

YOUR WATER BILL

CHARGES MADE CLEAR...

The sun evaporates a trillion tonnes of water each day





Southern Electric is your local water and sewerage service provider. Our business is to supply treated water to our customers and to connect all new customers to a water supply. We also provide a sewerage treatment service which includes drainage for surface water.

The charges which apply for the water and sewerage services we provide are calculated in a similar way to those of a standard energy bill. There is a standing charge, which depends on the size of water meter you have at your property, and a volumetric charge which is the charge you pay per cubic meter of water used. The volume of water you use is measured by your water meter.

Southern Electric operates a WaterSure tariff for certain groups of vulnerable customers.

A summary of our current water charges can be found in the covering letter enclosed with this pack. For full details of all water charges including the WaterSure tariff, please refer to our Water Charges Scheme document which can be found on our website at www.southern-electric.co.uk.

There are several methods of paying your water bill including our easy and convenient direct debit scheme. To pay by direct debit or to find out about all our payment options, simply call our Customer Service Team on 0800 980 1391 who will be happy to help.

Just as with our energy, you can trust that all our prices are completely fair and that where appropriate, they have been approved by Ofwat, a regulatory body that keeps a close eye on all water providers in England and Wales.

We also produce a range of helpful Codes of Practice about our services, including a Code of Practice for Customers, **one for Debt and another on Leakage**. These are available on our website at www.southern-electric.co.uk or may be obtained free of charge by calling our **Customer Services Team** on **0800 980 1391**. The first of these Codes discusses options available for paying your bill and all have information relevant for customers with special needs.

