8090

Bill period from 13 Dec 2001 to 15 Mar 2002

80313

Tax point date 18 March 2002

VAT number 553 7696 03

Electricityk,
011 9QU

This is not a VAT receipt

Turn over for more information

No code - Company reading

Estimated reading

Units

Price of
each unit
in pence

Amount

£ p

Meter number(s)

F99C52165

General

1702 1967 E

-Standard Energy Charge

265

6.36

Prompt payment discount applied

Standing charge at 10.640p for 93 day(s)

VAT at 5.00% on charges of £26.06

Balance from last bill

Payment received 24 December 2001

Payment now due*For news, advice and special offers look at the enclosed Hienergy Magazine**Check your Hienergy Magazine for new ways to pay***Prompt payment discount***Our fair pricing policy means we offer a prompt payment discount so we'll deduct £ 0.91 from your next bill if you pay this bill in full by 1 April 2002.**To save more, choose monthly direct debit. Phone us for details.*

01 801 100

20 0005 0421 391

Girobank Trans
cash**Bank Giro Credit**By transfer from Alliance & Leicester
Giro Account Number

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57 - 17 - 57

NatWestScottish & Southern Energy
Collection Account

Cash

Cheque

£

Please do not write or mark below this line and do not fold this payment slip



Description	Rateable Value (£)	Rate in £ p.a. (p)	Rateable Value Charge (£)	Standing Charge (£)	Amount Due (£)
DOMESTIC		MINIMUM			

VAT ZERO RATED

TOTAL £

DATE OF BILL 01/06/2002
YEAR COMMENCING
1ST JULY 2002

All account enquiries should
be addressed to:
Customer Services Office
PO Box 99
HAVANT
PO9 1XX

RE:- CARAVAN
9A FISHERMANS WALK
HAYLING ISLAND

Account queries ring 023 9249 9666
from 8.30am - 4.30pm Monday - Friday

WA1.8

TO USE A SPRINKLER OR UNATTENDED HOSE A LICENCE IS REQUIRED



Girobank plc Bootle Merseyside GIR 0AA

Bank Giro Credit

Amount Due

By transfer from
ice & Leicester Giro account number



Collection A/C
Portsmouth Water Ltd

MR R M BROWN
RE:- CARAVAN 9A FISHERMANS WALK
HAYLING ISLAND

CASH
CHEQUE

57-10-36

£

Please do not write or mark below this line

Bill print date

27/12/2017

Speak to a customer advisor

01250 718700

Mon-Fri 8:00 - 18.00

For other contact points and bill information see overleaf (page 2)

Our VAT Number: 189 7750 40

Statement no: 2 Invoice no: 00049658

Measured Supply Bill

17/5/2017 - 17/11/2017 (185 days)

Payment: 14 Days

Paying your water bill is simple:

- if you would like to set up a direct debit, please complete and return the enclosed direct debit instruction
- you can pay over the phone by debit or credit card. Or, you can pay online at www.castlewater.co.uk/paybill (payment by debit card is free, payment by credit card incurs a charge of 1.5% of the payment value)
- you can pay by electronic bank transfer – for this you will need:
 - Our Bank Account Number: 10592629
 - Our Bank Sort Code: 09-02-22
 - Your account number
- or you can pay by cheque using the enclosed pre-paid envelope, made payable to "Castle Water Limited" writing your account number and postcode on the back of your cheque.

YOUR ACCOUNT SUMMARY

Your Previous Balance

Payments / Credits Received

Balance b/f

YOUR CHARGES

Water

Services Total

VAT

Total Charges

Account Balance



How to contact us:

Write to us: Castle Water Limited, Craighall Castle, Blairgowrie, Perthshire, PH10 6JB

Email: enquiries@castlewater.co.uk

Speak to a Customer Advisor (8.00am - 6.00pm) Monday to Friday on 01250 718700

24 Hour Emergency Service and Reporting of Leaks 02392 477999

Water Supply & Water Quality Enquiries (8.30am - 4.30pm) - 02392 499888

For services including large print visit www.castlewater.co.uk or call 01250 718700

Managing Your Account: Please tell us if any of your details change - this includes changes to your bank and Direct Debit details

Moving Premises: If you are moving, please let us know once your move date is less than 28 days away. Please give us at least two days notice of your move date to avoid having to pay more.

