Consulting Civil Engineers

Existing Fittings Survey

Cider Mill Farm Cottages, Warnham

For

Mr & Mrs J Clark

Rev – **P1**

Reference **C3164**

Date **23rd October 2024**

Revision	Date of Issue	Comments	Prepared By	Checked By
P-	07.06.24	Initial Issue	LT	CS
P1	23.10.2024	Updated to address Council comments	LT	CS

Richard Cobden House, Lion Street, Chichester, West Sussex, PO19 1LW
Tel: 01243 933253 E: mail@cgscivils.co.uk W: www.cgscivils.co.uk

1 Introduction

1.1.1 CGS Civils Ltd has been appointed by Mr & Mrs J Clark to undertake an Existing Fittings Survey in support of a Water Neutrality Report (C3164 Water Neutrality Report) for a proposed development at Cider Mill Farm Cottages, Knob Hill, Warnham. Planning permission is sought to provide an extension along with internal alterations to an existing 5-bedroom property, which will result in a 4-bedroom dwelling and a 1-bedroom annexe.

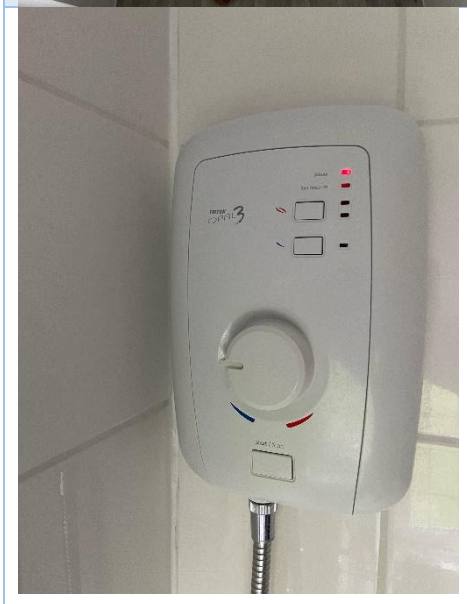
1.1.2 The purpose of this report is to provide an overview on the existing fittings and their water usages to establish the water demand of the existing site. Whilst water bills are available for the property (refer to Appendix C), due to a water leak present at the site an existing fittings survey has been carried out to better calculate the water demand of each of the property's fittings.

1.1.3 In line with Horsham District Council's guidelines, as the existing building is a 5-bedroom dwelling, an occupancy level of 3.09 will be used within this report.

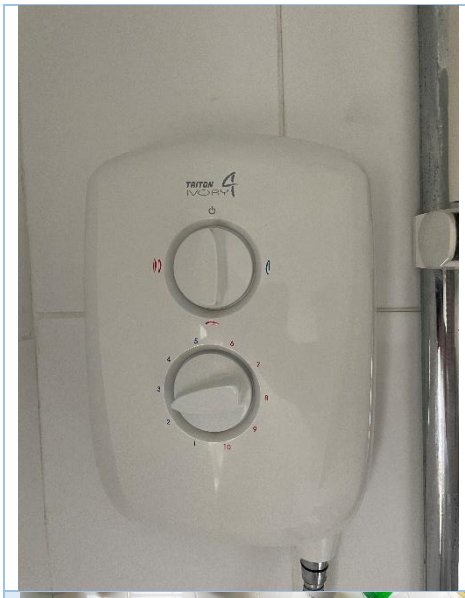
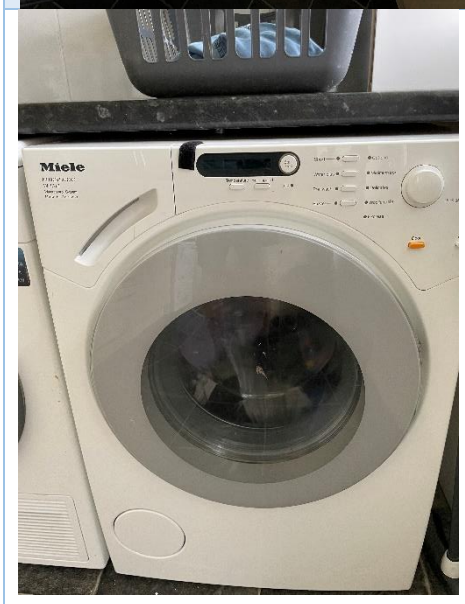
1.1.4 The water usage calculations within this report have been made using the Water Calculator from Building Regulations G as per the accompanied Water Neutrality Report.

2 Existing 5-bedroom dwelling at Cider Mill Farm, RH12 3SN

Fittings	Type of Fitting	Existing Water usage (l/p/day)
 	Toilets	Full flush – 8.76 Part Flush – 11.84 To be reduced to: Full Flush – 5.84 Part Flush – 7.70

 	Taps (excluding kitchen)	11.06 To be reduced to: 5.53
	Bath (shower also present)	20.35 To be reduced to: 15.95
	Shower (bath also present)	43.70 To be reduced to: 30.60

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	Kitchen sink taps	13.88 To be reduced to: 12.56
	Washing machine	17.16 To be reduced to: 11.55

	Dishwasher	4.50 To be reduced to: 2.62
	Total (l/p/day) with normalisation factor and 5l/p/day added for outdoor use (refer to appendix A):	124.44
	Total water demand based on an population value of 3.09:	384.52

3 Conclusion

3.1.1 The water demand for the existing dwellings can be calculated to be **124.44 l/p/day,** or **384.52 l/day** once an occupancy of 3.09 is accounted for. The water demand from the proposed site will be **372.18 l/day** (refer to C3164 Water Neutrality Report), this is a total reduction in water demand of **12.34 l/day**, making the site water neutral.

4 Appendices

4.1 Appendix A:

Table 1 – Water Calculator from Building Regulations Part G – Information input from existing properties prior to any mitigation.

The Water Calculator for New Dwellings with Water efficient measures					
Installation Type	Unit of measure	Volume/ flow rate	Use factor	Fixed use	Litres/person/day
WC (Single Use)	Flush volume (l)	0	4.42	0	0
WC (Dual Flush)	Full Flush Vol.	6	1.46	0	8.76
	Part Flush vol.	4	2.96	0	11.84
WC (Multiple Fittings)	Average effective flush volume (l)	0	4.42	0	0
Taps (excl. Kitchen)	Flow rate (l/min)	6	1.58	1.58	11.06
Bath (shower also present)	Capacity to overflow (l)	185	0.11	0	20.35
Shower (bath also present)	Flow rate (l/min)	10	4.37	0	43.70
Bath only	Capacity to overflow (l)	0	0.5	0	0
Shower only	Flow rate (l/min)	0	5.6	0	0
Kitchen sink taps	Flow rate (l/min)	8	0.44	10.36	13.88
Washing Machine	Litres/kg dry load	8.17	2.1	0	17.16
Dishwasher	litres/place setting	1.25	3.6	0	4.50
Waste disposal unit	litres/use	0	3.08	0	0
Water softener	litres/person/day	0	1	0	0
		Total Calculated use (l/p/d)			131.25
		Contribution from greywater (l/p/d)			0
		Contribution from rainwater (l/p/d)			0
		Normalisation factor			0.91
		External water use			5
		Total water consumption (36(1)) (l/p/d)			124.44

4.2 Appendix B:

Table 2 – Water Calculator from Building Regulations Part G – Information input from existing properties with efficient fittings.

