# WATER NEUTRALITY REPORT

## 1a QUARRY CLOSE, RH12 5QN

**REPORT STATUS: 3.0**



# Document Control Sheet

| | |
|---|---|
| **Client** | Right Build Ltd |
| **Development** | 1a Quarry Close, Rusper Road, Horsham, West Sussex, RH12 5QN |
| **Report Title** | Water Neutrality Report |
| **Reason for Issue** | For Comment |

**Quality Management:**

| | |
|---|---|
| **Report No** | 2386-12-01-03 |
| **Issue** | 3 |
| **Prepared** | 20.04.2025 |
| **Prepared By** | Naomi Sadler BSc(Hons) Dip MIEnvSc |
| **Checked By** | Jayne Dakin |

## About Sadler Energy and Environmental Services Ltd.

Our team of technical specialists offer advanced levels of expertise and experience to our clients. We have a wide experience of the construction and development industry from the concept and planning stage through to the completion of the project.

Our emphasis is to provide innovative and cost-effective solutions that respond to increasing demands for energy efficiency, quality and practical on-site applications.

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# 1. Background

Water Neutrality was coined to indicate the need to reduce the overall water consumption and demand on our natural water resource. The refined definition of water neutrality is "for every new development, the predicted increase in total water demand in the region due to the development should be offset by reducing demand in the existing community" (Environment Agency, 2009).

Reducing the water consumption on a new development is critical to achieving a sustainable design and protecting the natural water features in the area.

Building Regulations Part G has an optional requirement for maximum water usage limit of 110 litres per day on any new builds. Although this is only adopted by developers wishing to meet certain environmental targets.

Natural England provides an interim approach for demonstrating water neutrality which involves:

| **Reduce Water Use** |
| --- |
| **Minimising water use through a water budget, strict water targets. Where fitted, incorporate:**<br>• **Low water usage toilets**<br>• **Low flow taps with flow restrictors**<br>• **Smaller sized baths**<br>• **Reduced flow showers** |
| **Rainwater** |
| • **Incorporate rainwater harvesting i.e. rainwater butts**<br>**Rainwater harvesting (RwH) is the capture of water falling on buildings, roads or pathways that would normally be drained via a surface water sewer, infiltrate into the ground or evaporate. In the UK, this water cannot currently be used as a drinking water supply as there are strict guidelines on potable water, but it can be used in other systems within domestic or commercial premises.** |
| **Recycle** |
| • **Incorporate grey water recycling**<br>**Greywater refers to water that has been "used" in the home in appliances such as washing machines, showers and hand basins. Greywater recycling (GwR) is the treatment and re-use of this water in other systems such as for toilet flushing. By their nature, GwR systems require more treatment and are more complex than RwH systems, and there are limited examples of their use in the UK.** |
| **Water Offsetting** |
| **Development that cannot prove water neutrality should await completion of the Strategic Water Strategy which is anticipated to include mitigation measures.** |

Achieving total neutrality is almost impossible; there will always be a demand on the water supply from a new development. This has been considered by the final point on the list, which is the most difficult to comply with. Like the way that nutrient neutrality is approached, the applicant can apply for credits to offset the water demand from the development.

The Environment Agency study on water neutrality in the Thames Gateway (2007), indicated that it was technically feasible to achieve a state of water neutrality by offsetting a new development's demands for water in existing households, public buildings, and business properties.

So, to achieve a neutral water demand for their development, the developer must investigate ways of offering water consumption reduction in existing buildings in the borough. For example, this could be through retrofitting of low water usage sanitaryware into existing schools or care homes



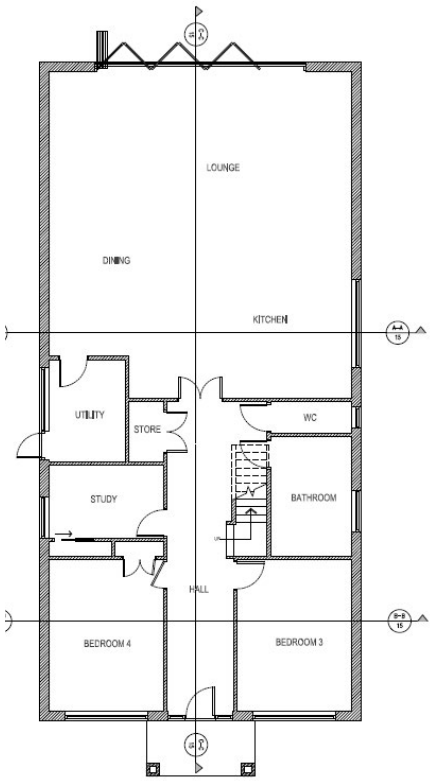
# 2. Introduction

The site at 1a Quarry Close, Rusper Road, Horsham, West Sussex, RH12 5QN, is being developed to replace an existing two-bedroom bungalow with a new four-bedroom, two-storey dormer bungalow.

This report assesses how the new dwelling can reduce its water use, calculates the expected water demand, and outlines measures to achieve water neutrality.




*Image 1: Existing Dwelling*



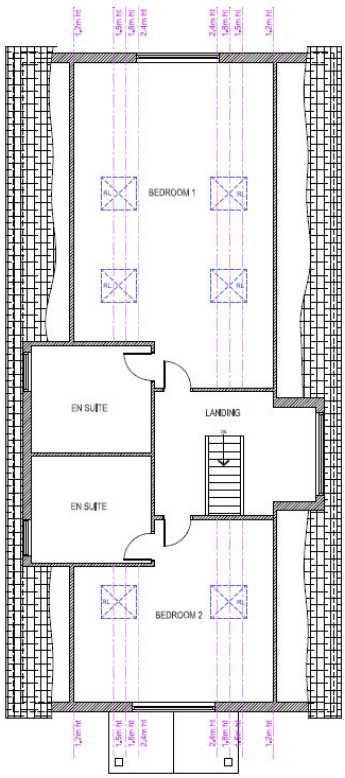




*Image 2: New Dwelling*

The site lies within the Sussex North Water Supply Zone, an area subject to specific scrutiny due to concerns raised by Natural England regarding the potential impacts of water abstraction on protected environmental sites, including the Arun Valley Special Area of Conservation, Special Protection Area, and RAMSAR site. In line with the Position Statement issued by Natural England, any new development within this Zone must ensure that it does not exacerbate water supply pressures or increase overall water demand.

This report will show that the proposed development will not increase overall water consumption and will achieve water neutrality through water-saving measures and offsetting strategies.

# 3. Water Consumption Analysis

The internal water usage for the proposed development (detailed in Appendix A) has been calculated using the Part G Water Calculations tool, with results summarised in Table 1 below.

Occupancy rates, which are essential for estimating water consumption, have been derived from extrapolated data from the 2011 census for the Horsham District. The average occupancy rates by dwelling size are as follows:

- One-bedroom dwellings: 1.32 occupants
- Two-bedroom dwellings: 1.88 occupants
- Three-bedroom dwellings: 2.47 occupants
- Four-bedroom dwellings: 2.86 occupants

These figures have been used to compare the water usage of the previously approved two-bedroom home with the proposed new four-bedroom replacement house.

## 3.1 Proposed Specification

The internal water usage for the proposed development has been calculated using the Part G Water Calculations tool, as outlined in Appendix A. The water usage specifications are as follows:

- Wash hand basin tap: flow rate of 3 litres per minute (l/m) Arezzo mono Victoria plumb – flow restricted
- Shower: 8 l/m Arezzo Square Victoria plumb – flow restricted
- Toilets: dual-flush system with 4.5/3 litre flush options Crewe rimless 82398 Easy bathrooms
- Bath: 160-litre capacity to overflow Lanester super strong acrylic 92408 easy bathrooms
- Dishwasher: default figures 1.25 l/place setting
- Washing machine: Not installed
- Kitchen tap: flow rate of 8 l/m Venice matt Victoria plum – flow restricted

This specification includes highly efficient showers, water-efficient baths, and flow restrictors on all taps, resulting in a significantly lower water usage for the development, surpassing the regulatory limit of 110 litres per person per day (l/p/p/d). Manufacturer specifications for the sanitaryware, are provided in Appendix E.