Empty Properties: Water charges remain payable while the supply is available, regardless of whether the property is occupied. Please contact us for information.

Understand Your Bill

Measured: Your tariff is based on the amount of water you use.

Unmeasured: Your water usage charges are based on a predetermined tariff relating to your business rateable value.

Standard Industrial Classification (SIC):

Please tell us if your standard industrial code of 599 (default code (vatable)) has changed. Call us on 01250 718700 and we will post the HMRC form to you for completion.

Glossary Of Terms:

SPID Supply Point Identification Number

Phy Char Physical Charge (Pipe Size)

ADC Average Daily Consumption (m3)

SRE Start Read Estimate

ERE End Read Estimate

Advance (m3) Difference between previous actual read and last actual read

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Retail Standing Charge: Cost of sending a bill, having a billing account, reading the meter and dealing with customer contacts.

Wholesale Standing Charge: Maintaining the meter and having the capacity in the network to supply any potential demand. (For information: the bigger the meter, the more capacity required and therefore the bigger the wholesale cost).

General Information

Wastewater: This bill is for water supply only, you are billed separately for your wastewater service, (normally by Southern Water).

Data Protection: For billing purposes, we may exchange information with the company that is responsible for removing your waste water, in order that our and their records are as up to date as possible.

Complaints: Should you be unhappy with any aspect of the service you receive from us, please let us know. We publish a Castle Water Complaints Procedure which is available on request

The Consumer Council for Water: If you have followed our complaints process but are still unhappy, the Consumer Council for Water offers free independent advice. You can visit their website ccwater.org.uk, call them on 0300 034 2222, or write to them at Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

Water Quality: Portsmouth Water keeps records of all water analysis results carried out in accordance with the Government's Water Quality Regulations. You can request the test results for your area or inspect the complete Water Quality Register by calling the Havant Laboratory on 023 9249 9888 weekdays between 8.30am and 4.30pm. No charge will be made provided the request is for details of the water in your particular supply zone. If this remains unresolved you can contact the Drinking Water Inspectorate on 0300 068 6400 or visit dwl.defra.gov.uk/consumers

Meter Testing: Portsmouth Water can test your meter if you think it's faulty. They won't charge you if they find it is not working to the degree of accuracy required by law. In all other cases, we're entitled to recover all reasonable costs. It is an offence to tamper with a water meter.

Our Commitment to You: We will make payments as part of the Guarantee Standards Scheme if we fail to achieve the levels of service outlined here. We will keep appointments, respond to written queries and complaints about your bill or service within 10 working days, respond to written requests to change your payment arrangements within five working days if we are unable to make the change, respond to written enquiries about our extra care services within five working days, provide 48 hours advance notice of planned work that might result in you having no water supply for four hours or more, restore your water supply within the time specified on the notice for planned work, restore your water supply within 12 hours of a burst water pipe (48 hours if it is a big one), maintain an appropriate pressure to your property.

Open-Water: Businesses, charities, public sector or not-for-profit organisations are able to change their retailer of water and wastewater services. If you would like to learn more about this, please visit open-water.org.uk or visit the business section of our website.

The Direct Debit Guarantee:

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit, Castle Water Limited will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request Castle Water Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit by Castle Water Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when Castle Water Limited asks you to.

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Statement Number 6

Invoice Date / Tax Point 11 December 2018

Purchase Order Number

Our VAT Number 189 7750 40

Your invoice

1 October 2018 - 31 March 2019 (182 days)

Account summary

Your previous balance

Payments/credits received

Balance b/f

Your charges for this period

Water

Services total

VAT

Total charges

We're here to help

 www.castlewater.co.uk
Live chat available

 **01250 718700**
Mon-Fri 8:00 - 18:00

Got a query?

 For a full explanation of your bill, simply visit:
castlewater.co.uk/billexplained

 **Please pay**

14 day payment terms. If you do not pay on time, late payment interest and/or debt recovery costs may be applied.

Ways to pay

 **Direct Debit:** To set up your Direct Debit, visit www.castlewater.co.uk/howtopay

 **Online:** Securely at www.castlewater.co.uk/paybill

 **Bank transfer:** Pay directly to our bank
Account Number: 93237648
Sort Code: 20-00-00
Please quote your customer account number PORT0016201 so that we know the payment has come from you.