The Water Calculator for New Dwellings with Water efficient measures					
Installation Type	Unit of measure	Volume/ flow rate	Use factor	Fixed use	Litres/person/day
WC (Single Use)	Flush volume (l)	0	4.42	0	0
WC (Dual Flush)	Full Flush Vol.	4	1.46	0	5.84
	Part Flush vol.	2.6	2.96	0	7.70
WC (Multiple Fittings)	Average effective flush volume (l)	0	4.42	0	0
Taps (excl. Kitchen)	Flow rate (l/min)	2.5	1.58	1.58	5.53
Bath (shower also present)	Capacity to overflow (l)	145	0.11	0	15.95
Shower (bath also present)	Flow rate (l/min)	7	4.37	0	30.60
Bath only	Capacity to overflow (l)	0	0.5	0	0
Shower only	Flow rate (l/min)		5.6	0	0
Kitchen sink taps	Flow rate (l/min)	5	0.44	10.36	12.56
Washing Machine	Litres/kg dry load	5.5	2.1	0	11.55
Dishwasher	litres/place setting	0.73	3.6	0	2.62
Waste disposal unit	litres/use	0	3.08	0	0
Water softener	litres/person/day	0	1	0	0
		Total Calculated use (l/p/d)			92.35
		Contribution from greywater (l/p/d)			0
		Contribution from rainwater (l/p/d)			0
		Normalisation factor			0.91
		External water use			5
		Total water consumption (36(1)) (l/p/d)			89.04

4.3 Appendix C:

Water bills for the existing 5-bedroom property:

WATER for LIFE from Southern Water

MR S A STANWAY
CIDER MILL FARM
THREESTILE ROAD
WARNHAM
HORSHAM
RH12 3SN

Visit our website for live chat or to log into your account
southernwater.co.uk/help

0330 303 0277
Weekdays - 8am to 7pm
Saturday - 8.30am to 2pm

Your customer number
12323470

Your payment reference
1974 7499 00010

Dear Mr S A STANWAY,

Here's your latest bill based on the meter reading we took on 04 May 2021. You currently pay by Direct Debit, so you don't need to do anything – your payments will be taken automatically.

Meter reading

Water used in cubic metres

768 m³

One cubic metre = 1,000 litres
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 87107349

Latest reading: 4 May 2021

		1	6	2	7	.	0	0

Previous reading: 29 Apr 2020

			8	5	8	.	8	0

Your next meter reading is scheduled to take place by 29 Oct 2021

Previous bill's usage
284.80 m³

Charges

£1,122.58

Bill date
12 May 2021

Billing period
From: 30 April 2020
To: 04 May 2021

Bill type
Metered - Direct Debit

Previous bill's charges
£413.84

Future payments

Next monthly payment

£25.40

17 May 2021

For full list of future payments, see Your payment summary.

Struggling to pay? See p. 3

Previous bill's payments
£25.40 monthly

Water

Period: 30 April 2020 to 31 March 2021

Variable Rate	£1.426 x	663.30m³	=	£945.87
Standing Charge			=	£18.72
Period: 01 April 2021 to 04 May 2021				
Variable Rate	£1.487 x	104.90m³	=	£155.99
Standing Charge			=	£2.00
Total Water				**£1,122.58**

Wastewater

Southern Water only supplies your water – we don't take wastewater away from your property.

So, you don't receive any wastewater charges from us.

Standing Charge:
This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

717 - M - Document 1 of 1 - 13052021 - 3236915 - 3236932

Your account summary

Balance brought forward from your last bill	£20.29
What you've paid since your last bill	£304.80 Credit
What you've been charged for From 30 April 2020 to 04 May 2021	£1,122.58
Outstanding Balance	**£838.07**

Your payments summary

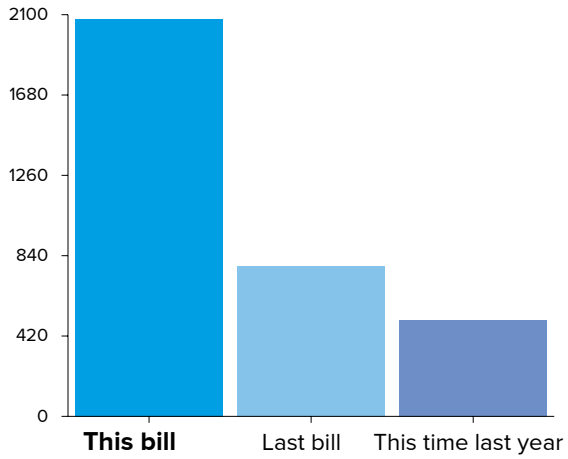
Past monthly payments	
15 May 2020	£25.40
15 Jun 2020	£25.40
15 Jul 2020	£25.40
17 Aug 2020	£25.40
15 Sep 2020	£25.40
15 Oct 2020	£25.40
16 Nov 2020	£25.40
15 Dec 2020	£25.40
15 Jan 2021	£25.40
15 Feb 2021	£25.40
15 Mar 2021	£25.40
15 Apr 2021	£25.40
Total	**£304.80**

Future monthly payments	
17 May 2021	£25.40
15 Jun 2021	£152.10
15 Jul 2021	£152.10
16 Aug 2021	£152.10
15 Sep 2021	£152.10
15 Oct 2021	£152.10
15 Nov 2021	£152.10
15 Dec 2021	£152.10
17 Jan 2022	£152.10
15 Feb 2022	£152.10
15 Mar 2022	£152.10
19 Apr 2022	£152.10
Total	**£1,698.50**

Your water use

Over the last thirteen months your household used an average of 2076 litres a day

You're using £3.04 of water a day on average.



Why is my bill higher than usual?

Your water use may have gone up for a number of reasons, for example:

- Are more people living in your home?
- Have you been spending more time at home than usual?
- Have you had problems such as a dripping tap or leaking washing machine?
- Have you carried out building work, repairs or home improvements?
- Have you used your washing machine more than usual?
- Have you regularly used a hosepipe or sprinkler?
- Have you regularly filled up a paddling pool?
- Have you installed appliances or equipment that uses a lot of water?

If none of the above explains why your water use has gone up, call us on **0330 303 0277**. We'll try to help you work out why your bill is higher than usual.

More information

Struggling to pay?

If you're struggling to pay your bill, we're here to help. Please contact us as soon as possible to talk about the support we can offer you.

0800 027 0363

Payless@southernwater.co.uk

southernwater.co.uk/account/help-paying-your-bill

Moving home?

Please give us at least two days' notice before you move, so we can read your meter.

