


Your bill explained



- 1 This is your Customer Reference Number. You will be asked for this number when you contact us.
- 2 Your account balance is the total amount of money owed, either to IWNL or to you. The word “debit” or “credit” will appear to the left of the sum to show this.
- 3 The summary of account displays how your account balance was calculated. This includes your previous balance, the payments you’ve made since, and the new charges from this bill.
- 4 This confirms the date your payment is due and how we will collect payment.
- 5 This displays any discounts you are receiving, or could become qualified for.
- 6 This box shows the past 6 payments you have made to IWNL.
- 7 If you pay by Direct Debit, this will show a forecast of your future payments over the next 6 months.



Website: www.iwnl.co.uk
Customer service: 02920 028711
Leak detection: 0800 0720174

Customer name
Address one
Address two
Address three
Postcode

Bill reference number xxxxxxxx
Customer account number xxxxxxxx
Date 14-10-2021

For the Water and Sewerage services at
Full supply address

Charges this period:
(08-04-21 to 01-10-21) (Debit) £189.34

Account Balance: (Debit) £36.55

As you've signed up to pay by Direct Debit, you don't need to do anything.

IWNL offers a range of discounts to our customers
Your discounts:

Direct Debit	£3.50 per year
Water Volumetric Tariff	2.5% off the standard published water volumetric tariff

Sign up for E-Billing and complete your full range of discounts from IWNL.

E-Billing discount - £1.50 per year
- No paper - lower impact on the environment.

SUMMARY OF ACCOUNT

Balance owed from your last bill	(Debit) £51.21
Payments made since last bill	(Credit) £204.00
New charges from this bill	(Debit) £189.34
Account Balance	(Debit) £36.55

View page 3 for how we have calculated your charges
This is not a tax invoice.
Your direct debit payment amount of £34.00 will be collected on the 1st of the month. Please contact us on 029 20028711 if you have any queries regarding the balance of your account.

Your previous payments

Payments received

Date	Amount
1st October 2021	£34.00
1st September 2021	£34.00
2nd August 2021	£34.00
1st July 2021	£34.00
1st June 2021	£34.00
4th May 2021	£34.00
Total payments received	£204.00

Future Direct Debit payments

Thanks for continuing to pay by Direct Debit. You are receiving an annual discount by choosing this payment method.

Date	Amount
1st November 2021	£34.00
1st December 2021	£34.00
4th January 2022	£34.00
1st February 2022	£34.00
1st March 2022	£34.00
1st April 2022	£34.00

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This shows the billing period for this bill, the meter readings we have for you, and the number of days the bill relates to. This will be used to work out how much you owe to IWNL.

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Here are your previous meter reads we have obtained from your meter. These can be actual reads we've received from your water meter, reads you have submitted to us, or estimated reads we've made based on your previous usage.

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This shows the volumetric charges for the services you take from us; water and/or sewerage.

Volumetric charges relates to the amount of water you have used in cubic meters per day. This is multiplied by the charges IWNL have set to give an overall amount for volumetric charges.

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This shows the standing charges for the services you take from us.

Standing charges relates to a daily charge that covers the maintenance of IWNL's water network supplying your home.

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This bar graph tracks your average usage per day in litres, over the last 6 month billing periods.

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How we have worked out your statement

Meter serial number: XXXXXXXX

Billing Period

Date:	08-04-2021	922 (Actual)
Date:	01-10-2021	985 (Estimate)
Cubic metres used:	63	
Days between readings:	176	

Previous Meter Reads

Date	Reading	Read Type
01-10-2021	985	Estimate
01-09-2021	974	Estimate
01-08-2021	963	Estimate
01-07-2021	952	Estimate
25-05-2021	939	Actual
27-04-2021	929	Actual

Volumetric charges (per m³)

Water

63 cubic metres x £1.4457 per m³ = £91.08

Sewerage

63 cubic metres x £0.9051 per m³ = £57.02

Total volumetric charges = **£148.10**

Standing charges (daily charge)

Water

176 days x £0.0557 per day = £9.81

Sewerage

176 days x £0.1785 per day = £31.43

Total standing charges = **£41.24**

Total Charges = **£189.34**

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How does my water usage compare to the UK average?

This table shows you how many litres you use on average each day. This is based on actual readings only.

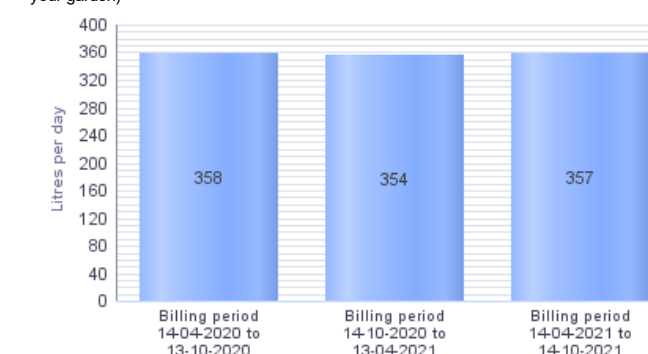
Previous actual meter read		Latest actual meter read	
Date	Read	Date	Read
27-04-2021	929	25-05-2021	939
Difference in meter readings		: 939 - 929 = 10 m ³	
Number of days between readings		: 28 days	
Average amount used each day		: 10 / 28 = 0.3571 m ³	
Average amount used each day (litres)		: 0.3571 X 1000 = 357 litres	

Average amount in litres
(Source: www.ccwater.org.uk)

Number of people in the property	Average amount
1	142 litres per day
2	284 litres per day
3	426 litres per day
4	568 litres per day
5	710 litres per day
6	852 litres per day

The average amount of water you use

The graph below shows how many litres of water you use each day. Please note the data below may use a combination of estimate and actual readings. You may use more water at certain times of the year (for example in the summer, when you are watering your garden)



Independent Water Networks Ltd Registered No: 05776438 Registered Office: Synergy House, Woolpit Business Park, Woolpit, Bury St Edmunds, Suffolk, IP30 9UP

Water saving tips – save water and money!

- Turn off the tap when you brush your teeth. A running tap uses up to nine litres of water a minute.
- Use a watering can instead of a hosepipe when watering your garden.
- Use a bowl in the sink when washing fruit, vegetables or dishes. Tip: You can use this water to water your plants.
- Check for internal leaks. Internal leaks should be fixed by an approved plumber - find one at www.watersafe.org.uk/
- If possible, take a shower instead of a bath. A five minute shower uses about 40 litres of water. This is about half the amount of a standard bath.
- Wait until you have a full load before using your washing machine or your dishwasher.

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