



Keeping it simple

Your water bill explained



Water for the North West

Your bill explained

We're keen to make sure that you understand exactly what you pay for. We've made our bills as simple as possible, here's a summary of the main sections.

United Utilities
Water for the North West

UU Customer
1 Water Street
Warrington
WA5 1AA

Page 1 of 4

Account number
400 000 0001

Visit us
unitedutilities.com

Call us
0345 672 2888

8am to 8pm Mon to Thu
8am to 6pm Fri
8am to 4pm Sat

Bill date
7 January 2025

Billing period
1 April 2025 -
31 March 2026

Your water and wastewater charges

Balance last time (29 Feb 2024)	£636.28
✓ What you've paid since then	£636.28
£ Your new charges	£782.39

Your new balance
£782.39

Your charges
→ More on page 2

Your payments
→ More on page 3

You pay your bill every six months.
Your first payment of £391.20 should reach us by **1 April 2025**. If you don't pay the amount due you will need to pay £782.39 in full.
We'll send you a bill for the second half of the year in September. For ways to pay, please see page 2.

Amount now due
£391.20

This bill could be much lower

Live on your own? Save up to £349.69	Live with one other person? Save up to £129.67
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If more than two people live in your home it's unlikely you'll save with a meter

How? By getting a meter
We guarantee you won't pay more than you do now for two whole years. And you can switch back if you change your mind.
Call **0345 072 6065** and start saving!

Getting in touch

The two quickest ways to reach us - go online or call us. Don't forget to give us your account number.

Useful information

Your bill details all in one place.

Your charges

What's happened since your last bill including payments you've made.

A meter could save you money

Most customers save at least £100 a year with a meter, if you're likely to make a saving we'll tell you here.

Your payments

How much you need to pay and when it's due.

1 Your charges

Fresh water
£363.36



Fixed	£157	x	1.668 rate	=	£261.88
Standing charge	365 days @	£101.48 a year	=	£101.48	

Wastewater
£419.03



Fixed	£157	x	2.669 rate	=	£419.03
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Your new charges **£782.39**

- Standing charge:** This is a fixed annual charge associated with the costs of providing our services, and is shared amongst all our customers.
- Fixed:** Based on factors such as the size and location of your home. Full details at unitedutilities.com/rv. If your rainwater doesn't drain to the sewer, you can claim a reduction at unitedutilities.com/surface-water-drainage

2 Your payments


Please pay £391.20 by 1 April 2025


You should allow at least five working days for your payment to reach us.

The easiest way to pay is by Direct Debit





Why not pay your bill in smaller chunks by setting up a Direct Debit? You can choose a frequency and date that you'd like your payments to be collected. Once set up, your payments are taken automatically from your bank account, meaning it's one less thing to worry about.

Set up a Direct Debit online at unitedutilities.com/dd and you can see how much your regular payments will be. Or call us on **0345 672 2888**.


Sign up today at
unitedutilities.com/myaccount
and get £5 off your bill!



Ways to pay

- Online at unitedutilities.com/myaccount or unitedutilities.com/paybill 
 - Using our free **Apple and Android apps**. Visit unitedutilities.com/app 
 - By internet banking or BACS. NatWest Bank PLC. Sort code: 01-09-17. Account number: 58933956. Please use your water account number as the reference 
- There are more options on the next page 



Your charges explained

We've simplified the complicated, so you can see exactly how we calculate your charges.

Direct Debit

Switch to Direct Debit and let us do the leg work. Here you'll find out how to sign up in a flash.

How to pay

Choose a method that matches your lifestyle, including our app, paying by cash or online. We've also included a barcode for easy payment at the Post Office or a Payzone or PayPoint outlet.

Handy definitions

Find out where your money goes and how your tariff affects your charges.

Helpful directions

Sometimes your details will flow onto other pages, but we'll always include a signpost to show you where to go.

Ways to pay (continued)

By cheque. Make cheques payable to 'United Utilities Water Limited'. Write your account number on the back and send it with the payment slip to UU Payments, PO Box 347, Lowton Way, SHEFFIELD, S98 1EN.



Take this bill or your payment card to any **PayPoint or Payzone outlet or Post Office branch** to pay by cash. Keep your receipt.



63314030040000000013

Payments you've made

✓ 21/04/24	£100.00
✓ 22/05/24	£100.00
✓ 25/06/24	£100.00
✓ 30/07/24	£150.00
✓ 13/10/24	£70.00
✓ 23/11/24	£116.28
Total since your last bill	£636.28

Payments coming up

01/04/25	£391.20
01/10/25	£391.19
Total for this bill	£782.39

3 More information



Priority services

We can all benefit from a bit of extra support at some stage in our lives. This could be due to age, ill health, disability, mental health problems or language barriers.