Alternatively, you can check your meter on the day you leave the property and submit your reading here:

0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

southernwater.co.uk/account/moving-home

Contact us

Visit our website
You can access your online account and live chat at:
southernwater.co.uk

Call us
0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

Write to us
Southern Water Services
PO Box 564, Darlington
DL1 9ZG

Automated payment line
0330 303 1263
24 hours 7 days a week

We're here to help

Minicom text phone for Deaf people
0330 303 1265
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

About your water supply
0330 303 0368
24 hours 7 days a week

Extra care services, braille or talking bills
0800 027 0800
Weekdays – 8am to 7pm

Spotted a leak?
0800 820 999
Freephone lines open
24 hours 7 days a week

We value your privacy

We're committed to safeguarding your information too, which we use:
- to offer water and wastewater goods and services
- to track trends and create customer profiles
- with credit references agencies for credit management purposes
- with neighbouring water companies to complete the billing process.

For more about what we do visit **southernwater.co.uk/privacy**

If we get something wrong

Our Code of Practice sets out our standards of service and what we'll do if we fail to meet them, including the amount of compensation we'll pay you. For more information visit **southernwater.co.uk/cop**

Complaints

If you have a complaint or an ongoing problem with our service, we want to know so we can put things right. Please call:
0330 303 0277

If you've made a complaint to us and are still unhappy, you can get free independent advice from the **Consumer Council for Water** by calling **0300 034 2222** or visiting **ccwater.org.uk.**

If Southern Water has registered a default on your Consumer Credit File, the charges from this bill will be added to the total amount outstanding. We will have sent you previous correspondence to advise you of our default process.

Southern Water Services Ltd,
Registered office, Southern House,
Yeoman Road, Worthing, BN13 3NX.
Registered in England No: 2366670
VAT Reg No: 813 0378 56

WATER for LIFE from Southern Water

MR S A STANWAY
CIDER MILL FARM
THREESTILE ROAD
WARNHAM
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RH12 3SN

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0330 303 0277
Weekdays - 8am to 7pm
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Your customer number
12323470

Your payment reference
1974 7499 00010

Dear Mr S A STANWAY,

Here's your latest bill based on the meter reading you provided us with, taken on 11 August 2021. You currently pay by Direct Debit, so you don't need to do anything – your payments will be taken automatically.

Meter reading

Water used in cubic metres

160 m³

One cubic metre = 1,000 litres
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 87107349

Latest reading: 11 Aug 2021

1787.00

Previous reading: 4 May 2021

1627.00

Your next meter reading is scheduled to take place by 29 Oct 2021

Previous bill's usage
768.20 m³

Charges

£243.75

Bill date
11 Aug 2021

Billing period
From: 05 May 2021
To: 11 August 2021

Bill type
Metered - Direct Debit

Previous bill's charges
£1,122.58

Future payments

Next monthly payment

£152.10

16 Aug 2021

For full list of future payments, see Your payment summary.

Struggling to pay? See p. 3

Previous bill's payments
£152.10 monthly

Water

Period: 05 May 2021 to 11 August 2021

Variable Rate	£1.487	x	160.00m³ =	£237.92
Standing Charge			=	£5.83
Total Water				**£243.75**

Wastewater

Southern Water only supplies your water – we don't take wastewater away from your property.

So, you don't receive any wastewater charges from us.

Standing Charge:
This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

808 - M - Document 1 of 1 - 12082021 - 3478329 - 3478361

Your account summary

Balance brought forward from your last bill	£838.07
What you've paid since your last bill	£329.60 Credit
What you've been charged for From 05 May 2021 to 11 August 2021	£243.75
Outstanding Balance	**£752.22**

Your payments summary

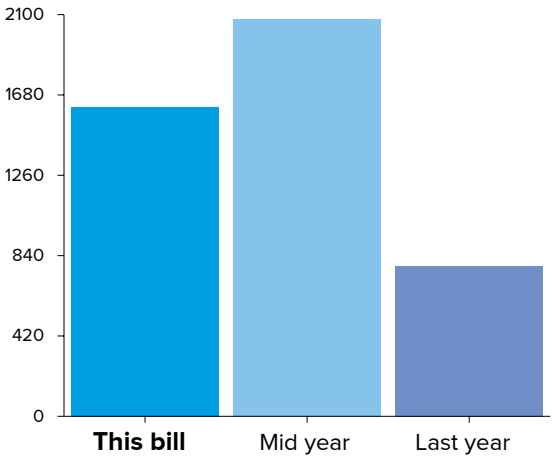
Past monthly payments	
17 May 2021	£25.40
15 Jun 2021	£152.10
15 Jul 2021	£152.10
Total	**£329.60**

Future monthly payments	
16 Aug 2021	£152.10
15 Sep 2021	£152.10
15 Oct 2021	£152.10
15 Nov 2021	£152.10
15 Dec 2021	£152.10
17 Jan 2022	£152.10
15 Feb 2022	£152.10
Total	**£1,064.70**

Your water use

Over the last three months your household used an average of 1616 litres a day

You're using £2.49 of water a day on average.



Your water meter is read twice a year. We can read most meters from the street – so you may not have noticed when we read yours.



More information

Struggling to pay?

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southernwater.co.uk/account/help-paying-your-bill

Moving home?

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Weekdays – 8am to 7pm

Spotted a leak?
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Freephone lines open
24 hours 7 days a week

We value your privacy

We're committed to safeguarding your information too, which we use:
- to offer water and wastewater goods and services
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- with credit references agencies for credit management purposes
- with neighbouring water companies to complete the billing process.

For more about what we do visit **southernwater.co.uk/privacy**

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Registered office, Southern House,
Yeoman Road, Worthing, BN13 3NX.
Registered in England No: 2366670
VAT Reg No: 813 0378 56

WATER for LIFE from Southern Water

MR S A STANWAY
CIDER MILL FARM
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WARNHAM
HORSHAM
RH12 3SN

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0330 303 0277
Weekdays - 8am to 7pm
Saturday - 8.30am to 2pm

Your customer number
12323470

Your payment reference
1974 7499 00010

Dear Mr S A STANWAY,

Here's your latest bill based on the meter reading you provided us with, taken on 24 November 2021. You currently pay by Direct Debit, so you don't need to do anything – your payments will be taken automatically.

Meter reading

Water used in cubic metres

128 m³

One cubic metre = 1,000 litres
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 87107349

Latest reading: 24 Nov 2021

		1	9	1	5	.	0	0

Previous reading: 11 Aug 2021

		1	7	8	7	.	0	0

Your next meter reading is scheduled to take place by 29 Apr 2022

Previous bill's usage
160.00 m³

Charges

£196.52

Bill date
24 Nov 2021

Billing period
From: 12 August 2021
To: 24 November 2021

Bill type
Metered - Direct Debit

Previous bill's charges
£243.75

Future payments

Next monthly payment

£152.10

15 Dec 2021

For full list of future payments, see Your payment summary.

Struggling to pay? See p. 3

Previous bill's payments
£152.10 monthly

Water

Period: 12 August 2021 to 24 November 2021

Variable Rate	£1.487	x 128.00m³	=	£190.34
Standing Charge			=	£6.18
Total Water				**£196.52**

Wastewater

Southern Water only supplies your water – we don't take wastewater away from your property.

So, you don't receive any wastewater charges from us.