### 3.1.1 Water Calculations Demand

The developer has submitted water bills covering the period from 19 May 2021 to 24 April 2024. A summary of the recorded water usage is provided in Table 1. Based on this data, the average daily consumption over the period is calculated to be 257.24 litres per day, providing clear evidence of historical water usage to support the water neutrality assessment.

| Month | Water Used $M^3$ | One cubic metre = 1,000 litres | Litres / Day |
|---|---|---|---|
| 19 May 2021 - 25 Oct 2021 (160 days) | 79 | 79,000.00 | 493.75 |
| 25 Oct 2021 - 9 Mar 2022 (136 days) | 69 | 69,000.00 | 507.35 |
| 10 March 2022 - 4 May 2022 (56 days) | 10 | 10,000.00 | 178.57 |
| 4 May 2022 - 1 Nov 2022 (182 days) | 30 | 30,000.00 | 164.84 |
| 1 Nov 2022 - 12 May 2023 (193 days) | 32 | 32,000.00 | 165.80 |
| 12 May 2023 - 19 Nov 2023 (192 days) | 31 | 31,000.00 | 161.46 |
| 19 Nov 2023 - 24 Apr 2024 (158 days) | 26 | 26,000.00 | 164.56 |

*Table 1: Historical Water Use, Source: Southern Water Bills (Appendix D)*

Based on the specification outlined above, the predicted site-wide water demand has been calculated using historical water consumption data recorded between 19 May 2021 and 24 April 2024. This data, derived from actual metered water bills (see Appendix D), indicates an average daily consumption of 257.20 litres per person.

This figure is approximately 9.76 litres lower than the current UK average of 142 litres per person per day, as reported by Water UK and Ofwat. While slightly below the national benchmark, this data provides a realistic and evidence-based baseline for the developments water usage profile and has been used to inform the water neutrality assessment.

| | Occupancy Rate | Total Water Consumption<br><br>Litres/Person/Day | Total Water consumption<br><br>Litres/Day |
|---|---|---|---|
| Previous 2 Bed Dwelling | 1.88 | - | 257.20 (from Water Bills) |
| New 4 bed Dwelling | 2.86 | 104.3 | 297.44 |
| **Difference** | | | **40.24** |

*Table 2 - Site Water Demand*

## 3.2 Water Offset

Rainwater Harvesting for Toilet Flushing and for use in the washing machine is an effective and eco-friendly method of reducing water usage on a development, which will lead to reduced water demand on the local system.

In the UK we refer to the British Standard 16941-1:2018 (previously BS 8515:2009+A1:2013) for guidance on rainwater harvesting. The British Standard gives recommendations on the design, installation, testing and maintenance of rainwater harvesting systems supplying non-potable water in the UK. In terms of calculation of the size of a rainwater harvesting tank there is a three-tier approach.

1. Simplified approach for residential properties where there is consistent daily demand
2. An intermediate approach which uses simple formulae to calculate a more accurate estimation of storage capacity
3. A detailed approach for non-standard systems where there is variable demand over the year

The Simplified approach has been used to calculate the size of the tank, with the average rainwater taken from the UK Met data from Table 3.

| Month | Maximum temperature (°C) | Minimum temperature (°C) | Days of air frost (days) | Sunshine (hours) | Rainfall (mm) | Days of rainfall ≥1 mm (days) | Monthly mean wind speed at 10 m (knots) |
|---|---|---|---|---|---|---|---|
| January | 7.83 | 1.52 | 10.89 | 53.42 | 90.34 | 13.10 | 6.56 |
| February | 8.49 | 1.44 | 10.47 | 75.42 | 64.46 | 10.86 | 6.56 |
| March | 11.20 | 2.79 | 7.35 | 119.36 | 53.65 | 9.44 | 6.60 |
| April | 14.50 | 4.24 | 3.87 | 171.48 | 52.49 | 9.73 | 5.80 |
| May | 17.74 | 7.11 | 0.60 | 206.31 | 54.83 | 8.90 | 5.44 |
| June | 20.80 | 9.92 | 0.03 | 209.70 | 50.67 | 8.79 | 5.12 |
| July | 23.14 | 11.99 | 0.00 | 215.95 | 54.73 | 8.45 | 4.82 |
| August | 22.70 | 11.86 | 0.00 | 199.09 | 60.42 | 9.29 | 4.64 |
| September | 19.55 | 9.51 | 0.07 | 156.01 | 64.71 | 9.15 | 4.68 |
| October | 15.35 | 7.10 | 1.66 | 110.62 | 94.33 | 12.51 | 5.18 |
| November | 11.11 | 3.91 | 6.09 | 65.21 | 97.11 | 13.17 | 5.20 |
| December | 8.25 | 1.74 | 11.89 | 45.87 | 95.95 | 12.82 | 5.94 |
| Annual | 15.09 | 6.12 | 52.92 | 1628.44 | 833.69 | 126.21 | 5.54 |

*Table 3 – MET OFFICE Station: Charlwood (Nearest Climate Station)*

As show in Appendix A and B, the development achieves the reductions in litres/person/day for water usage as shown in Table 1 with the rainwater harvesting connected to the roof of the buildings providing water to the toilets and in the washing machine on the development. The average daily rainwater collection is 47.97 litres for the dwelling, the tank will need to be sized (typically 3000 litres for this size of the collection area and number of toilets and potential number of occupants) to provided sufficient supply to the toilets, location detail in Appendix C.

Table 4 below shows the water usage of the new four-bedroom home, including the impact of rainwater harvesting and water-efficient fixtures. It compares this with the water usage of the previously approved two-bedroom house.

| | Occupancy Rate | Total Water Consumption<br><br>Litres/Person/Day | Total Water consumption<br><br>Litres/Day |
|---|---|---|---|
| Previous 2 Bed Dwelling | 1.88 | | 257.20 (from Water Bills) |
| New 4 bed Dwelling | 2.86 | 89.5 | 255.97 |
| **Savings** | | | **1.23** |

*Table 4 - Water Offset Savings*

# 4. Conclusion

The proposed development at 1a Quarry Close, Rusper Road, Horsham, West Sussex, RH12 5QN involves the replacement of an existing two-bedroom bungalow with a newly constructed four-bedroom, two-storey dormer bungalow. The new dwelling has been thoughtfully designed with an emphasis on water efficiency and environmental responsibility, ensuring minimal impact on local water resources.

An analysis of historical metered water bills from 19 May 2021 to 24 April 2024 reveals an average water consumption of 257.20 litres per person per day (refer to Appendix D). This provides a robust and realistic baseline for assessing the sites historical water usage.

To significantly reduce water demand, the proposed dwelling will include high-efficiency fixtures and fittings in line with Building Regulations Part G, resulting in a calculated usage of 104.3 litres per person per day. Additionally, the incorporation of a rainwater harvesting system will offset a further 14.8 litres per person per day, resulting in a net reduction of 1.23 litres per person per day compared to the existing usage. This confirms that the new development will be water neutral.

This outcome not only satisfies, but exceeds, current water neutrality requirements, ensuring that the proposed scheme does not place any additional burden on local water infrastructure. Furthermore, the Part G Water Efficiency Calculations demonstrate a reduced overall demand when compared to the existing and previously approved dwelling design.

As a result, the development will have no adverse impact on designated environmentally sensitive sites, including the Arun Valley Special Area of Conservation (SAC), Special Protection Area (SPA), and Ramsar wetlands.

# APPENDIX A –
# Proposed Dwellings (Part G Calculations)

Sadler Energy & Environmental Services Ltd
Unit 5, Mill Court | The Sawmills | Durley
Southampton | Hampshire | SO32 2EJ
hello@sees.co.uk
01962 718870

# PART G - WATER EFFICIENCY CALCULATOR

| | |
|---|---|
| Project Ref: | 2386 |
| Project Name: | 1a Quarry Close, Rusper Road, Horsham, West Sussex, RH12 5QN |
| Date: | 20.04.2025 |
| Assessor: | N Sadler |
| Notes: | |