Registering for our Priority Services is free and means we can offer additional support tailored around your particular needs.

Visit unitedutilities.com/priorityservices or call **0345 072 6093** to register.



Download our app

Paying your bill has never been easier with our free app. No more having to queue at the bank or Post Office, you can make a payment with just a few taps on your phone while you're sitting at home with a cuppa.

Visit unitedutilities.com/app to download our free app for both Android and Apple smartphones.

Top tips

Tips for getting extra support when you need it and paying your bill.

What's this for?

We'll include a bank giro slip at the back of your bill if you normally pay in this way.



Payment slip

Customer account number

4000000001

63314030040000000013



National Westminster Bank Plc
Collection account
United Utilities Water Limited

57-01-14

0701 HE

Please do not write or mark below this line and do not fold this payment slip.

bank giro credit



Amount due

£ 391.20

CHEQUE ACCEPTABLE

Signature

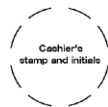
Cash

Cheque

£

CBCC No. 0653

Date 01/04/2025



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Your payments

A recap on what you've paid so far and other payments coming up.

4 Contacting us

Speak to the right team with our handy list of numbers:

Billing enquiries	0345 672 2888
Moving home	0345 026 7661
Struggling to pay	0800 072 6765
Recent bereavement	0800 912 7249
Register for Priority Services	0345 072 6093
A leak in the street	0800 33 00 33
Water and wastewater problems	0345 672 3723

For emergencies we're open 24 hours
You can also ring this number to check the identity of one of our representatives.

If you need to use our **Text Relay** service, just dial **18001** followed by any of the phone numbers listed on this bill.

All our information leaflets including our 'Standards of service' and our 'Customer', 'Leakage' and 'Debt Recovery' Codes of practice are available online at unitedutilities.com/leaflets

Need more help?

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

Step 1 - Just call a member of our team on **0345 672 2888** or go online at unitedutilities.com/contactus. We're currently resolving over 80% of complaints within 5 days.

Step 2 - If you are not happy with the resolution or need further help then call **0345 075 0711**.

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 ccwater.org.uk/contact-us

5 Our services to you

You can read more about the services we provide together with information about our guaranteed standards of service by downloading our information guide at unitedutilities.com/our-services or scan this QR code



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How to reach us

Handy numbers to know if you need to talk to us.

Important contact details

Information on how to get in touch if we can improve our service in any way.

Our services to you

Details on how to download our handy guide which explains more about the services we provide, how you can reduce your bills and help if you need additional support.

Find out more

You can find out more about how we calculate your bill and the services you pay for at:

unitedutilities.com/understanding-your-bill

or scan the QR code



Other leaflets that may be of interest:

- A summary of our household charges
- A guide to our Priority Services
- A guide to using water wisely
- Support with your water bill
- Our complaints procedure
- Lead pipe replacement scheme
- Our standards of service

You can download any of our leaflets from our website: unitedutilities.com/leaflets, or write to:

United Utilities, PO Box 459, Warrington WA55 1WB.

In case you need to contact us:



To talk to us about your bill:

0345 672 2888 if you don't have a water meter

0345 672 2999 if you have a water meter

For opening hours please visit unitedutilities.com/contactus where you can also get in touch with us online.

To talk to us about your water and wastewater services: **0345 672 3723**

Opening hours: for emergencies we are open 24 hours.

You can also call this number to check the identity of one of our representatives.

If you have hearing or speech difficulties, and use a textphone, please dial **18001** followed by the number you require.



You can go online:

Visit our website and click on 'Live chat' to webchat with a member of our team or go to unitedutilities.com/contactus



Or write to us at:

United Utilities, PO Box 459, Warrington WA55 1WB




Translations

Choose your preferred language on our website by clicking on 'Accessibility help'.



Follow us on social media

 @OfficialUnitedUtilities

 @unitedutilities

Download our app

Search **United Utilities** on the App Store or Google Play to download.

Manage your account online



Register for My Account and you can pay your bill, update your details, provide a meter reading and switch to paperless.

unitedutilities.com/myaccount



Water for the North West

United Utilities Water Limited,
Haweswater House, Lingley Mere Business Park,
Lingley Green Avenue, Warrington WA5 3LP.

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