Standing Charge:
This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

913 - M - Document 1 of 1 - 25112021 - 3768879 - 3769340

Your account summary

Balance brought forward from your last bill	£752.22
What you've paid since your last bill	£608.40 Credit
What you've been charged for From 12 August 2021 to 24 November 2021	£196.52
Outstanding Balance	**£340.34**

Your payments summary

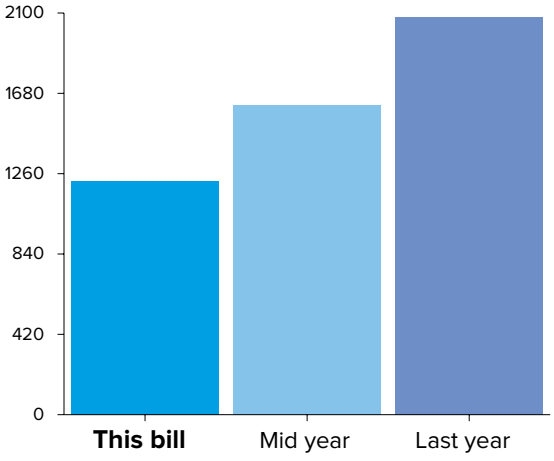
Past monthly payments	
16 Aug 2021	£152.10
15 Sep 2021	£152.10
15 Oct 2021	£152.10
15 Nov 2021	£152.10
Total	**£608.40**

Future monthly payments	
15 Dec 2021	£152.10
17 Jan 2022	£152.10
15 Feb 2022	£152.10
15 Mar 2022	£152.10
19 Apr 2022	£152.10
Total	**£760.50**

Your water use

Over the last three months your household used an average of 1219 litres a day

You're using £1.89 of water a day on average.



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More information

Struggling to pay?

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0330 303 0277
Weekdays - 8am to 7pm
Saturday - 8.30am to 2pm

Your customer number
12323470

Your payment reference
1974 7499 00010

Dear Mr S A STANWAY,

Here's your latest bill based on the meter reading you provided us with, taken on 07 March 2022. You currently pay by Direct Debit, so you don't need to do anything – your payments will be taken automatically.

Meter reading

Water used in cubic metres

52 m³

One cubic metre = 1,000 litres
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 87107349

Latest reading: 7 Mar 2022

		1	9	6	7	.	0	0

Previous reading: 24 Nov 2021

		1	9	1	5	.	0	0

Your next meter reading is scheduled to take place by 29 Apr 2022

Previous bill's usage
128.00 m³

Charges

£83.39

Bill date
07 Mar 2022

Billing period
From: 25 November 2021
To: 07 March 2022

Bill type
Metered - Direct Debit

Previous bill's charges
£196.52

Future payments

Next monthly payment

£152.10

15 Mar 2022

For full list of future payments, see Your payment summary.

Struggling to pay? See p. 3

Previous bill's payments
£152.10 monthly

Water

Period: 25 November 2021 to 07 March 2022

Variable Rate	£1.487 x	52.00m³	=	£77.32
Standing Charge			=	£6.07
Total Water				**£83.39**

Wastewater

Southern Water only supplies your water – we don't take wastewater away from your property.

So, you don't receive any wastewater charges from us.

Standing Charge:
This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

1016 - M - Document 1 of 1 - 08032022 - 4027198 - 4027277

Your account summary

Balance brought forward from your last bill	£340.34
What you've paid since your last bill	£456.30 Credit
What you've been charged for From 25 November 2021 to 07 March 2022	£83.39
Account Balance	**£32.57 Credit**

Your water usage naturally changes throughout the year. Credit in your account prevents you falling into debt. To learn more please visit southernwater.co.uk/how-my-payment-plan-works.

Your payments summary

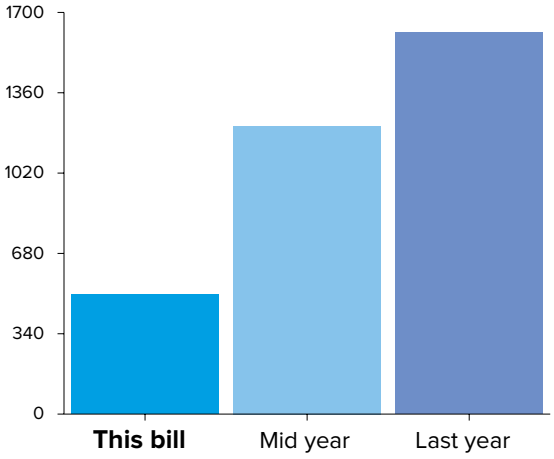
Past monthly payments	
15 Dec 2021	£152.10
17 Jan 2022	£152.10
15 Feb 2022	£152.10
Total	**£456.30**

Future monthly payments	
15 Mar 2022	£152.10
19 Apr 2022	£152.10
Total	**£304.20**

Your water use

Over the last four months your household used an average of **505** litres a day

You're using £0.82 of water a day on average.



Your water meter is read twice a year. We can read most meters from the street – so you may not have noticed when we read yours.



More information

Struggling to pay?

If you're struggling to pay your bill, we're here to help. Please contact us as soon as possible to talk about the support we can offer you.

0800 027 0363

Payless@southernwater.co.uk

southernwater.co.uk/account/help-paying-your-bill

Moving home?

Please give us at least two days' notice before you move, so we can read your meter.

Alternatively, you can check your meter on the day you leave the property and submit your reading here:

0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

southernwater.co.uk/account/moving-home

Contact us

Visit our website
You can access your online account and live chat at:
southernwater.co.uk

Call us
0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

Write to us
Southern Water Services
PO Box 564, Darlington
DL1 9ZG

Automated payment line
0330 303 1263
24 hours 7 days a week

We're here to help

Minicom text phone for Deaf people
0330 303 1265
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Saturday – 8.30am to 2pm

About your water supply
0330 303 0368
24 hours 7 days a week

Extra care services, braille or talking bills
0800 027 0800
Weekdays – 8am to 7pm

Spotted a leak?
0800 820 999
Freephone lines open
24 hours 7 days a week

We value your privacy

We're committed to safeguarding your information too, which we use:
- to offer water and wastewater goods and services
- to track trends and create customer profiles
- with credit references agencies for credit management purposes
- with neighbouring water companies to complete the billing process.

For more about what we do visit **southernwater.co.uk/privacy**

If we get something wrong

Our Code of Practice sets out our standards of service and what we'll do if we fail to meet them, including the amount of compensation we'll pay you. For more information visit **southernwater.co.uk/cop**

Complaints

If you have a complaint or an ongoing problem with our service, we want to know so we can put things right. Please call:
0330 303 0277

If you've made a complaint to us and are still unhappy, you can get free independent advice from the **Consumer Council for Water** by calling **0300 034 2222** or visiting **ccwater.org.uk.**

If Southern Water has registered a default on your Consumer Credit File, the charges from this bill will be added to the total amount outstanding. We will have sent you previous correspondence to advise you of our default process.

Southern Water Services Ltd,
Registered office, Southern House,
Yeoman Road, Worthing, BN13 3NX.
Registered in England No: 2366670
VAT Reg No: 813 0378 56

WATER for LIFE from Southern Water

MR S A STANWAY
CIDER MILL FARM
THREESTILE ROAD
WARNHAM
HORSHAM
RH12 3SN

Visit our website for live chat or to log into your account
southernwater.co.uk/help

0330 303 0277
Weekdays - 8am to 7pm
Saturday - 8.30am to 2pm

Your customer number
12323470

Your payment reference
1974 7499 00010

Dear Mr S A STANWAY,

Here's your latest bill based on the meter reading we took on 08 April 2022. You currently pay by Direct Debit, so you don't need to do anything – your payments will be taken automatically.