**Table A1: The water efficiency calculator**

| | | | (1) | (2) | (3) | (4) |
|---|---|---|---|---|---|---|
| **Installation type** | **Unit of measure** | | **Capacity/ flow rate** | **Use factor** | **Fixed use (litres/ person/ day)** | **Litres/person/day = [(1) (2)] + (3)** |
| **WCs** (multiple fittings) | Average effective flushing volume (litres) | | 3.50 | 4.42 | 0.00 | 15.45 |
| **Taps** (excluding kitchen/utility room taps) | Flow rate (litres/minute) | | 3.00 | 1.58 | 1.58 | 6.32 |
| **Bath** (where shower also present) | Capacity to overflow (litres) | | 160.00 | 0.11 | 0.00 | 17.60 |
| **Shower** (where bath also present) | Flow rate (litres/minute) | | 8.00 | 4.37 | 0.00 | 34.96 |
| **Bath only** | Capacity to overflow (litres) | | 0.00 | 0.50 | 0.00 | 0.00 |
| **Shower only** | Flow rate (litres/minute) | | 0.00 | 5.60 | 0.00 | 0.00 |
| **Kitchen/utility room sink taps** | Flow rate (litres/minute) | | 8.00 | 0.44 | 10.36 | 13.88 |
| **Washing machine** | Litres/kg dry load | **Washing machine installed?** No | 8.17 | 2.10 | 0.00 | 17.16 |
| **Dishwasher** | Litres/place setting | **Dishwasher installed?** No | 1.25 | 3.60 | 0.00 | 4.50 |
| **Waste disposal unit** | Litres/use **(If present = 1, If absent = 0)** | **Waste disposal installed?** No | 0.00 | 3.08 | 0.00 | 0.00 |
| **Water softener** | Litres/person/day | **Water softener installed?** No | 0.00 | 1.00 | 0.00 | 0.00 |
| | **(5)** | | Total calculated use = (Sum column 4) | | | 109.8649 |
| | **(6)** | **Greywater Harvesting installed?** No | Contribution from greywater (litres/person/day) from Table 4.6 | | | 0.00 |
| | **(7)** | **Rainwater Hervesting installed?** No | Contribution from rainwater (litres/person/day) from Table 5.5 | | | 0.00 |
| | **(8)** | | Normalisation factor | | | 0.91 |
| | **(9)** | | **Total Internal Water Consumption** = [ (5) – (6) – (7) ] = (8) **(CSH)** | | | **100.0** |
| | **(10)** | | External water use | | | 5 |
| | **(11)** | | **Total water consumption (including external use)** = (9) + (10) (litres/person/day) **(Part G)** | | | **105.0** |

This calculation sheet has been developed in accordance with the methodology stated within Building Regulations Approved Document G 2015 (2016 Amendments) Appendix A. Please refer to this document for specific guidance of how flow rates are to be derived.

# APPENDIX B –
# Water Offset (Part G Calculations)

Sadler Energy & Environmental Services Ltd
Unit 5, Mill Court | The Sawmills | Durley
Southampton | Hampshire | SO32 2EJ
hello@sees.co.uk
01962 718870

# PART G - WATER EFFICIENCY CALCULATOR

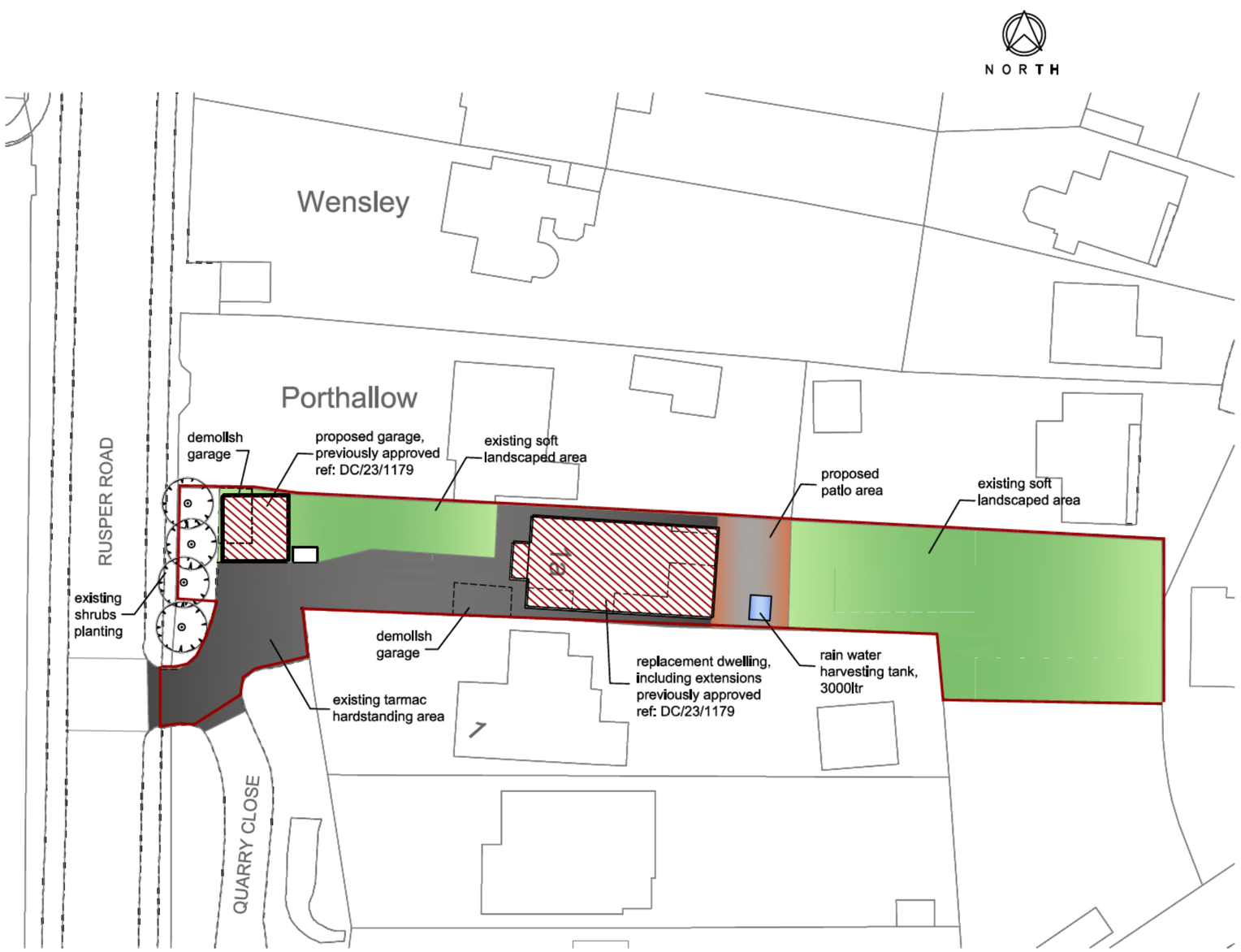
| | |
|---|---|
| Project Ref: | 2386 |
| Project Name: | 1a Quarry Close, Rusper Road, Horsham, West Sussex, RH12 5QN with Rainwater Harvesting |
| Date: | 02.02.2025 |
| Assessor: | N Sadler |
| Notes: | |

**Table A1: The water efficiency calculator**

| | | | (1) | (2) | (3) | (4) |
|---|---|---|---|---|---|---|
| **Installation type** | **Unit of measure** | | **Capacity/ flow rate** | **Use factor** | **Fixed use (litres/ person/ day)** | **Litres/person/day = [(1) (2)] + (3)** |
| **WCs** (multiple fittings) | Average effective flushing volume (litres) | | 3.50 | 4.42 | 0.00 | 15.45 |
| **Taps** (excluding kitchen/utility room taps) | Flow rate (litres/minute) | | 3.00 | 1.58 | 1.58 | 6.32 |
| **Bath** (where shower also present) | Capacity to overflow (litres) | | 160.00 | 0.11 | 0.00 | 17.60 |
| **Shower** (where bath also present) | Flow rate (litres/minute) | | 8.00 | 4.37 | 0.00 | 34.96 |
| **Bath only** | Capacity to overflow (litres) | | 0.00 | 0.50 | 0.00 | 0.00 |
| **Shower only** | Flow rate (litres/minute) | | 0.00 | 5.60 | 0.00 | 0.00 |
| **Kitchen/utility room sink taps** | Flow rate (litres/minute) | | 6.40 | 0.44 | 10.36 | 13.18 |
| **Washing machine** | Litres/kg dry load | **Washing machine installed?** No | 8.17 | 2.10 | 0.00 | 17.16 |
| **Dishwasher** | Litres/place setting | **Dishwasher installed?** Yes | 1.00 | 3.60 | 0.00 | 3.60 |
| **Waste disposal unit** | Litres/use **(If present = 1, If absent = 0)** | **Waste disposal installed?** No | 0.00 | 3.08 | 0.00 | 0.00 |
| **Water softener** | Litres/person/day | **Water softener installed?** No | 0.00 | 1.00 | 0.00 | 0.00 |
| | **(5)** | | Total calculated use = (Sum column 4) | | | 108.2609 |
| | **(6)** | **Greywater Harvesting installed?** No | Contribution from greywater (litres/person/day) from Table 4.6 | | | 0.00 |
| | **(7)** | **Rainwater Hervesting installed?** Yes | Contribution from rainwater (litres/person/day) from Table 5.5 | | | 15.45 |
| | **(8)** | | Normalisation factor | | | 0.91 |
| | **(9)** | | **Total Internal Water Consumption** = [ (5) – (6) – (7) ] = (8) **(CSH)** | | | **84.5** |
| | **(10)** | | External water use | | | 5 |
| | **(11)** | | **Total water consumption (including external use)** = (9) + (10) (litres/person/day) **(Part G)** | | | **89.5** |

This calculation sheet has been developed in accordance with the methodology stated within Building Regulations Approved Document G 2015 (2016 Amendments) Appendix A. Please refer to this document for specific guidance of how flow rates are to be derived.