 **By phone:** Call our payments line on 01250 718700.

 **Cheque:** Write your invoice number, customer account number and postcode on the back. Return in the Freepost envelope provided. Stamp not required.

 **Remittance:** Email remittance advice to payments@castlewater.co.uk. Please quote your customer account number and invoice number for each payment.

Contact us



Phone: Call us on 01250 718700 from Monday to Friday, 8am to 6pm



Email: support@castlewater.co.uk



Webchat: Visit www.castlewater.co.uk and chat with an advisor Monday to Friday, 8am to 6pm



Write to us: Castle Water Limited, 1 Boat Brae, Rattray, Blairgowrie, PH10 7BH



Emergency contact: Call 01250 718700 Monday to Friday, 8am to 6pm



24/7 Emergency services:

Thames Water: 0800 316 9800

Portsmouth Water: 023 9247 7999

South East Water: 0333 000 0365

or find your local water company's contact

details at: www.castlewater.co.uk/emergencies

Our commitment to you

Thank you for giving us the opportunity to work with you. We understand the important role that our service plays in the smooth running of your organisation, and we're committed to:

- Providing exceptional customer service;
- Working openly and transparently;
- Developing great people to support you; and
- Listening to your feedback to improve our services

If you have a query about your account, please get in touch as soon as possible so that we can help. Our customer service team is available from Monday to Friday, 8am to 6pm. You can contact us by phone, email, letter, or online at: www.castlewater.co.uk

Scheme of Terms & Conditions

You can view our Scheme of Terms and Conditions at: www.castlewater.co.uk/T&Cs. Otherwise, please refer to the agreed contractual terms for your specific supply agreement.

Your rights

Customers of water and sewage companies are entitled to guaranteed minimum standards of service, as laid down by the Government. Find out more at: www.castlewater.co.uk/servicestandards

How to complain

If you wish to make a complaint, we have a clear complaints procedure. You can view this at: www.castlewater.co.uk/howtocomplain

Further support and service

The Consumer Council for Water offers free independent advice. Visit www.ccwater.org.uk, call 0300 034 2222, or write to: Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

Ofwat is the economic regulator of the water sector in England and Wales. Find out more at: www.ofwat.gov.uk

Late payment charges

If you do not pay your invoice within your agreed payment terms, late payment interest may be applied in line with applicable legislation. The overdue amounts will incur interest charged at 8.0% above the Bank of England base rate. Debt recovery costs will also be recovered in line with the applicable legislation.

Debt amount	Applicable charge
Up to £999.99	£40
£1,000 - £9,999.99	£70
£10,000 or more	£100

Update your details

Please tell us if your details change, including changes to your bank account or Direct Debit details. You can update your contact details on our website at: www.castlewater.co.uk/updatesmydetails

Moving premises

If you are moving, please let us know at least 28 days in advance. You can do this on our website at: www.castlewater.co.uk/movingpremises or call us on 01250 718700. You must provide at least two days notice prior to your moving date to avoid paying more.

Meter reads

We will read your meter at least once per year. To help improve the accuracy of your invoice, you can also submit your own meter reading on our website at: www.castlewater.co.uk/meterread

Water quality

If you have concerns about your water quality, please contact us on 01250 718700, or contact your local water company. The Drinking Water Inspectorate also provide information and advice on their website at: www.dwi.gov.uk

Standard Industry Classification (SIC)

Please tell us if your standard industrial code of 599 (default code vatable) has changed. Simply call us on 01250 718700 and we will post the HMRC form to you for completion.