Meter reading

Water used in cubic metres

17 m³

One cubic metre = 1,000 litres
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 87107349

Latest reading: 8 Apr 2022

		1	9	8	4	.	0	0

Previous reading: 7 Mar 2022

		1	9	6	7	.	0	0

Your next meter reading is scheduled to take place by 31 Oct 2022

Previous bill's usage
52.00 m³

Charges

£27.37

Bill date
22 Apr 2022

Billing period
From: 08 March 2022
To: 08 April 2022

Bill type
Metered - Direct Debit

Previous bill's charges
£83.39

Future payments

Next monthly payment

£49.51

16 May 2022

For full list of future payments, see Your payment summary.

Struggling to pay? See p. 3

Previous bill's payments
£152.10 monthly

Water

Period: 08 March 2022 to 31 March 2022

Variable Rate	£1.487 x	12.70m³	=	£18.88
Standing Charge			=	£1.41

Period: 01 April 2022 to 08 April 2022

Variable Rate	£1.550 x	4.30m³	=	£6.67
Standing Charge			=	£0.41
Total Water				**£27.37**

Wastewater

Southern Water only supplies your water – we don't take wastewater away from your property.

So, you don't receive any wastewater charges from us.

Standing Charge:
This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

1064 - M - Document 1 of 1 - 25042022 - 4161947 - 4162166

Your account summary

Balance brought forward from your last bill	£32.57 Credit
Refunds	£309.40
What you've paid since your last bill	£304.20 Credit
What you've been charged for From 08 March 2022 to 08 April 2022	£27.37
Account Balance	**£0.00**

Your payments summary

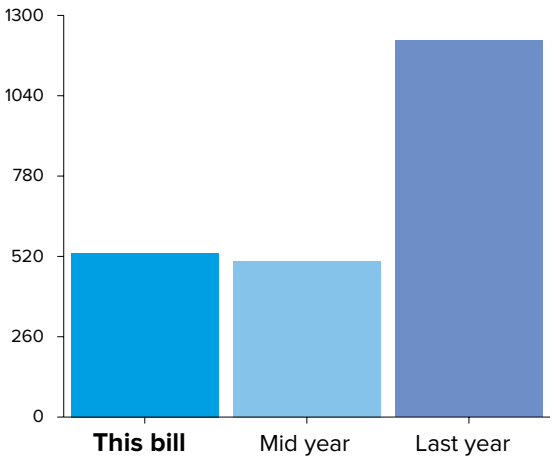
Past monthly payments	
15 Mar 2022	£152.10
19 Apr 2022	£152.10
Total	**£304.20**

Future monthly payments	
16 May 2022	£49.51
15 Jun 2022	£49.51
15 Jul 2022	£49.51
15 Aug 2022	£49.51
15 Sep 2022	£49.51
17 Oct 2022	£49.51
15 Nov 2022	£49.51
15 Dec 2022	£49.51
16 Jan 2023	£49.51
15 Feb 2023	£49.51
15 Mar 2023	£49.51
17 Apr 2023	£49.51
Total	**£594.12**

Your water use

Over the last one month your household used an average of 531 litres a day

You're using £0.88 of water a day on average.



We noticed your water use has increased by 26 litres of water a day on average.

If you use less water, you'll save money on your bill. Find out how you could reduce your usage here:

southernwater.co.uk/save-water

Your water meter is read twice a year. We can read most meters from the street – so you may not have noticed when we read yours.



More information

Struggling to pay?

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0800 027 0363

Payless@southernwater.co.uk

southernwater.co.uk/account/help-paying-your-bill

Moving home?

Please give us at least two days' notice before you move, so we can read your meter.

Alternatively, you can check your meter on the day you leave the property and submit your reading here:

0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

southernwater.co.uk/account/moving-home

Contact us

Visit our website
You can access your online account and live chat at:
southernwater.co.uk

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Saturday – 8.30am to 2pm

Write to us
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DL1 9ZG

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24 hours 7 days a week

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Saturday – 8.30am to 2pm

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24 hours 7 days a week

Extra care services, braille or talking bills
0800 027 0800
Weekdays – 8am to 7pm

Spotted a leak?
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Freephone lines open
24 hours 7 days a week

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- to track trends and create customer profiles
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Complaints

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0330 303 0277

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Registered in England No: 2366670
VAT Reg No: 813 0378 56

WATER for LIFE from Southern Water

MR S A STANWAY
CIDER MILL FARM
THREESTILE ROAD
WARNHAM
HORSHAM
RH12 3SN

Visit our website for live chat or to log into your account
southernwater.co.uk/help

0330 303 0277
Weekdays - 8am to 7pm
Saturday - 8.30am to 2pm

Your customer number
12323470

Your payment reference
1974 7499 00010

Dear Mr S A STANWAY,

Here's your latest bill based on the meter reading you provided us with, taken on 21 June 2022. You currently pay by Direct Debit, so you don't need to do anything – your payments will be taken automatically.

Meter reading

Water used in cubic metres

101 m³

One cubic metre = 1,000 litres
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 87107349

Latest reading: 21 Jun 2022

		2	0	8	5	.	0	0

Previous reading: 8 Apr 2022

		1	9	8	4	.	0	0

Your next meter reading is scheduled to take place by 31 Oct 2022

Previous bill's usage
17.00 m³

Charges

£160.36

Bill date
21 Jun 2022

Billing period
From: 09 April 2022
To: 21 June 2022

Bill type
Metered - Direct Debit

Previous bill's charges
£27.37

Future payments

Next monthly payment

£49.51

15 Jul 2022

For full list of future payments, see Your payment summary.

Struggling to pay? See p. 3

Previous bill's payments
£49.51 monthly

Water

Period: 09 April 2022 to 21 June 2022

Variable Rate	£1.550 x	101.00m³	=	£156.55
Standing Charge			=	£3.81
Total Water				**£160.36**

Wastewater

Southern Water only supplies your water – we don't take wastewater away from your property.

So, you don't receive any wastewater charges from us.

Standing Charge:
This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

1122 - M - Document 1 of 1 - 22062022 - 4342624 - 4342659

Your account summary

What you've paid since your last bill	£99.02 Credit
What you've been charged for From 09 April 2022 to 21 June 2022	£160.36
Outstanding Balance	**£61.34**

Your payments summary

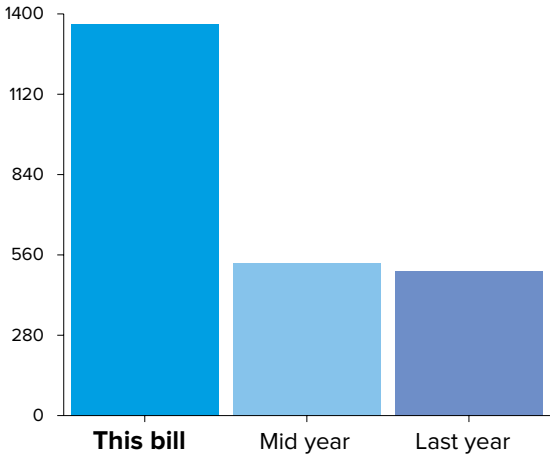
Past monthly payments	
16 May 2022	£49.51
15 Jun 2022	£49.51
Total	**£99.02**

Future monthly payments	
15 Jul 2022	£49.51
15 Aug 2022	£49.51
15 Sep 2022	£49.51
17 Oct 2022	£49.51
15 Nov 2022	£49.51
15 Dec 2022	£49.51
16 Jan 2023	£49.51
Total	**£346.57**

Your water use

Over the last two months your household used an average of 1365 litres a day

You're using £2.20 of water a day on average.



