



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

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

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

5 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.

6 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.

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

8 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.

9 If you are not on a meter then your water charges will be calculated by your property's TRP (Tax on Real Property). TRP is set by the Cadastre, so if you have any queries about your figure, please contact them. Guernsey Water does not include TRP data from land and outbuildings. Each unit of TRP is charged at £0.48 per quarter (for 2012).

10 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.

11 If you are not on a meter then your variable wastewater charge is calculated on the TRP of your property, in a similar way to your clean water charges. Each unit of TRP is charged at £0.14 per quarter (for 2012).

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

1 MR A N OTHER
 LES BANQUES
 ST SAMPSON
 GY2 4AA

6 Customer No: C12345
 Account No: A12345
 Invoice No: XX12345

Invoice Date: 01/07/12

7 LES BANQUES, ST PETER PORT, GY2 4AA

8 **WATER CHARGES**

8 Quarterly standing charge (01/05/12 - 31/07/12)		25.72	
9 Unmeasured charge - TRP @£0.48	200	96.00	121.72

10 **WASTEWATER CHARGES**

10 Quarterly standing charge (01/05/12 - 31/07/12)		7.71	
11 Unmeasured charge - TRP @£0.14	200	28.00	
12 Sewage Treatment Investigation Charge		12.86	48.57

Payment Method: Direct Debit **Total Amount 170.29**
 Customer No: C12345

2 **Statement of Account**

27/03/12	Brought forward		10.00DR
23/04/12	Direct Debit payment		30.00CR
23/05/12	Direct Debit payment		30.00CR
20/06/12	Direct Debit payment		30.00CR
01/07/12	Account Rendered	170.29	
			Total Amount Dr/Cr 90.29DR

Total Amount 170.29

THE ABOVE AMOUNT IS DUE FOR PAYMENT WITHIN 14 DAYS

3 **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 170.29



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

2 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 3. 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.

3 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.

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