# APPENDIX C –
# Site Location Plan with position of RH Tank




PROPOSED SITE PLAN (1:500)

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1. The works shown have been drawn for submission to the local planning authority and are not to be used for construction.
2. No works shall commence until planning approval has been given by the local authority.
3. No works to commence without either full plans building control approval or a building notice served with the local authority.
4. The dimensions indicated are approximate and subject to site checks by the contractor prior to commencement.
5. WPDC accept no responsibility for any unknown factors which either preclude the works from construction or add additional costs, ie location of public sewers and underground services, abnormal foundation designs, due to trees, ground conditions or any underground structure or obstruction. condition of the existing building.

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CLIENT
MR & MRS HEATHCOTE

PROJECT
RETROSPECTIVE DEMOLITION OF EXISTING DWELLING, PROPOSED REPLACEMENT DWELLING & DOUBLE GARAGE AT 1A QUARRY CLOSE, RUSPER ROAD, HORSHAM, WEST SUSSEX, RH12 5QN

| REV | DESCRIPTION | DATE |
|---|---|---|
| B | UPDATED, WATER HARVESTING TANK ADDED. | 25.03.25 |
| A | PLANNING APPLICATION. | 13.03.25 |

DRAWING
PROPOSED SITE PLAN

| SCALE @ A3 | DATE | DRG No | REVISION |
|---|---|---|---|
| 1:500 / 1:1250 | MARCH 2025 | WPD7024/A/03 | B |

# APPENDIX D –
# Water Bills

WATER for LIFE from Southern Water

MRS DOROTHY GLADYS IRENE
HEATHCOTE
1A
QUARRY CLOSE
RUSPER ROAD
HORSHAM
RH12 5QN

**Making amends – we're deeply sorry**
We've reduced your wastewater charges till 2025 to make up for failings in managing and reporting compliance at our wastewater treatment works. We agreed with Ofwat that customers will receive £123m and our shareholders will pay a £3m fine. Your charges may rise with inflation and depending on your water use, but they will be less than they would have been without that agreement. For more information see **southernwater.co.uk/making-amends.**

**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** [redacted]

**Your payment reference** [redacted]

Dear Mrs DOROTHY GLADYS IRENE HEATHCOTE,

Here's your latest bill based on the meter reading we took on 25 October 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

**79 m³**

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

Meter number: 9051232

**Latest reading: 25 Oct 2021**

| | | | 3 | 5 | 6 | . | 0 | 0 |
|---|---|---|---|---|---|---|---|---|

**Previous reading: 19 May 2021**

| | | | 2 | 7 | 7 | . | 0 | 0 |
|---|---|---|---|---|---|---|---|---|

Your next meter reading is scheduled to take place by 27 May 2022

**Previous bill's usage**
**39.00 m³**

## Charges

[redacted]

Bill date
**28 Jan 2022**

Billing period
**From: 20 May 2021**
**To: 25 October 2021**

Bill type
**Metered - Direct Debit**

**Previous bill's charges**
[redacted]

## Future payments

**Next monthly payment**

[redacted]

**15 Feb 2022**

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

**Struggling to pay? See p. 3**

**Previous bill's payments**
[redacted] **monthly**

## Water

Period: 20 May 2021 to 25 October 2021

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x 79.00m³ | = | [redacted] |
| **Standing Charge** | | | = | [redacted] |
| **Total Water** | | | | [redacted] |

## Wastewater

Period: 20 May 2021 to 25 October 2021

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x 73.08m³ | = | [redacted] |
| **Standing Charge** | | | = | [redacted] |
| **Total Wastewater** | | | | [redacted] |

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

**Wastewater charges:**
Wastewater is charged at 92.5% of the volume of water supplied. These costs are higher as treatment and disposal of wastewater costs more than supplying fresh water.

980 - M - Document 1 of 1 - 31012022 - 3930167 - 3930217

STA-SWF138-2-1220

# Your account summary

| | |
|---|---|
| Balance brought forward from your last bill | [redacted] |
| What you've paid since your last bill | [redacted] |
| What you've been charged for<br>From 20 May 2021 to 25 October 2021 | [redacted] |
| **Outstanding Balance** | [redacted] |

# Your payments summary

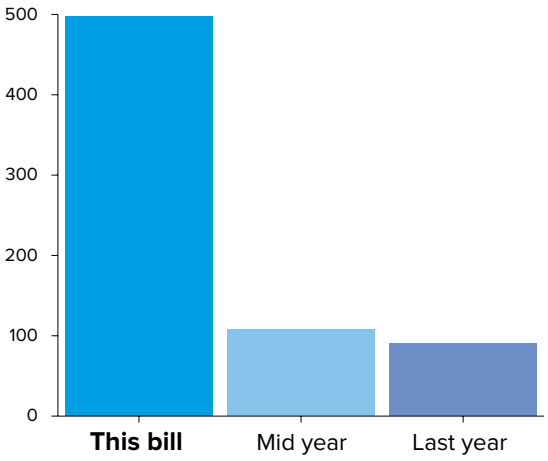
| **Past monthly payments** | |
|---|---|
| 15 Jun 2021 | [redacted] |
| 15 Jul 2021 | |
| 16 Aug 2021 | |
| 15 Sep 2021 | |
| 15 Oct 2021 | |
| 15 Nov 2021 | |
| 15 Dec 2021 | |
| 17 Jan 2022 | |
| **Total** | |

| **Future monthly payments** | |
|---|---|
| 15 Feb 2022 | [redacted] |
| 15 Mar 2022 | |
| 19 Apr 2022 | |
| 16 May 2022 | |
| **Total** | |

# Your water use

Over the last five months your household used an average of **497** litres a day

You're using [redacted] 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 and wastewater**
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
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### We value your privacy

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- 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

CCW

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

THE EXECUTOR OF DOROTHY GLADYS IRENE
HEATHCOTE
C/O NEIL HEATHCOTE
1A
QUARRY CLOSE
RUSPER ROAD
HORSHAM RH12 5QN

**We're making things right**
We didn't manage and report compliance correctly at our wastewater treatment works between 2010–17. This means we need to make things right for our customers and the environment. As agreed with Ofwat, we've reduced our wastewater charges by £123m until 2025 (bills will still rise with inflation and depend on your water use).
We're also investing in fixing pipes, pumping stations, wastewater plants and sewers to protect the environment.
Find out more at: **southernwater.co.uk/making-amends**

**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** [redacted]

**Your payment reference** [redacted]

Dear The Executor of DOROTHY GLADYS IRENE,

Here's your final bill based on the meter reading you provided us with, taken on 09 March 2022. You currently pay by cash – see page two for your payment options. Please let us know the Executor details.

## Meter reading

Water used in cubic metres

**69 m³**

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

Meter number: 9051232

**Latest reading: 9 Mar 2022**

4 2 5 . 0 0

**Previous reading: 25 Oct 2021**

3 5 6 . 0 0

Your next meter reading is scheduled to take place by 27 May 2022

**Previous bill's usage**
**79.00 m³**

## Charges

[redacted]

Bill date
**14 Apr 2022**

Billing period
**From: 26 October 2021**
**To: 09 March 2022**

Bill type
**Metered - Cash**

**Previous bill's charges** [redacted]

## Payments

**Total payment of** [redacted]

Due by
**28 April 2022**

**To pay your bill**
See how to pay on p. 2

Struggling to pay? See p. 3

## Water

Period: 26 October 2021 to 09 March 2022

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x 69.00m³ | = | [redacted] |
| **Standing Charge** | | | = | [redacted] |
| **Total Water** | | | | [redacted] |

## Wastewater

Period: 26 October 2021 to 09 March 2022

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x 63.83m³ | = | [redacted] |
| **Standing Charge** | | | = | [redacted] |
| **Total Wastewater** | | | | [redacted] |

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

**Wastewater charges:**
Wastewater is charged at 92.5% of the volume of water supplied. These costs are higher as treatment and disposal of wastewater costs more than supplying fresh water.