Glossary

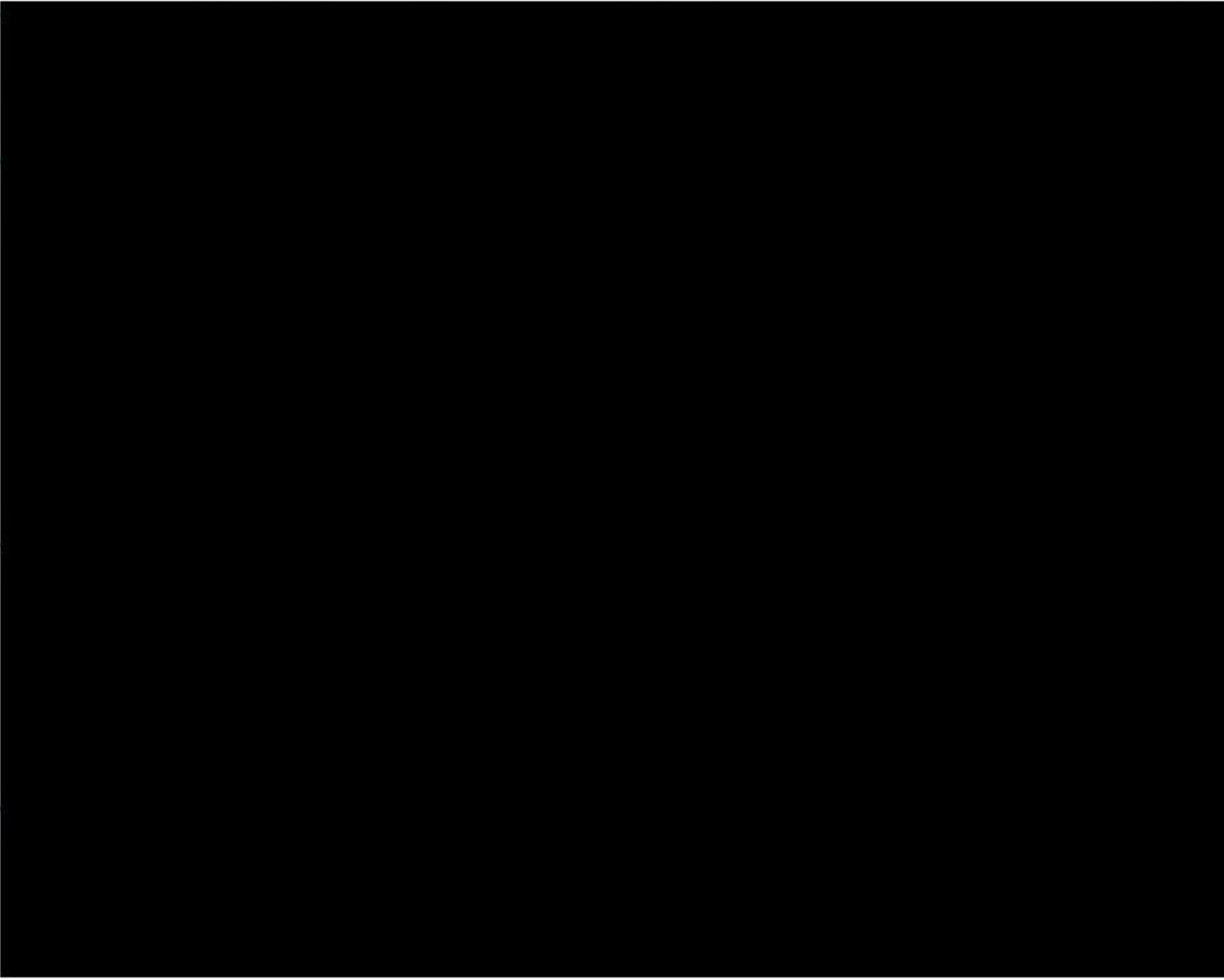
SPID	Supply Point Identification Number
Phy Char	Physical Charge (Pipe Size)
ADC	Average Daily Consumption (m³)
Advance (m³)	Difference between previous actual read and last read
RTS%	Return to Sewer Percentage
Cubic Metre	A cubic metre (1m³) is 1,000 litres or about 200 gallons. In real terms, this means 1m³ is equal to approximately 10 baths or running a hosepipe for two hours.



Customer name: Mr R M Brown

Address: Caravan,9A Fishermans Walk Hayling Island Hampshire PO119QU

Meters: 1 **Tariff:** Standard





Bill print date

13/6/2017

Speak to a customer advisor

01250 718700

Mon-Fri 8:00 - 18.00

For bill breakdown see overleaf (page 2)

Our VAT Number: 189 7750 40

Statement no: 1 Invoice no: 00036379

Measured Supply Bill

18/5/2016 - 16/5/2017 (364 days)

Paying your water bill is simple:

- if you would like to set up a direct debit, please complete and return the enclosed direct debit instruction
- you can pay over the phone by debit or credit card. Or, you can pay online at www.castlewater.co.uk/paybill (payment by debit card is free, payment by credit card incurs a charge of 1.5% of the payment value)
- you can pay by electronic bank transfer – for this you will need:
 - Our Bank Account Number: 10592629
 - Our Bank Sort Code: 09-02-22
 - Your account number
- or you can pay by cheque using the enclosed pre-paid envelope, made payable to "Castle Water Limited" writing your account number and postcode on the back of your cheque.