Why is my bill higher than usual?

Your water use may have gone up for a number of reasons, for example:

- Are more people living in your home?
- Have you been spending more time at home than usual?
- Have you had problems such as a dripping tap or leaking washing machine?
- Have you carried out building work, repairs or home improvements?
- Have you used your washing machine more than usual?
- Have you regularly used a hosepipe or sprinkler?
- Have you regularly filled up a paddling pool?
- Have you installed appliances or equipment that uses a lot of water?

If none of the above explains why your water use has gone up, call us on **0330 303 0277**. We'll try to help you work out why your bill is higher than usual.

More information

Struggling to pay?

If you're struggling to pay your bill, we're here to help. Please contact us as soon as possible to talk about the support we can offer you.

0800 027 0363

Payless@southernwater.co.uk

southernwater.co.uk/account/help-paying-your-bill

Moving home?

Please give us at least two days' notice before you move, so we can read your meter.

Alternatively, you can check your meter on the day you leave the property and submit your reading here:

0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

southernwater.co.uk/account/moving-home

Contact us

Visit our website
You can access your online account and live chat at:
southernwater.co.uk

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0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

Write to us
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PO Box 564, Darlington
DL1 9ZG

Automated payment line
0330 303 1263
24 hours 7 days a week

We're here to help

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Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

About your water supply
0330 303 0368
24 hours 7 days a week

Extra care services, braille or talking bills
0800 027 0800
Weekdays – 8am to 7pm

Spotted a leak?
0800 820 999
Freephone lines open
24 hours 7 days a week

We value your privacy

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0330 303 0277

If you've made a complaint to us and are still unhappy, you can get free independent advice from the **Consumer Council for Water** by calling **0300 034 2222** or visiting **ccwater.org.uk.**

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Southern Water Services Ltd,
Registered office, Southern House,
Yeoman Road, Worthing, BN13 3NX.
Registered in England No: 2366670
VAT Reg No: 813 0378 56

WATER for LIFE from Southern Water

Visit our website for live chat or to log into your account
southernwater.co.uk/help

0330 303 0277
Weekdays - 8am to 7pm
Saturday - 8.30am to 2pm

MR S A STANWAY
CIDER MILL FARM
THREESTILE ROAD
WARNHAM
HORSHAM
RH12 3SN

Your customer number
12323470

Your payment reference
1974 7499 00010

Dear Mr S A STANWAY,

Here's your latest bill based on the meter reading you provided us with, taken on 06 August 2022. You currently pay by Direct Debit, so you don't need to do anything – your payments will be taken automatically.

Meter reading

Water used in cubic metres

202 m³

One cubic metre = 1,000 litres
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 87107349

Latest reading: 6 Aug 2022

		2	2	8	7	.	0	0

Previous reading: 21 Jun 2022

		2	0	8	5	.	0	0

Your next meter reading is scheduled to take place by 31 Oct 2022

Previous bill's usage
101.00 m³

Charges

£315.47

Bill date
09 Sep 2022

Billing period
From: 22 June 2022
To: 06 August 2022

Bill type
Metered - Direct Debit

Previous bill's charges
£160.36

Future payments

Next monthly payment

£49.51

15 Sep 2022

For full list of future payments, see Your payment summary.

Struggling to pay? See p. 3

Previous bill's payments
£49.51 monthly

Water

Period: 22 June 2022 to 06 August 2022

Variable Rate	£1.550	x 202.00m³	=	£313.10
Standing Charge			=	£2.37
Total Water				**£315.47**

Wastewater

Southern Water only supplies your water – we don't take wastewater away from your property.

So, you don't receive any wastewater charges from us.

Standing Charge:
This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

1204 - M - Document 1 of 1 - 12092022 - 4608531 - 4608581

Your account summary

Balance brought forward from your last bill	£61.34
What you've paid since your last bill	£99.02 Credit
What you've been charged for From 22 June 2022 to 06 August 2022	£315.47
Outstanding Balance	**£277.79**

Your payments summary

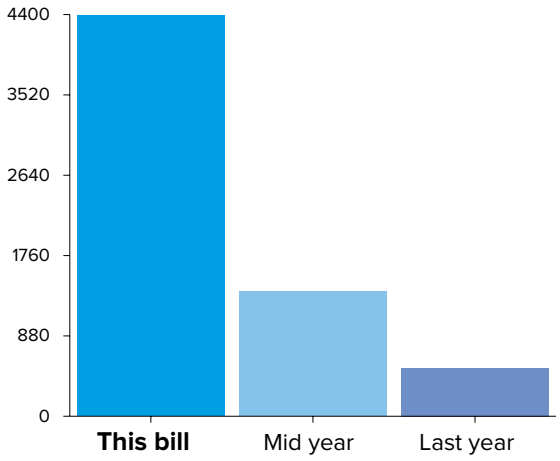
Past monthly payments	
15 Jul 2022	£49.51
15 Aug 2022	£49.51
Total	**£99.02**

Future monthly payments	
15 Sep 2022	£49.51
Total	**£49.51**

Your water use

Over the last two months your household used an average of **4391** litres a day

You're using £7.01 of water a day on average.



Why is my bill higher than usual?

Your water use may have gone up for a number of reasons, for example:

- Are more people living in your home?
- Have you been spending more time at home than usual?
- Have you had problems such as a dripping tap or leaking washing machine?
- Have you carried out building work, repairs or home improvements?
- Have you used your washing machine more than usual?
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Registered office, Southern House,
Yeoman Road, Worthing, BN13 3NX.
Registered in England No: 2366670
VAT Reg No: 813 0378 56

Plumbing & Drainage Plus
Marketing promotion from Southern Water

Sold, arranged and administered by HomeServe.
Underwritten by Aviva Insurance Limited.

Information about comprehensive plumbing protection for your home

- Did you know that as a homeowner you're generally responsible for the repair and maintenance of the plumbing and drainage system at your property[*1]?
- You rely on your internal plumbing to transport fresh water around your home to your bath, basins and appliances, while your drainage pipes keep life hygienic.
- Over time, problems caused by aging, blockages and corrosion are more likely to happen. But, if there was a leak, even underneath your property, it would be down to you to get it fixed.
- That's why Southern Water is introducing you to Plumbing & Drainage Plus - comprehensive plumbing protection through HomeServe – one of the UK's leading home assistance providers, who we've worked with for 22 years. They're inviting new customers to experience comprehensive cover for just £1 a month, that's just £12 in the first year.
- It takes care of a wide-range of problems, which is reassuring when you consider that it could cost £296 to unblock your private drains and £154 to replace a toilet flushing mechanism[*2].