1054 - M - Document 1 of 1 - 15042022 - 4141347 - 4141441

STA-SWF138-2-1220

# Your account summary

| | |
|---|---|
| Balance brought forward from your last bill | [redacted] |
| What you've paid since your last bill | [redacted] |
| Returned Payments | [redacted] |
| What you've been charged for<br>From 26 October 2021 to 09 March 2022 | [redacted] |
| **Amount to pay now** | [redacted] |

# 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 [redacted]

## 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

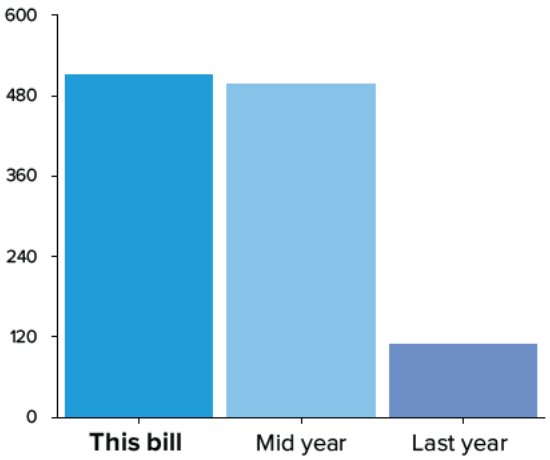
Complete the payment slip over the page and write a cheque made payable to Southern Water. Then post them together to Southern Water Services, PO Box 564, Darlington, DL1 9ZG.

## 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 five months your household used an average of 511 litres a day
You're using [redacted] of water a day on average.




**We noticed your water use has increased by 14 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

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DL1 9ZG

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0330 303 0368
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**Extra care services, braille or talking bills**
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Weekdays – 8am to 7pm

**Spotted a leak?**
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Freephone lines open
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- with neighbouring water companies to complete the billing process.

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

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DATE

Cashier's Stamp

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

6331611000405683433 9

**bank giro credit**

Reference [redacted]

Amount due £ [redacted]

1A QUARRY CLOSE RUSPER ROAD HORSHAM RH12 5QN

Cash

Cheques

£

44-69-33

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

CAPITA 1504

>[redacted] [redacted] 446933+< 73 X

## 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 NEIL HEATHCOTE
1A
QUARRY CLOSE
RUSPER ROAD
HORSHAM
RH12 5QN

**We're making things right**
We didn't manage and report compliance correctly at our wastewater treatment works between 2010–17. This means we need to make things right for our customers and the environment. As agreed with Ofwat, we've reduced our wastewater charges by £123m until 2025 (bills will still rise with inflation and depend on your water use).
We're also investing in fixing pipes, pumping stations, wastewater plants and sewers to protect the environment.
Find out more at:
**southernwater.co.uk/making-amends**

**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** [redacted]

**Your payment reference** [redacted]

Dear Mr NEIL HEATHCOTE,

Here's your latest bill based on the meter reading we estimated on 04 May 2022. You currently pay by cash – see page two for your payment options.

## Meter reading

Water used in cubic metres

**10 m³**

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

Meter number: 9051232

**Latest reading: 4 May 2022**

4 3 4 . 7 0

**Previous reading: 10 Mar 2022**

4 2 5 . 0 0

Your next meter reading is scheduled to take place by 28 Nov 2022

**Previous bill's usage**
**14.40 m³**

## Charges

[redacted]

Bill date
**06 May 2022**

Billing period
**From: 10 March 2022**
**To: 04 May 2022**

Bill type
**Metered - Cash**

**Previous bill's charges**
[redacted]

## Future payments

**Total payment of**

[redacted]

Due by
**20 May 2022**

**To pay your bill**
See how to pay on p. 2

Struggling to pay? See p. 3

## Water

Period: 10 March 2022 to 31 March 2022

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x | 3.80m³ = | [redacted] |
| **Standing Charge** | | | = | [redacted] |

Period: 01 April 2022 to 04 May 2022

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x | 5.90m³ = | [redacted] |
| **Standing Charge** | | | = | [redacted] |
| **Total Water** | | | | [redacted] |

## Wastewater

Period: 10 March 2022 to 31 March 2022

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x | 3.52m³ = | [redacted] |
| **Standing Charge** | | | = | [redacted] |

Period: 01 April 2022 to 04 May 2022

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x | 5.45m³ = | [redacted] |
| **Standing Charge** | | | = | [redacted] |
| **Total Wastewater** | | | | [redacted] |

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

**Wastewater charges:**
Wastewater is charged at 92.5% of the volume of water supplied. These costs are higher as treatment and disposal of wastewater costs more than supplying fresh water.

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# Your account summary

What you've been charged for
From 10 March 2022 to 04 May 2022 [redacted]

**Amount to pay now** [redacted]

# 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 [redacted]

## 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

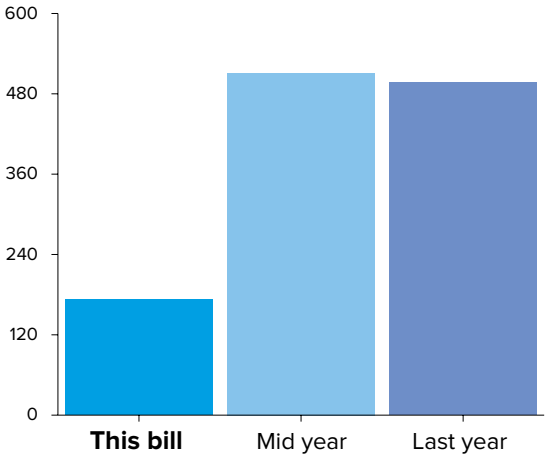
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## PayPoint

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 two months your household used an average of 173 litres a day
You're using [redacted] 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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DATE

Cashier's Stamp

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

6331611000451990 3028

bank giro credit

Reference [redacted]

Amount due £ [redacted]

1A QUARRY CLOSE RUSPER ROAD HORSHAM RH12 5QN

Cash

Cheques

£

44-69-33

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

CAPITA 1504

>[redacted] [redacted] 446933+< 73 X

## Complaints

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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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WATER for LIFE from Southern Water

MR NEIL HEATHCOTE
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QUARRY CLOSE
RUSPER ROAD
HORSHAM
RH12 5QN

**We're making things right**
We didn't manage and report compliance correctly at our wastewater treatment works between 2010–17. This means we need to make things right for our customers and the environment. As agreed with Ofwat, we've reduced our wastewater charges by £123m until 2025 (bills will still rise with inflation and depend on your water use).
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**southernwater.co.uk/help**

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

**Your customer number** [redacted]

**Your payment reference** [redacted]

Dear Mr NEIL HEATHCOTE,

Here's your latest bill based on the meter reading we estimated on 01 November 2022. You currently pay by cash – see page two for your payment options.

## Meter reading

Water used in cubic metres

**30 m³**

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

Meter number: 9051232

**Latest reading: 1 Nov 2022**

4 6 4 . 5 0

**Previous reading: 4 May 2022**

4 3 4 . 7 0

Your next meter reading is scheduled to take place by 29 May 2023

**Previous bill's usage**
**9.70 m³**

## Charges

[redacted]

Bill date
**02 Nov 2022**

Billing period
**From: 05 May 2022**
**To: 01 November 2022**

Bill type
**Metered - Cash**

**Previous bill's charges**
[redacted]

## Future payments

**Total payment of**

[redacted]

Due by
**16 November 2022**

**To pay your bill**
**See how to pay on p. 2**

**Struggling to pay? See p. 3**

## Water

Period: 05 May 2022 to 01 November 2022

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x 29.80m³ | = | [redacted] |
| **Standing Charge** | | | = | [redacted] |
| **Total Water** | | | | [redacted] |

## Wastewater

Period: 05 May 2022 to 01 November 2022

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x 27.57m³ | = | [redacted] |
| **Standing Charge** | | | = | [redacted] |
| **Total Wastewater** | | | | [redacted] |

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

**Wastewater charges:**
Wastewater is charged at 92.5% of the volume of water supplied. These costs are higher as treatment and disposal of wastewater costs more than supplying fresh water.

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# Your account summary

What you've been charged for
From 05 May 2022 to 01 November 2022 [redacted]

**Amount to pay now** [redacted]

# 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 [redacted]

## 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).

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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.**

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## 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.

