

# We've listened to customers and taken into account your feedback on your need for a simpler bill:

You want to understand **how we calculate** our bills and what you get for your money.

You want us to be clear about your **options for paying** your bill and any help that is available.

You want us to cut out the jargon and deliver a bill that is **easy to understand**.

You want us to give you all the information you need to help you make **informed decisions**.

Let us know your opinion of the new bill at  
[stwater.co.uk/newbill](http://stwater.co.uk/newbill)

For more information:

Call **0345 7 500 500**

Textphone **0800 328 1155**

[customercare@severntrent.co.uk](mailto:customercare@severntrent.co.uk)

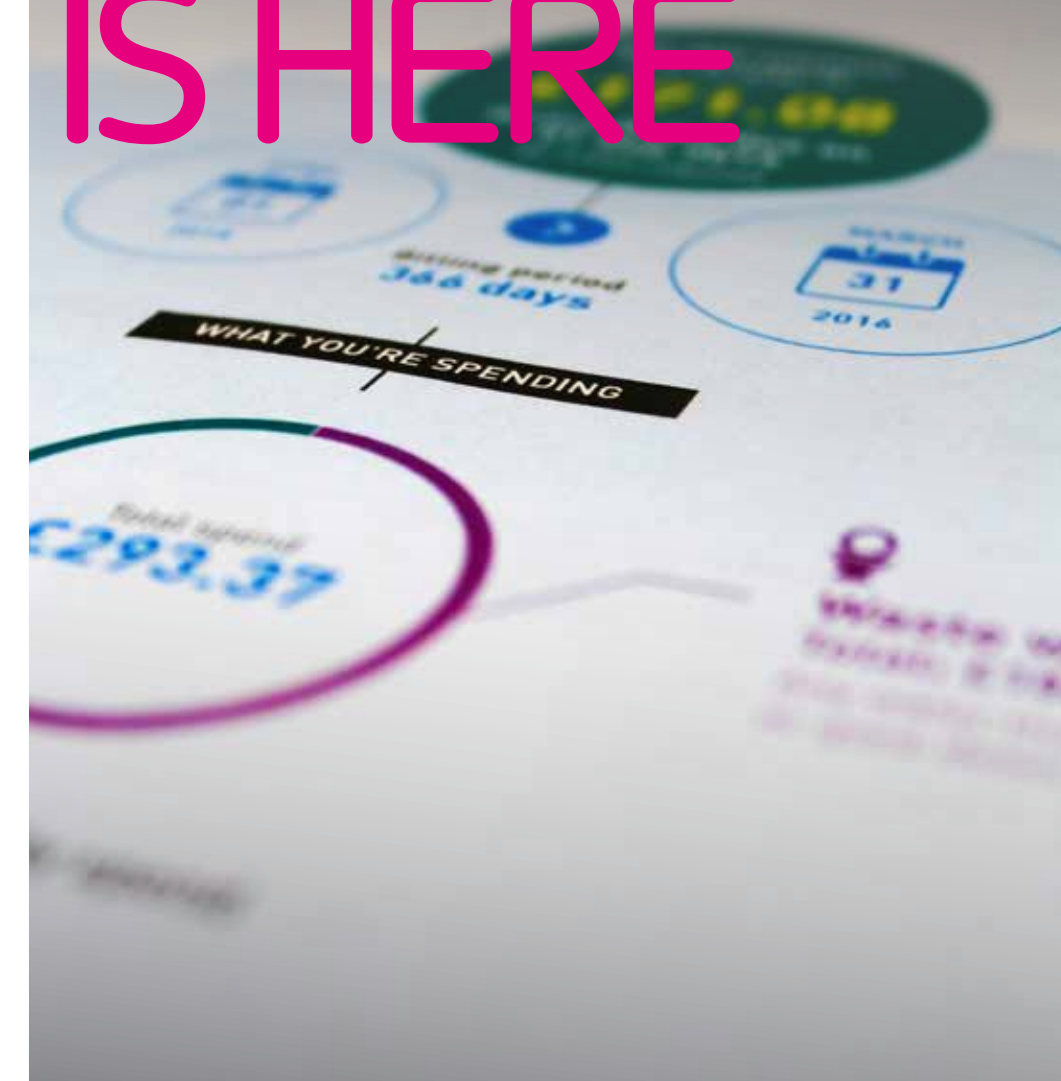
Calls to 0800 numbers are free from UK landlines. Calls to 0345 numbers are charged at a local rate and when phoning from a mobile, may be included in your free minutes package.

ST.SD.000267.A

Severn Trent Water Ltd  
PO Box 5309  
Coventry CV3 9FH  
[stwater.co.uk](http://stwater.co.uk)



