



Mon - Fri 9am - 5pm  
Tel: 01481 239500  
Fax: 01481 234649

**6** Account Enquiries  
Guernsey Water  
PO Box 30  
Brickfield House  
St Andrew  
Guernsey  
GY1 3AS

Web: www.water.gg  
Email: customer.service@water.gg

**6** Guernsey Water no longer operates a cash desk at its new St Andrew's facility. Bills can still be paid in person at Frossard House and Guernsey Post Offices.

**7** These numbers allow us to identify you quickly if you contact us. Please have these numbers to hand when contacting us, and include in all correspondence.

**8** This is the supply address - i.e. this is the property that this bill relates to.

**9** Your latest meter reading is noted here against your previous reading. This calculates your water usage.

**10** The standing charge that you pay contributes towards Guernsey Water's fixed costs incurred through:

- providing you with a connection to the water supply, and
- maintaining the production, delivery and quality of a drinkable water supply network.

**11** The variable 'wastewater discharged' figure is calculated as 90% of the clean water that passes through your water meter.

**12** The standing charge will cost £30.84 per annum, so the figure here represents one quarter's-worth of the charge. Income from the standing charge will go towards the fixed costs needed to maintain the wastewater network (e.g. the monitoring of assets, cleaning of pipes etc.) The wastewater charge only applied from 1st April 2011.

**13** The Sewage Treatment Investigation Charge, which will cost £51.44 per annum, has been created in order to set up an income stream to fund investigations into sewage treatment options for Guernsey. This charge only applied from 1st April 2011.

**1** MR A N OTHER  
1, HIGH STREET  
ST PETER PORT  
GY1 1AA

**7** Customer No: C12345  
Account No: A12345  
Invoice No: XX12345

Invoice Date: 01/07/12

**2** Usage History (in cubic metres)

Total:	40	45	50	45
Daily average	0.588	0.421	0.521	0.484
Meter reading period	6 Jan 12 14 Mar 12	21 Sep 11 5 Jan 12	17 Jun 11 20 Sep 11	16 Mar 11 16 Jun 11

**8** **1, HIGH STREET, ST PETER PORT, GY1 1AA**

**WATER CHARGES**

Reading on 16/06/12 **9** 222  
Previous reading on 14/03/12 180  
Usage in cubic metres @ £1.80 **42** 75.60  
**10** Quarterly standing charge (01/04/12 - 30/06/12) 25.72 101.32

**WASTEWATER CHARGES**

**11** 90% of water usage @ £0.62 **37.8** 23.44  
**12** Quarterly standing charge (01/04/12 - 30/06/12) 7.71  
**13** Sewage Treatment Investigation Charge 12.86 44.01

Payment Method: Direct Debit

Total Amount 145.33

Customer No: C12345

**3** Statement of Account

27/03/12 Brought forward  
23/04/12 Direct Debit payment  
23/05/12 Direct Debit payment  
20/06/12 Direct Debit payment  
01/07/12 Account Rendered

Debit £	Credit £
	10.00DR
	30.00CR
	30.00CR
	30.00CR
145.33	

Total Amount Dr/Cr 65.33DR

Total Amount 145.33

THE ABOVE AMOUNT IS DUE FOR PAYMENT WITHIN 14 DAYS

**4** PAYMENT SLIP

This slip should be detached and returned with your payment. Full details of the methods of payment available can be found on the reverse.

MR A N OTHER  
Customer No: C12345  
Account No: A12345  
Invoice No: XX12345

Guernsey Water  
P O Box 30  
Brickfield House  
St Andrews  
GY1 3AS

IF YOU REQUIRE A RECEIPT  
PLEASE RETURN THE WHOLE  
FORM

Invoice Date: 01/07/12

Total Amount Due 145.33

**5**



**1** This is the name and address of the account-holder. If any of these details are incorrect, please contact us.

**2** The Usage History shows the amount of water that has been used at the property over the last four quarters.

**3** This is the payment information you will see if you pay by Direct Debit. If you do not pay by Direct Debit, you will see the payment slip shown by point 4. The information shows the debit/credit brought forward from the last bill, records of your Direct Debit payments (either monthly or quarterly), and your latest bill amount. The Total Amount shows whether you are in debit or credit with your water payments.

**4** This is the payment information you will see if you DO NOT pay by Direct Debit. The slip must be detached and returned with your payment. Please remember that Guernsey Water no longer operates a cash desk facility, so bills to be paid in person must be taken to either Frossard House or one of the Guernsey Post Offices.

**5** This barcode is used to scan your bill and identify your details quickly, so please do not mark or alter.