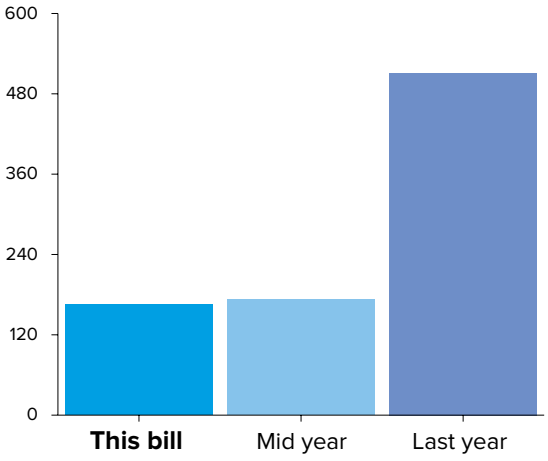
## PayPoint

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# Your water use

Over the last six months your household used an average of 165 litres a day

You're using [redacted] 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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DATE

Cashier's Stamp

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

6331611000451990 3028

bank giro credit

Reference [redacted]

Amount due £ [redacted]

1A QUARRY CLOSE RUSPER ROAD HORSHAM RH12 5QN

Cash

Cheques

£

CAPITA 1504

44-69-33

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

>[redacted] [redacted] 446933+< 73 X

## Complaints

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

WATER for LIFE from Southern Water

MR NEIL HEATHCOTE
1A
QUARRY CLOSE
RUSPER ROAD
HORSHAM
RH12 5QN

**We're making things right**
We didn't manage and report compliance correctly at our wastewater treatment works between 2010–17. This means we need to make things right for our customers and the environment. As agreed with Ofwat, we've reduced our wastewater charges by £123m until 2025 (bills will still rise with inflation and depend on your water use).
We're also investing in fixing pipes, pumping stations, wastewater plants and sewers to protect the environment.
Find out more at:
**southernwater.co.uk/making-amends**

**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** [redacted]

**Your payment reference** [redacted]

Dear Mr NEIL HEATHCOTE,

Here's your latest bill based on the meter reading we estimated on 12 May 2023. You currently pay by cash – see page two for your payment options.

## Meter reading

Water used in cubic metres

**32 m³**

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

Meter number: 9051232

**Latest reading: 12 May 2023**

4 9 6 . 2 0

**Previous reading: 1 Nov 2022**

4 6 4 . 5 0

Your next meter reading is scheduled to take place by 28 Nov 2023

**Previous bill's usage**
**29.80 m³**

## Charges

[redacted]

Bill date
**15 May 2023**

Billing period
**From: 02 November 2022**
**To: 12 May 2023**

Bill type
**Metered - Cash**

**Previous bill's charges** [redacted]

## Future payments

**Total payment of** [redacted]

Due by
**31 May 2023**

**To pay your bill**
See how to pay on p. 2

Struggling to pay? See p. 3

## Water

Period: 02 November 2022 to 31 March 2023

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x 24.70m³ | = | [redacted] |
| **Standing Charge** | | | = | [redacted] |

Period: 01 April 2023 to 12 May 2023

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x 7.00m³ | = | [redacted] |
| **Standing Charge** | | | = | [redacted] |

**Total Water** [redacted]

## Wastewater

Period: 02 November 2022 to 31 March 2023

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x 22.84m³ | = | [redacted] |
| **Standing Charge** | | | = | [redacted] |

Period: 01 April 2023 to 12 May 2023

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x 6.48m³ | = | [redacted] |
| **Standing Charge** | | | = | [redacted] |

**Total Wastewater** [redacted]

1450 - M - Document 1 of 1 - 16052023 - 5359990 - 5360039

**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**

**Wastewater charges:**
Wastewater is charged at 92.5% of the volume of water supplied. These costs are higher as treatment and disposal of wastewater costs more than supplying fresh water.

# Your account summary

What you've been charged for
From 02 November 2022 to 12 May 2023 [redacted]

**Amount to pay now** [redacted]

# 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 [redacted]

## 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.**

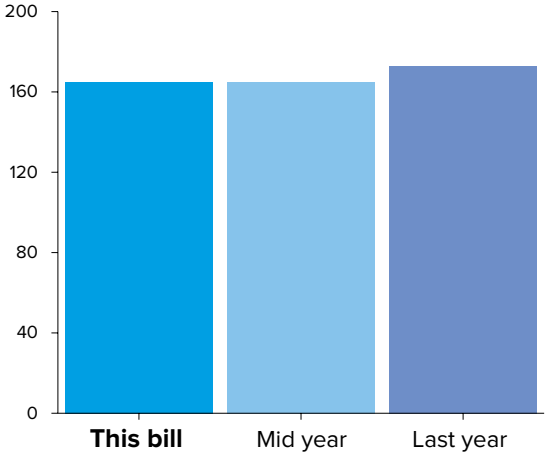
## At a bank or post office
You can pay at most banks or post offices using the payment slip over the page. This service is free if you pay at a post office, any HSBC branch or your own bank (except Santander or Halifax).

## 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 six months your household used an average of 165 litres a day
You're using [redacted] 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

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southernwater.co.uk

**Call us**
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**Write to us**
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PO Box 564, Darlington
DL1 9ZG

**Automated payment line**
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24 hours 7 days a week

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0800 027 0800
Weekdays – 8am to 7pm

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

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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

6331611000451990 3028

bank giro credit

Reference [redacted]

Amount due £ [redacted]

1A QUARRY CLOSE RUSPER ROAD HORSHAM RH12 5QN

Cash

Cheques

£

44-69-33

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

CAPITA 1504

[redacted] [redacted] 446933+< 73 X

## Need more help?

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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

WATER for LIFE from Southern Water

MR NEIL HEATHCOTE
1A
QUARRY CLOSE
RUSPER ROAD
HORSHAM
RH12 5QN

**We're making things right**
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Find out more at: **southernwater.co.uk/making-amends**

**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** [redacted]

**Your payment reference** [redacted]

Dear Mr NEIL HEATHCOTE,

Here's your latest bill based on the meter reading we estimated on 19 November 2023. You currently pay by cash – see page two for your payment options.

## Meter reading

Water used in cubic metres

**31 m³**

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

Meter number: 9051232

**Latest reading: 19 Nov 2023**

| | | | 5 | 2 | 7 | . | 4 | 0 |
|---|---|---|---|---|---|---|---|---|

**Previous reading: 12 May 2023**

| | | | 4 | 9 | 6 | . | 2 | 0 |
|---|---|---|---|---|---|---|---|---|

Your next meter reading is scheduled to take place by 29 May 2024

**Previous bill's usage**
**31.70 m³**

## Charges

[redacted]

Bill date
**21 Nov 2023**

Billing period
**From: 13 May 2023**
**To: 19 November 2023**

Bill type
**Metered - Cash**

**Previous bill's charges** [redacted]

## Future payments

**Total payment of**

[redacted]

Due by
**07 December 2023**

**To pay your bill**
See how to pay on p. 2

Struggling to pay? See p. 3

## Water

Period: 13 May 2023 to 19 November 2023

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x 31.20m³ | = | [redacted] |
| **Standing Charge** | | | = | [redacted] |
| **Total Water** | | | | [redacted] |

## Wastewater

Period: 13 May 2023 to 19 November 2023

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x 28.86m³ | = | [redacted] |
| **Standing Charge** | | | = | [redacted] |
| **Total Wastewater** | | | | [redacted] |

1640 - M - Document 1 of 1 - 22112023 - 5949917 - 5949975

**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**

**Wastewater charges:**
Wastewater is charged at 92.5% of the volume of water supplied. These costs are higher as treatment and disposal of wastewater costs more than supplying fresh water.

# Your account summary

What you've been charged for
From 13 May 2023 to 19 November 2023 [redacted]

**Amount to pay now** [redacted]

# 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 [redacted]

## 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).

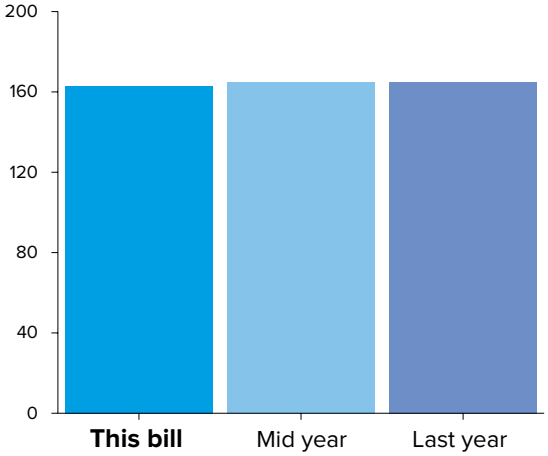
## By post
Complete the payment slip over the page and write a cheque made payable to Southern Water. Then post them together to Southern Water Services, PO Box 564, Darlington, DL1 9ZG.