YOUR ACCOUNT SUMMARY

Payments / Credits Received

Balance b/f

YOUR CHARGES

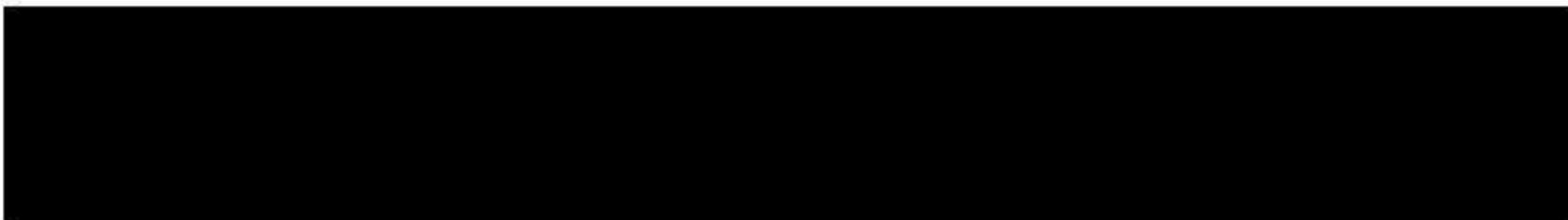
Water

Services Total

VAT

Total Charges

Account Balance



How to contact us:

Write to us: Castle Water Limited, Craighall Castle, Blairgowrie, Perthshire, PH10 6JB

Email: enquiries@castlewater.co.uk

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Moving Premises: If you are moving, please let us know once your move date is less than 28 days away. Please give us at least two days notice of your move date to avoid having to pay more.

Empty Properties: Water charges remain payable while the supply is available, regardless of whether the property is occupied. Please contact us for information.

Understand Your Bill

Measured: Your tariff is based on the amount of water you use.

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Glossary Of Terms:

SPID Supply Point Identification Number

Phy Char Physical Charge (Pipe Size)

ADC Average Daily Consumption (m3)

SRE Start Read Estimate

ERE End Read Estimate

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General Information

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Open-Water: Businesses, charities, public sector or not-for-profit organisations are able to change their retailer of water and wastewater services. If you would like to learn more about this, please visit open-water.org.uk or visit the business section of our website.

The Direct Debit Guarantee:

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit, Castle Water Limited will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request Castle Water Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

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You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Bill print date

2-6-2018

Speak to a customer advisor

01250 718700

Mon-Fri 8:00 - 18.00

For other contact points and bill information see overleaf (page 2)

Our VAT Number: 189 7750 40

Statement no: 3 Invoice no: 63331

Supply Bill

18-11-2017 - 31-5-2018 (195 days)

Payment: 14 Days

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- if you would like to set up a direct debit, please complete and return the enclosed direct debit instruction
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 - Our Bank Account Number: 10592629
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YOUR ACCOUNT SUMMARY