# YOUR NEW BILL IS HERE

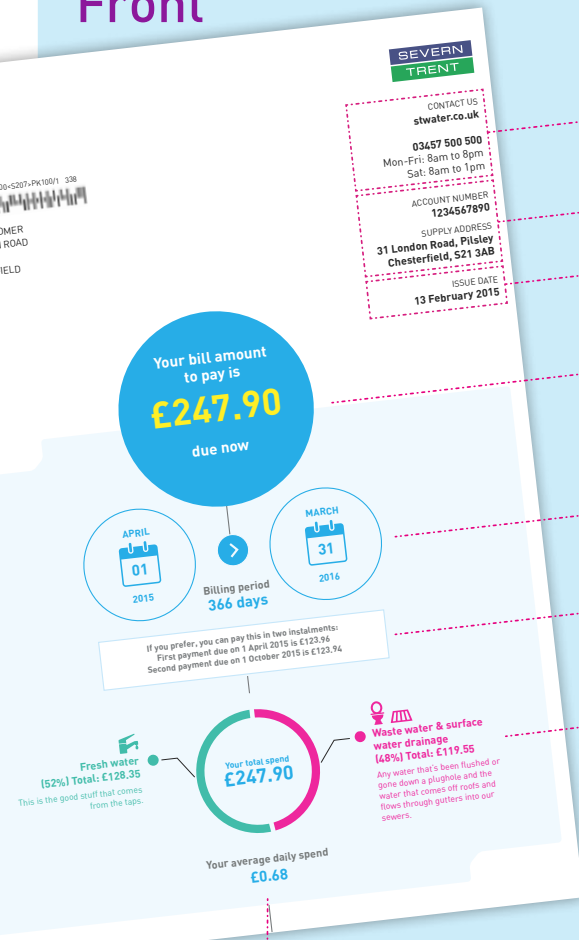


*We've improved the billing experience by asking what we could make easier for you*



# Let's break down your new bill:

## Front



Our contact details

Your account information

Your bill date

Your bill balance

Your bill detail

Information/instructions

Your bill summary

Your account is  
**£19.13**  
in credit  
No action required

Latest reading  
**32281**  
01 Apr 2015  
Estimate reading

### Your average daily spend/usage

This shows how much you spend on average per day for the services you receive. If you have a meter, we will also show your average usage in cubic metres (m<sup>3</sup>) and in a real day to day measure.



Fresh water



Surface drainage



Waste water



Waste water & surface drainage

Please note: your new bill may differ slightly from the one shown depending on your account type.

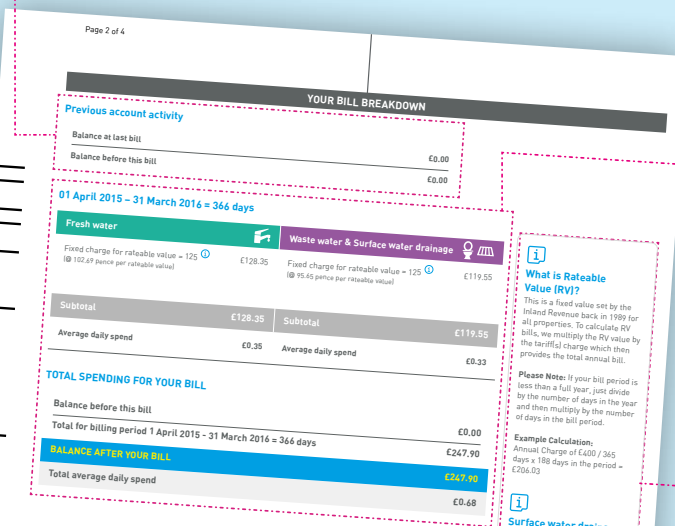
## Back

### Account activity

This shows your previous account activity since your last bill - in terms of any payments received and adjustments.

### Charges breakdown

Your charges are broken down into periods driven by dates and/or meter readings if you have a meter. You could see multiple sub-periods here which are combined into the total spending for your bill.



### Information panel

You will see an within your charge breakdown and this panel will provide further information you might need.

### Messages & support

Here we provide you with any additional information you may need.

**Got a problem with your water supply?**  
Spot a leak in your area or have a problem with your fresh or waste water? Our lines are open 24/7.  
**0800 783 4444 / Textphone only: 0800 328 1155**  
You can also report any issues or problems you spot online at [stwater.co.uk](http://stwater.co.uk). We want to fix any problems ASAP.

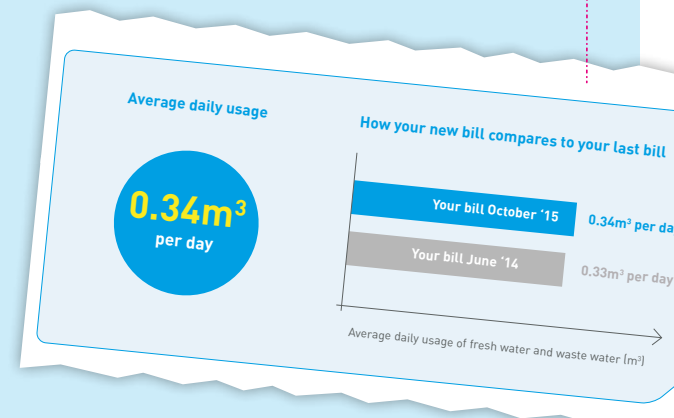
**Struggling to pay?**  
We're here to help you and have a wide range of schemes available.  
Please call us on **03456 022 777** so we can have a chat about the options.

**Why not manage your account online & go paperless?**  
No need to phone, you can do almost everything online - pay, move house, set up a DD, give us a meter reading. You name it, we've got it covered!  
It's easy and will save you heaps of time. If you're new to our online services don't worry, we have awesome customer care professionals online who can help you through your journey!  
It's quick and easy to register your details with us online at [stwater.co.uk](http://stwater.co.uk)

## Plus, some new features for metered customers

### Average daily consumption

Quick visual comparison of your usage and your previous bill.



### Average daily usage chart

Quick measurement of your usage in real day to day measures.

**DID YOU KNOW...**

0.34m<sup>3</sup>

=

10 SHOWERS

or

598 PINTS

or

2000 CUPS OF TEA

\*The above measures are based on average usage.