## 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 six months your household used an average of 163 litres a day

You're using [redacted] 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

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24 hours 7 days a week

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0800 027 0800
Weekdays – 8am to 7pm

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

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- 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

6331611000451990 3028

bank giro credit

Reference [redacted]

Amount due £ [redacted]

1A QUARRY CLOSE RUSPER ROAD HORSHAM RH12 5QN

Cash

Cheques

£

CAPITA 1504

44-69-33

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

[redacted] [redacted] 446933+< 73 X

## Need more help?

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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 NEIL HEATHCOTE
3 FELLCOTT WAY
HORSHAM
RH12 1UZ

**We're making things right**
We didn't manage and report compliance correctly at our wastewater treatment works between 2010–17. This means we need to make things right for our customers and the environment. As agreed with Ofwat, we've reduced our wastewater charges by £123m until 2025 (bills will still rise with inflation and depend on your water use).
We're also investing in fixing pipes, pumping stations, wastewater plants and sewers to protect the environment.
Find out more at: **southernwater.co.uk/making-amends**

**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** [redacted]

**Your payment reference** [redacted]

Dear Mr NEIL HEATHCOTE,

Here's your final bill based on the meter reading we estimated on 24 April 2024 for: 1A QUARRY CLOSE, RUSPER ROAD, HORSHAM RH12 5QN. You currently pay by cash – see page two for your payment options.

## Meter reading

Water used in cubic metres

**26 m³**

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

Meter number: 9051232

**Latest reading: 24 Apr 2024**

| | | | 5 | 5 | 3 | . | 3 | 0 |
|---|---|---|---|---|---|---|---|---|

**Previous reading: 19 Nov 2023**

| | | | 5 | 2 | 7 | . | 4 | 0 |
|---|---|---|---|---|---|---|---|---|

Your next meter reading is scheduled to take place by 28 Nov 2024

**Previous bill's usage**
**31.20 m³**

## Charges

[redacted]

Bill date
**13 May 2024**

Billing period
**From: 20 November 2023**
**To: 24 April 2024**

Bill type
**Metered - Cash**

**Previous bill's charges** [redacted]

## Payments

**Total payment of** [redacted]

Due by
**29 May 2024**

**To pay your bill**
See how to pay on p. 2

**Struggling to pay? See p. 4**

**We're closing your account**
See what you need to do on p. 2

## Water

Period: 20 November 2023 to 31 March 2024

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x 21.90m³ | = | [redacted] |
| **Standing Charge** | | | = | [redacted] |

Period: 01 April 2024 to 24 April 2024

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x 4.00m³ | = | [redacted] |
| **Standing Charge** | | | = | [redacted] |

**Total Water** [redacted]

## Wastewater

Period: 20 November 2023 to 31 March 2024

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x 20.26m³ | = | [redacted] |
| **Standing Charge** | | | = | [redacted] |

Period: 01 April 2024 to 24 April 2024

| | | | | |
|---|---|---|---|---|
| **Variable Rate** | [redacted] | x 3.70m³ | = | [redacted] |
| **Standing Charge** | | | = | [redacted] |

**Total Wastewater** [redacted]

1814 - M - Document 1 of 1 - 14052024 - 6476563 - 6476613

**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**

**Wastewater charges:**
Wastewater is charged at 92.5% of the volume of water supplied. These costs are higher as treatment and disposal of wastewater costs more than supplying fresh water.

# Your account summary

What you've been charged for
From 20 November 2023 to 24 April 2024 [redacted]

**Amount to pay now** [redacted]

## We're closing your account

This is your final bill before we close your account. Please help us complete this by reading the points below and taking the steps relevant to you.

**What you need to do:**

- If we supply your new property and you'll continue to be a bill paying customer, please let us know.

# 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 [redacted]

## 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

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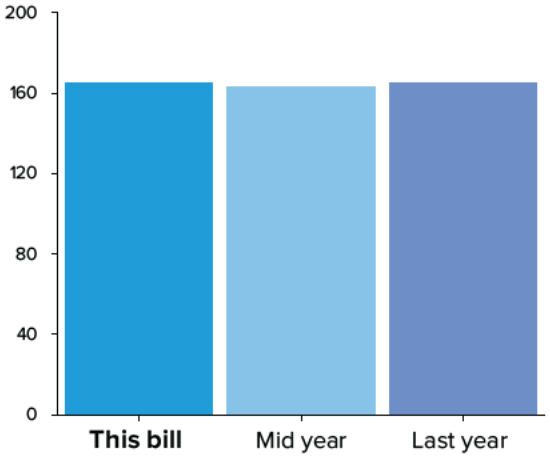
## PayPoint

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# Your water use

Over the last five months your household used an average of 165 litres a day

You're using [redacted] of water a day on average.




**We noticed your water use has increased by 2 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.

DATE

Cashier's Stamp

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

6331611000451990 3028

bank giro credit

Reference [redacted]

Amount due £ [redacted]

1A QUARRY CLOSE RUSPER ROAD HORSHAM RH12 5QN

Cash

Cheques

£

44-69-33

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

CAPITA 1504

[redacted] [redacted] 446933+< 73 X

# More information

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Payless@southernwater.co.uk

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

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

# APPENDIX E –
# Manufacturers Information for Proposed Sanitaryware

Up To 2 Years 0% Interest Free Credit »

Menu Search

EASY BATHROOMS
SIMPLY LUXURIOUS

Basket

FLASH SALE! Extra 10% Off Bathrooms* - Hurry Ends In 1d 5h 24m 16s

‹ Close Coupled Toilets



Click to zoom

Dimensions | Technical Spec | Real Home Inspo

CREWE

## Crewe Rimless Close Coupled Toilet with Soft Close Seat

SKU: 82398

- **Style:** Close Coupled
- **Size:** H770 x W355 x D665 mm
- **Flush:** 4.5L / 3L
- **Seat:** Soft close seat
- **Guarantee:** 25 Years

**Quantity**

− 1 +

[redacted] Was [redacted]

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## Product Description

**Crewe Close Coupled Rimless Toilet**

Our Crewe Rimless Close Coupled Toilet features a sleek and contemporary design that's perfect for the modern bathroom. The close coupled design means that the cistern is attached to the toilet pan to form a single complete unit.

The Crewe toilet boasts a rimless design meaning it has no ledges or a rim so there wont be a limescale and bacteria build-up, combined with an anti-bacterial glaze making cleaning the close coupled toilet quicker and easy to clean.

Topped with a raised angular rear seat, offering a little aesthetic flair. The seat is soft close preventing slamming and prolonging the life span of the seat from wear and tear. It also features quick release hinges for efficient removal.

This modern toilet possesses a dual flushing cistern, activated with the push button which gives you a choice of 4.5 or 3 litre flushing power to reduce water usage.

**Includes:**

- Close Coupled Cistern
- Anti-Bacterial Glaze
- Rimless Design
- Quick Release Hinges

## Specification

| | |
|---|---|
| Brand | **Easy Bathrooms** |
| Product Range | Crewe |
| Quick Code | **82398** |
| Height | **770mm** |
| Width | **355mm** |
| Depth | **665mm** |
| Flush Type | **Eco Flush** |
| Flush Litres | **4.5 / 3L** |
| Seat Type | **Soft Closing** |
| Anti Bacterial Glaze | **Yes** |
| Quick Release Seat | **Yes** |
| Fully Concealed Pipes | **No** |
| Inlet | **Left** |
| Outlet | **Horizontal \| Side** |
| Finish | **Gloss** |
| Colour | **White** |
| Material | **Ceramic** |
| Guarantee | **25 Years** |

**Delivery & Returns**

**Guarantee**

## SIMILAR ITEMS



SHACKLETON

Shackleton Close Coupled Short Projection Toilet with Soft Close Seat



HARROD

Harrod Close Coupled Rimless Toilet with Soft Close Seat

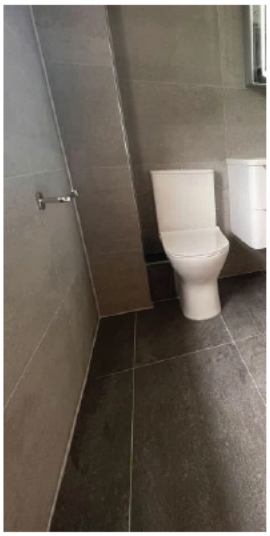


WAYLEN

Waylen Close Coupled Toilet with Soft Close Seat

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‹ Baths



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Dimensions

Technical Spec

LANESTER

## Lanester Super Strong Reinforced Acrylic Space Saver Single Ended Bath 1480x700mm

SKU: 92408

- **Size:** L1480 x W700 x D400 mm
- **Material:** Super strong acrylic
- **Taps & Waste:** Not included
- **Guarantee:** 25 Years

**Quantity**

− 1 +

[redacted]

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## Product Description

Menu Search EASY BATHROOMS SIMPLY LUXURIOUS Basket

FLASH SALE! Extra 10% Off Bathrooms* - Hurry Ends In 1d 5h 21m 57s

bathroom styles in fresh white acrylic. Made from a super strong reinforced acrylic this bath has enhanced longevity, ideal for the family bathroom.

