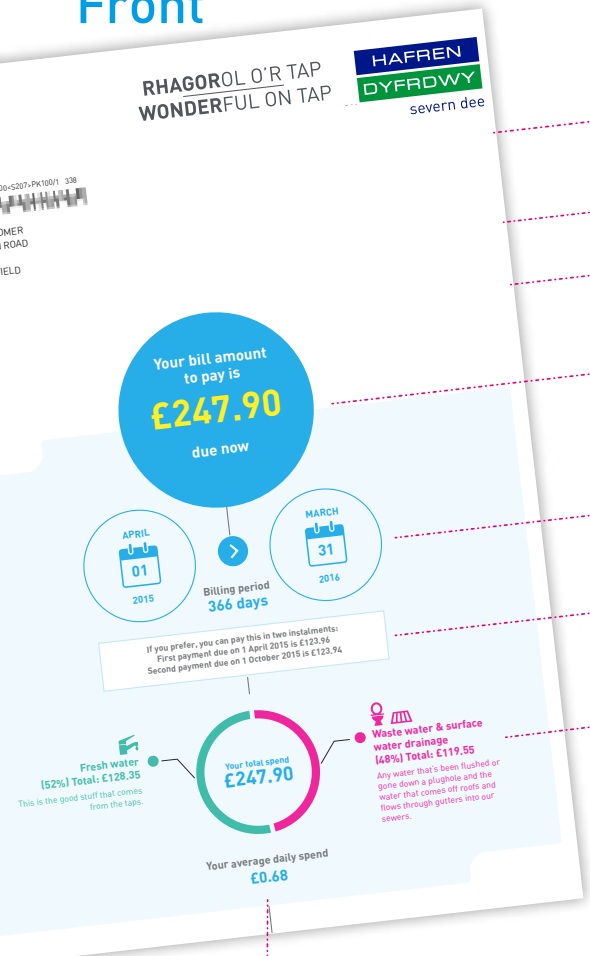


Let's break down your new bill:

Front



- **Our contact details**
- **Your account information**
- **Your bill date**
- **Your bill balance**
This is the main point of interest on your bill. Here you will see the bill value or your account balance.
- **Your bill detail**
Here you will see information such as the dates and readings if you have a meter, including the number of days in your bill period.
- **Information/instructions**
Here we will provide you with guidance or information on what to do next.
- **Your bill summary**
This is your bill summary, shown as a value and as a percentage for your total bill.

Your account is
£19.13
in credit
No action required

Latest reading
32281
01 Apr 2015
Estimate reading

Your average daily spend/usage

This shows how much you spend on average per day for the services you receive. If you have a meter, we will also show your average usage in cubic metres (m³) and in a real day to day measure.

 **Fresh water**

 **Surface drainage**

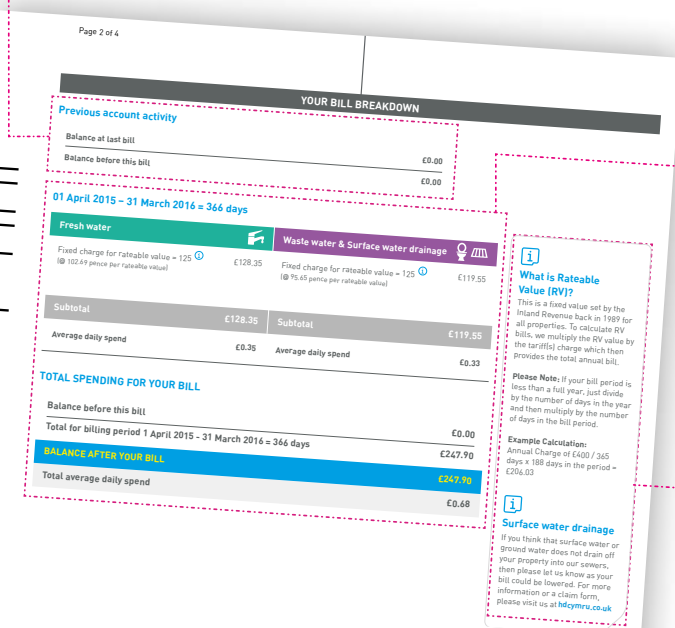
 **Waste water**

 **Waste water & surface drainage**

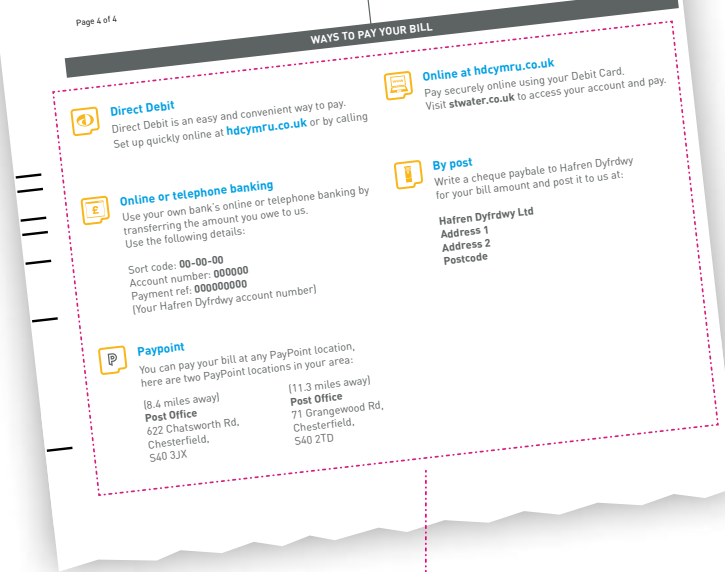
Please note: your new bill may differ slightly from the one shown depending on your account type.

Back

- **Account activity**
This shows your previous account activity since your last bill - in terms of any payments received and adjustments.
- **Charges breakdown**
Your charges are broken down into periods driven by dates and/or meter readings if you have a meter. You could see multiple sub-periods here which are combined into the total spending for your bill.

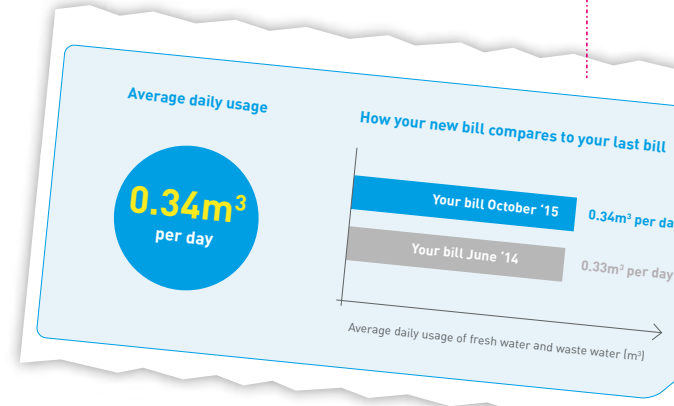


- **Information panel**
You will see an **i** within your charge breakdown and this panel will provide further information you might need.
- **Messages & support**
Here we provide you with any additional information you may need.



Plus, some features for metered customers

- **Average daily consumption**
Quick visual comparison of your usage and your previous bill.



- **Average daily usage chart**
Quick measurement of your usage in real day to day measures.

DID YOU KNOW...

0.34m³ = 10 SHOWERS or 598 PINTS or 2000 CUPS OF TEA

*The above measures are based on average usage.