Your Previous Balance

Payments / Credits Received

Balance b/f

YOUR CHARGES

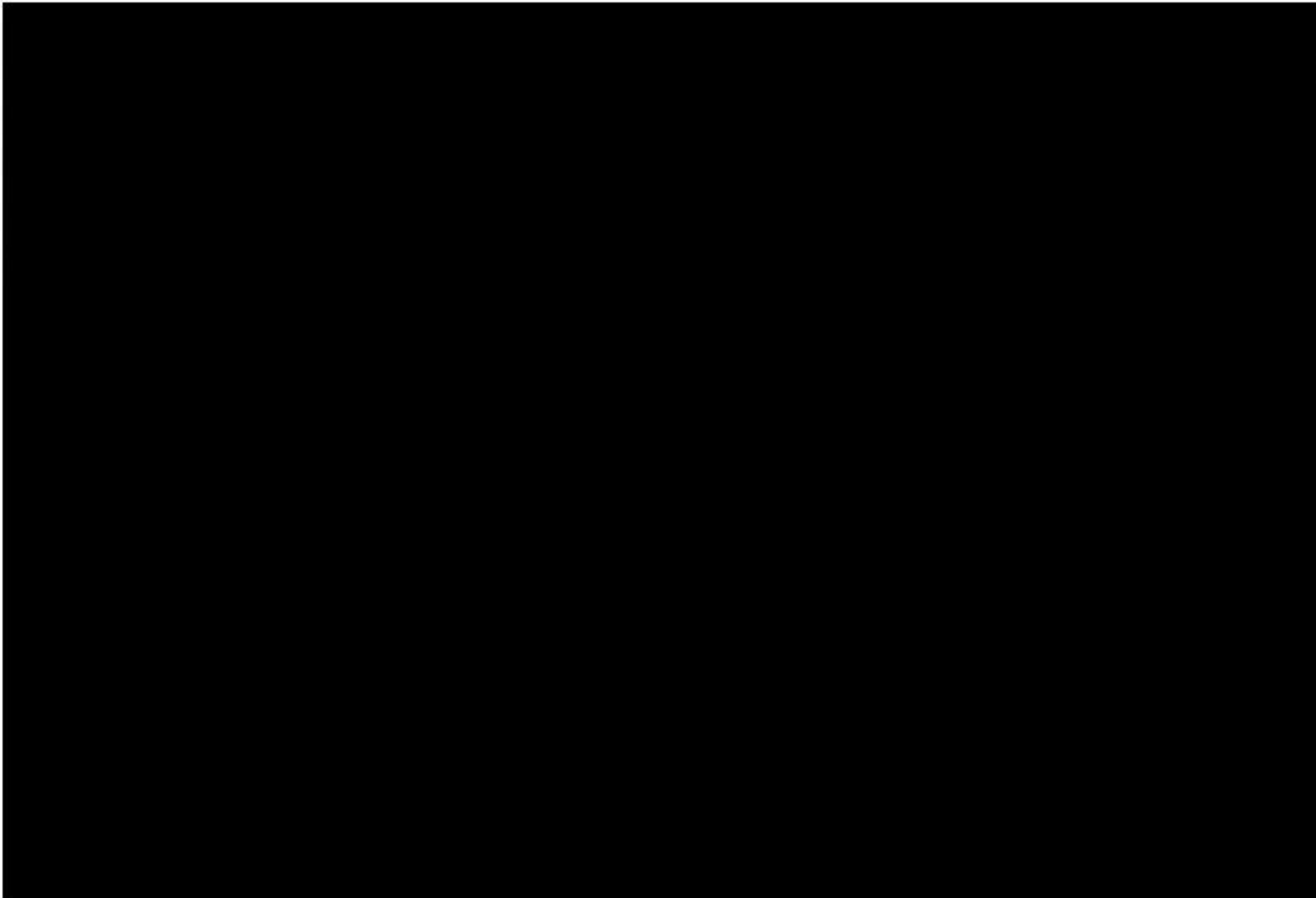
Water

Services Total

VAT

Total Charges

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Statement Number 7

Invoice Date / Tax Point 10 June 2019

Purchase Order Number

Our VAT Number 319 4277 88

Your invoice

1 April 2019 - 30 September 2019 (183 days)

Account summary

Your previous balance

Credits/Payments/Debits allocated

Balance b/f

Your charges for this period

Water

Services total

VAT

Total charges

We're here to help

 **www.castlewater.co.uk**
Live chat available

 **01250 718700**
Mon-Fri 8:00 - 18:00

Got a query?

 For a full explanation of your bill, simply visit:
castlewater.co.uk/billexplained

Please Note: If you are a customer of Castle Water South East Limited for any service, this invoice has been issued by Castle Water Limited on behalf of Castle Water South East Limited



Please pay

14 day payment terms. If you do not pay on time, late payment interest and/or debt recovery costs may be applied.

Ways to pay

 **Direct Debit:** To set up your Direct Debit, visit www.castlewater.co.uk/howtopay



Online: Securely at www.castlewater.co.uk/paybill



Bank transfer: Pay directly to our bank
Account Number: 14285168
Sort Code: 30-80-12
Please quote your customer account number
PORT0016201 so that we know the payment has come from you.



By phone: Call our payments line on 01250 718700.



Cheque: Write your invoice number, customer account number and postcode on the back. Return in the Freepost envelope provided. Stamp not required.