**Please Note:** This bath is not suitable for deck mounted bath taps due to the narrow rim. We recommend either wall mounted bath taps or consider an overflow bath filler with valves.

## Specification

| | |
|---|---|
| Brand | **Easy Bathrooms** |
| Product Range | Lanester |
| Quick Code | **92408** |
| Size | **1480x700mm** |
| Width | **700mm** |
| Length | **1480mm** |
| Depth | **400mm** |
| Colour | **White** |
| Material | **Super-Strong Acrylic** |

| | |
|---|---|
| Bath Capacity (Litres) | 160L |
| Tap Holes | 0 Tap Holes |
| Taps & Waste | Not Included |
| Guarantee | 25 Years |

**Delivery & Returns**

**Guarantee**

## SIMILAR ITEMS

LANESTER
Lanester Standard Acrylic Space Saver Single Ended Bath 1480x700mm
£[redacted]

LANESTER
Lanester Standard Acrylic Space Saver Single Ended Bath 1285x700mm
[redacted]

LANESTER
Lanester Standard Acrylic Space Saver Single Ended Bath 1680x700mm
[redacted]

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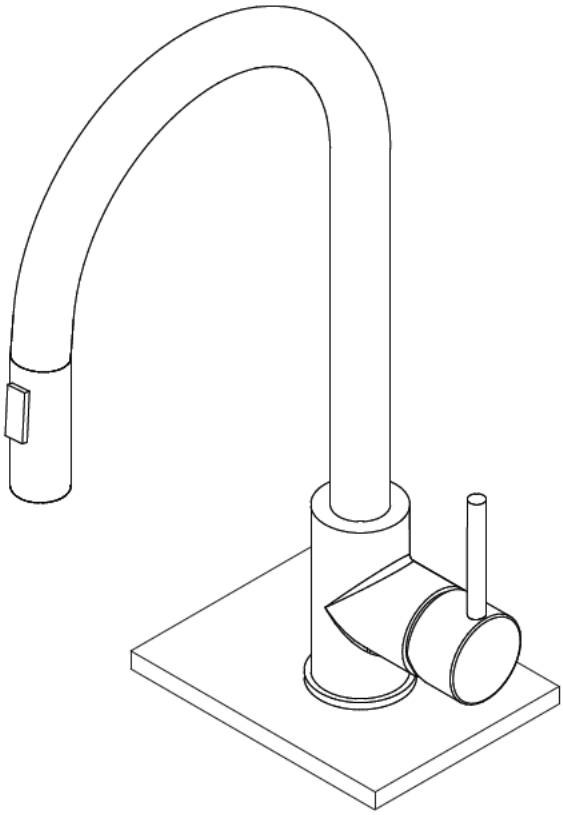

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# Kitchen Sink Mixer with Pull-Out Hose & Spray Head

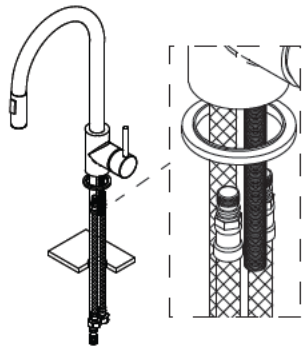


# Fitting Instructions

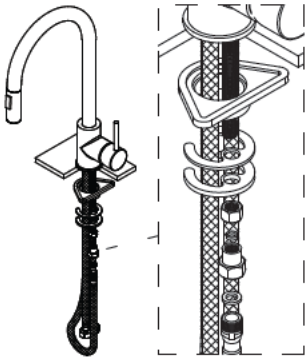
Please follow them carefully and leave this manual with end user

## Before you begin:

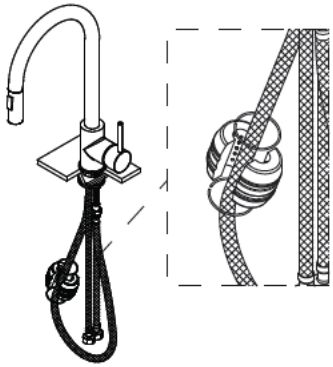
1. **We recommend that this product is installed by a qualified tradesperson**, Victorian Plumbing Ltd. accept no liability for products incorrectly installed, or where the correct testing procedures have not been adhered to, thus resulting in the escape of water and consequential damage.
2. Ensure the supply pipes have been thoroughly flushed to remove any debris.
3. Ensure the incoming mains water supply is switched off prior to commencing the installation.
4. Observe all local plumbing and building codes & regulations.
5. Unpack the product then read these instructions before proceeding. Inspect the product for damage. If any damage is found, contact our Customer Relations team.

① 

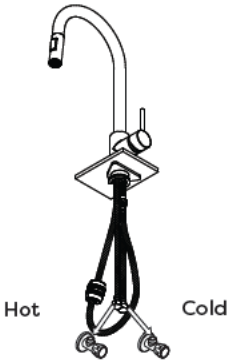
Install the threaded rods and flexi-pipes into the bottom of the mixer body and hand-tighten. Insert the cover plate to the bottom of the mixer, then feed the assembly through the hole in the sink/counter top.

② 

Slide the under-mount bracket followed by the rubber 'C' washer and metal 'C' washer. Tighten the back nuts with a suitable spanner to secure the mixer. Connect the hose the end of the threaded rod.

③ 

Remove the two halves of the hose weight and place both halves around the hose. Ensure the hose weight is pulling the hose back into the mixer. Secure into place when at the desired location.

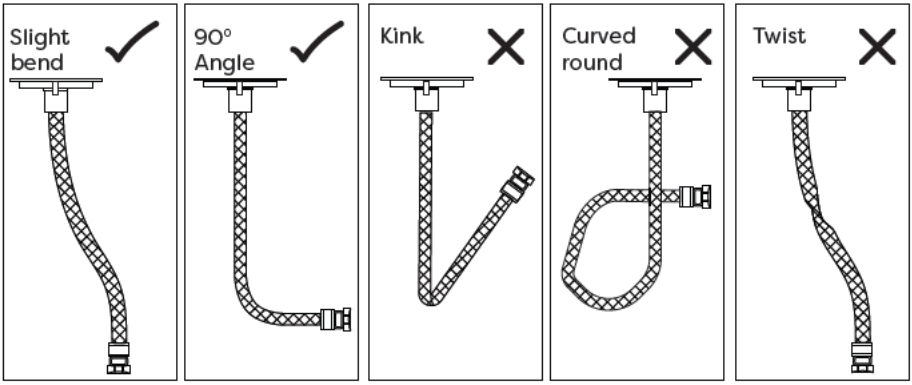
④ 


Flush the pipework then connect the flexi-pipes to the isolation valves. Turn on the mains water supply, run the tap and check all joints/connections for any leaks.

**Note:** Diagrams are for illustration purposes only. Your tap may superficially differ from this drawing however the installation guide steps still apply.

## Flexible Connecting Pipes:

When installing the flexi-pipes to the household pipework. Special care must be taken to ensure they do not bend sharply causing a kink or twist. Failure to do so may result in poor performance and damage to the flexi-pipes.




## Aftercare:

Always clean the surface of tap to keep it bright. **Attention:** please do not use inappropriate tools such as sharp brushes, rough sponges, scouring pads or corrosive detergent to clean the tap. Please clean the tap by wet cloth and soapy water. Then rinse the soap out with clean water and dry with a soft cotton cloth.

### Recycling and Disposal:

Please recycle the packaging in accordance with your local government regulations on waste handling and follow the same advice at the end of the products life.

# Troubleshooting

| FAULT | POSSIBLE CAUSE |
|---|---|
| Taps do not turn on | • Closed isolation valve.<br>• Mains water supply turned off. |
| Water dripping from taps | • This is normal for a short time after using the taps.<br>• If water continues to drip, possible build up of limescale in the cartridge valve. |
| Low or no flow rate | • Partially closed isolation valve.<br>• Instantaneous water heater cycles on and off as flow rate pressure is too low.<br>• Head of water is below the minimum distance required.<br>• Hot or cold water being drawn off elsewhere causing pressure changes or instantaneous boiler temperature changes.<br>• Airlock or partial blockage in the supply pipework. |

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