Trustpilot

To:
The Homeowner

Price:
Just £1 a month in the first year

Reference:
SOEBP23A

Take a look at the benefits of Plumbing & Drainage Plus and turn over for more information on what is and isn't covered:

Major and minor problems – from burst pipes and blocked toilets to leaking overflows, dripping or seized taps - you'd be covered.

An unlimited number of claims – each claim has a generous £4,000 cover limit. All you'd need to pay is the first £30 of each claim.

Access to HomeServe's expert, approved plumbers – available nationwide and ready to help, no matter how big or small the repair.

Help is just a phone call away – HomeServe's dedicated UK helpline is open 365 days a year.

Your price will increase at renewal, but you'll always receive a reminder. If you choose to continue into your second year, the expected price for customers who haven't made a claim is £13.32 a month[*3]. See 'Important Information' for more details. To get your home covered against the unexpected with improved plumbing protection, simply visit **offer.homeserve.com/SOEBP23A**, or call HomeServe on **0330 0247 240** quoting **SOEBP23A**.

Yours sincerely

Donna Howden

Donna Howden
Head of Customer Service
Southern Water

Don't want to receive any more marketing from Southern Water? Ring us on 0330 303 0277. To find out how else Southern Water uses information about you, visit https://www.southernwater.co.uk/privacy.

[*1] In some cases, the water supply pipe responsibility may be outside the property boundary or shared with neighbouring properties.
[*2] BCIS Research, September 2021 (prices include labour, parts, call outs and VAT). [*3] Price includes any applicable Insurance Premium Tax and is subject to any inflation and tax rate changes. • Southern Water Services Ltd, Registered Office: Southern House, Yeoman Road, Worthing, BN13 3NX. Registered in England No. 2366670 • Southern Water Services Limited is an appointed representative of HomeServe Membership Limited, which is authorised and regulated by the Financial Conduct Authority (FCA) for general insurance and credit broking activities under firm reference number 312518 • HomeServe Membership Limited, Registered Office: Cable Drive, Walsall, WS2 7BN. Registered in England and Wales number 2770612. • HomeServe reserves the right to withdraw this promotion at any time • Diagrams for illustrative purposes only • Information correct as of May 2022.

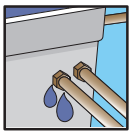
1753066 SOEBP23A (3)

Remove the stress and cost of unexpected plumbing and drainage problems...

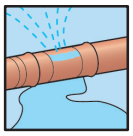
Nobody wants the inconvenience associated with finding a plumber in a hurry, then paying out for parts, labour and VAT. The diagram below shows the typical repair costs for a range of problems covered by Plumbing & Drainage Plus. With this comprehensive cover all you'd need to pay is the first £30 excess of each claim and HomeServe would take care of the rest. So, let them fix your plumbing problems no matter how big or small.



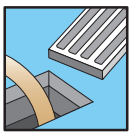
Repair a leaking toilet seal or joint
£137



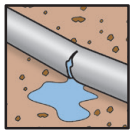
Drain down and isolate a leaking cold water tank
£127



Cut out and replace 2m of exposed copper pipework
£285



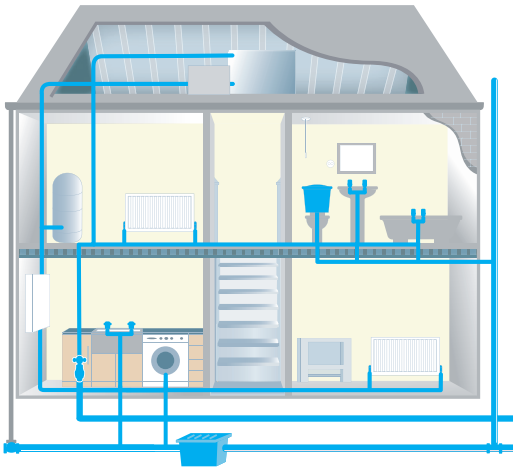
Unblock private drains
£296



Locate, excavate and repair a water supply pipe leak
£548



Replace a tap
£180



Covered areas

BCIS® Research, September 2021 (prices include labour, parts, call-out charges and VAT).

Questions & Answers

What am I responsible for?
Shared drains within property boundaries are usually Southern Water's responsibility. Water supply pipes are generally the owner's responsibility up to, and in some cases, beyond the property boundary.

What should I know about this cover?
What's covered: Plumbing & Drainage Plus includes cover for major problems such as water supply pipe leaks, burst pipes, blocked drains and a leaking or seized internal stop tap. Cover also includes minor problems, such as blocked toilets, leaking overflow pipes, blocked sinks and dripping or seized taps.

What's not covered: The main exclusions are a boiler breakdown that leaves you without heating or hot water, guttering, soakaways, shared drains or drains or pipes you're not responsible for, and mixer and digital showers.

What can I expect from a repair?
Your repair will be carried out by HomeServe's expert plumbers, with most repairs guaranteed for one year.

Who is HomeServe?
They're trusted Home Experts who are on hand in your local area, ready to help with a range of home emergencies and repairs, for plumbing, drainage, electrics, heating and much more.

About Southern Water's Leak Repair Service
We offer up to one hour's free leak detection where water is not obviously leaking above the ground. We cannot guarantee to find the source of the leak but we will ensure that we tell you the results of our detection work. We will offer assistance for customers who are on our social tariffs, on our special needs register or on certain means tested benefits. The exact help will be determined by the length and position of the supply pipe.
For full details visit: southernwater.co.uk/leaks-at-your-home

Important Information

If this cover meets your needs and you choose to take out cover:

- There is a 28-day exclusion period before you can make a claim, so you'll be covered for 11 months in the first year.
- If you cancel within the first 28 days, you'll receive a full refund. If you cancel after 28 days and have not made a claim you'll receive a refund less an amount for the number of days you have had cover. If you've made a claim, you'll be required to pay any remaining payments due for the term of the policy.
- Your cover will automatically renew next year but you'll receive a reminder with full details around four weeks before. If you choose not to renew, simply get in touch with HomeServe and your direct debit will be cancelled so no further payment will be taken.
- This first year price is only available to new HomeServe customers who haven't previously held cover for their plumbing, drainage or water supply pipe. But don't worry, if you have previously been a HomeServe customer you can learn more about offers for you by giving them a call on 0330 0247 240.
- **If you choose to continue into your second year, the expected price for customers who haven't made a claim is £13.32 a month, which is £159.84 for the year.**
- Please note, any information you provide will be held by HomeServe.

To apply, visit **offer.homeserve.com/SOEBP23A** or call HomeServe on **0330 0247 240**, quoting **SOEBP23A**.

Please note, any information you provide will be held by HomeServe. Lines open weekdays: 8am – 8pm, Sat: 8am – 4pm and Sun: 10am – 4pm. Calls may be recorded for quality control and training purposes. Calls to 03 numbers will cost you no more than 01 or 02 numbers, charges may vary depending on your network provider. Calls to 03 numbers will be part of inclusive minute plans for landlines and mobiles.