Remittance: Email remittance advice to payments@castlewater.co.uk. Please quote your customer account number and invoice number for each payment.

Contact us



Phone: Call us on 01250 718700 from Monday to Friday, 8am to 6pm



Email: support@castlewater.co.uk



Webchat: Visit www.castlewater.co.uk and chat with an advisor Monday to Friday, 8am to 6pm



Write to us: Castle Water Limited, 1 Boat Brae, Rattray, Blairgowrie, PH10 7BH



Emergency contact: Call 01250 718700 Monday to Friday, 8am to 6pm



24/7 Emergency services:

Thames Water: 0800 316 9800

Portsmouth Water: 023 9247 7999

South East Water: 0333 000 0365

or find your local water company's contact

details at: www.castlewater.co.uk/emergencies

Our commitment to you

Thank you for giving us the opportunity to work with you. We understand the important role that our service plays in the smooth running of your organisation, and we're committed to:

- Providing exceptional customer service;
- Working openly and transparently;
- Developing great people to support you; and
- Listening to your feedback to improve our services

If you have a query about your account, please get in touch as soon as possible so that we can help. Our customer service team is available from Monday to Friday, 8am to 6pm. You can contact us by phone, email, letter, or online at: www.castlewater.co.uk

Scheme of Terms & Conditions

You can view our Scheme of Terms and Conditions at: www.castlewater.co.uk/T&Cs. Otherwise, please refer to the agreed contractual terms for your specific supply agreement.

Your rights

Customers of water and sewage companies are entitled to guaranteed minimum standards of service, as laid down by the Government. Find out more at: www.castlewater.co.uk/servicestandards

How to complain

If you wish to make a complaint, we have a clear complaints procedure. You can view this at: www.castlewater.co.uk/howtocomplain

Further support and service

The Consumer Council for Water offers free independent advice. Visit www.ccwater.org.uk, call 0300 034 2222, or write to: Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

Ofwat is the economic regulator of the water sector in England and Wales. Find out more at: www.ofwat.gov.uk

Late payment charges

If you do not pay your invoice within your agreed payment terms, late payment interest may be applied in line with applicable legislation. The overdue amounts will incur interest charged at 8.0% above the Bank of England base rate. Debt recovery costs will also be recovered in line with the applicable legislation.

Debt amount	Applicable charge
Up to £999.99	£40
£1,000 - £9,999.99	£70
£10,000 or more	£100

Update your details

Please tell us if your details change, including changes to your bank account or Direct Debit details. You can update your contact details on our website at: www.castlewater.co.uk/updatemydetails

Moving premises

If you are moving, please let us know at least 28 days in advance. You can do this on our website at: www.castlewater.co.uk/movingpremises or call us on 01250 718700. You must provide at least two days notice prior to your moving date to avoid paying more.

Meter reads

We will read your meter at least once per year. To help improve the accuracy of your invoice, you can also submit your own meter reading on our website at: www.castlewater.co.uk/meterread

Water quality

If you have concerns about your water quality, please contact us on 01250 718700, or contact your local water company. The Drinking Water Inspectorate also provide information and advice on their website at: www.dwi.gov.uk

Standard Industrial Classification (SIC)

Please tell us if your standard industrial code of 599 (default code vatable) has changed. You can download the HMRC form on our website: www.castlewater.co.uk/resources-for-england

Glossary

SPID	Supply Point Identification Number
Phy Char	Physical Charge (Pipe Size)
ADC	Average Daily Consumption (m ³)
Advance (m ³)	Difference between previous actual read and last read
RTS%	Return to Sewer Percentage
Cubic Metre	A cubic metre (1m ³) is 1,000 litres or about 200 gallons. In real terms, this means 1m ³ is equal to approximately 10 baths or running a hosepipe for two hours.





Invoice Date / Tax Point 20 September 2018

Purchase Order Number

Our VAT Number 189 7750 40

Your invoice

1 June 2018 - 30 September 2018 (122 days)

Account summary

Your previous balance

Payments/credits received

Balance b/f

Your charges for this period

Water

Services total

VAT

Total charges



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We're here to help

 **www.castlewater.co.uk**
Live chat available

 **01250 718700**
Mon-Fri 8:00 - 18:00

Got a query?

 For a full explanation of your bill, simply visit:
castlewater.co.uk/billexplained

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Sort Code: 20-00-00
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