This information can be supplied in large print, braille or audio on request.

WATER for LIFE from Southern Water

MR STEPHEN A STANWAY
CIDER MILL FARM
THREESTILE ROAD
WARNHAM
HORSHAM
RH12 3SN

Visit our website for live chat or to log into your account
southernwater.co.uk/help

0330 303 0277
Weekdays - 8am to 6pm

Your customer number
12323470

Your payment reference
1974 7499 00010

Dear Mr STEPHEN A STANWAY,

Here's your latest bill. This bill replaces the bill issued on 04 Apr 2023. The bill was reissued due to amendments to the basis of charges. You currently pay by cash – see page two for your payment options.

Meter reading

Water used in cubic metres

298 m³

One cubic metre = 1,000 litres
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 87107349

Latest reading: 30 Mar 2023

		2	5	8	5	.	0	0

Previous reading: 6 Aug 2022

		2	2	8	7	.	0	0

Your next meter reading is scheduled to take place by 31 Oct 2024

Previous bill's usage
202.00 m³

Charges

£474.06

Bill date
02 Apr 2024

Billing period
From: 07 August 2022
To: 30 March 2023

Bill type
Metered - Cash

Previous bill's charges
£315.47

Future payments

Total payments of £0.00
For Information only. Your account is in credit.

For more details see your account summary on p. 2

Water

Period: 07 August 2022 to 30 March 2023

Variable Rate	£1.550	x 298.00m³	=	£461.90
Standing Charge			=	£12.16
Total Water				**£474.06**

Wastewater

Southern Water only supplies your water – we don't take wastewater away from your property.

So, you don't receive any wastewater charges from us.

Standing Charge:
This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

If you would like to know more about how we calculate our charges, please go to **www.southernwater.co.uk/account/how-we-calculate-your-bill**

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Your account summary

Balance brought forward from your last bill	£277.79
What you've paid since your last bill	£1,279.51 Credit
What you've been charged for From 07 August 2022 to 30 March 2023	£474.06
Account Balance	**£527.66 Credit**

How you can pay

You can pay your bill in many different ways – please choose the one that suits you best.
Your payment reference number is **1974 7499 00010**.

Direct Debit

If you'd like to pay by Direct Debit, you can set one up at **southernwater.co.uk/paying-your-bill.**

Debit and credit card

You can pay by card on our website at **southernwater.co.uk/paying-your-bill** or by phoning **0330 303 1263** (24 hours 7 days a week).

Online or telephone banking

When paying online or by telephone banking, quote your payment reference number on the front of your bill. Our bank sort code is **40 02 50** and account number is **91426907.**

At a bank or post office

You can pay at most banks or post offices using the payment slip over the page. This service is free if you pay at a post office, any HSBC branch or your own bank (except Santander or Halifax).

By post

Complete the payment slip over the page and write a cheque made payable to Southern Water. Then post them together to Southern Water Services, PO Box 564, Darlington, DL1 9ZG.

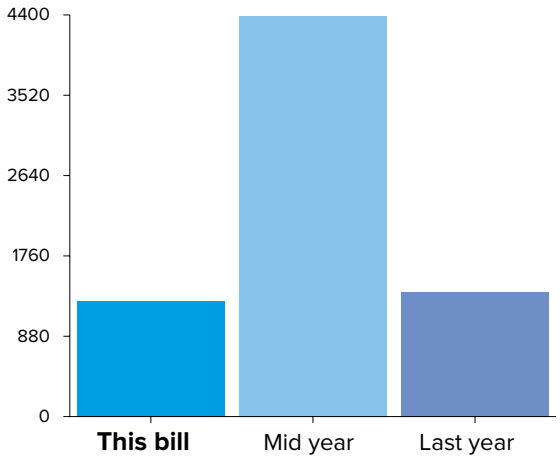
PayPoint

You can pay by cash wherever you see the PayPoint sign. Please take your bill or your payment card with you.

Your water use

Over the last seven months your household used an average of **1263** litres a day

You're using £2.02 of water a day on average.



Your water meter is read twice a year. We can read most meters from the street – so you may not have noticed when we read yours.



More information

Struggling to pay?

If you're struggling to pay your bill, we're here to help. Please contact us as soon as possible to talk about the support we can offer you.

0800 027 0363

Payless@southernwater.co.uk

southernwater.co.uk/account/help-paying-your-bill

Moving home?

Please give us at least two days' notice before you move, so we can read your meter.

Alternatively, you can check your meter on the day you leave the property and submit your reading here:

0330 303 0277
Weekdays – 8am to 6pm

southernwater.co.uk/account/moving-home

Contact us

Visit our website
You can access your online account and live chat at:
southernwater.co.uk

Call us
0330 303 0277
Weekdays – 8am to 6pm

Write to us
Southern Water Services
PO Box 564, Darlington
DL1 9ZG

Automated payment line
0330 303 1263
24 hours 7 days a week

We're here to help

Minicom text phone for Deaf people
0330 303 1265
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

For a water problem or in an emergency - call anytime
0330 303 0368
24 hours 7 days a week

Extra care services, braille or talking bills
0800 027 0800
Weekdays – 8am to 7pm

Spotted a leak?
0800 820 999
Freephone lines open
24 hours 7 days a week

We value your privacy

We're committed to safeguarding your information too, which we use:
- to offer water and wastewater goods and services
- to track trends and create customer profiles
- with credit references agencies for credit management purposes
- with neighbouring water companies to complete the billing process.

For more about what we do visit southernwater.co.uk/privacy

If we get something wrong

Our Code of Practice sets out our standards of service and what we'll do if we fail to meet them, including the amount of compensation we'll pay you. For more information visit southernwater.co.uk/cop

DATE

Cashier's Stamp

HSBC Bank Plc
H.O. Collection Account
Southern Water Services Ltd

6331611197474990011

bank giro credit

Reference: 1974749900010

Amount due: £ -----.--

(COTTS 1 & 2) CIDER MILL FARM KNOB HILL WARNHAM HORSHAM RH12 3SN

Cash

Cheques

£

44-69-33

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

CAPITA 1504

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Need more help?

We aim to get things right first time, but if things do go wrong, we'll fix them quickly for you.

Step 1 – Just call a member of our team on **0330 303 0223** or visit **southernwater.co.uk/contact-us**

Step 2 – If you are not happy with the resolution or need further help then call **0330 303 0223** or email **customerservices@southernwater.co.uk** and request to be escalated to a manager.

Step 3 – If:

- You are not happy with the final resolution, or
- Your issue is over eight weeks old, or
- You just want some free, trusted, independent advice

You can call the **Consumer Council for Water (CCW)** the independent voice for water consumers in England and Wales by calling **0300 034 2222** or use its online form at **www.ccwater.org.uk/contact-us**

If Southern Water has registered a default on your Consumer Credit File, the charges from this bill will be added to the total amount outstanding. We will have sent you previous correspondence to advise you of our default process.

Southern Water Services Ltd,
Registered office, Southern House,
Yeoman Road, Worthing, BN13 3NX.
Registered in England No: 2366670
VAT Reg No: 813 0378 56