



Understanding your consolidated bill

Your consolidated bill will contain a header sheet displaying a consolidated summary of the charges for the portfolio, this is broken down of charges for water, sewerage, and trade effluent (where applicable).

It will also show the amount of discount reduced from the standard tariffs.

On the following page(s) you will see a full breakdown for each site within the portfolio which are with water2business. This breakdown shows several key pieces of information, summarised below;

- Premise supply information: including supply point ID (SPID) and meter details.
- Last actual read, the date and read of the last visual reading of the meter.
- Reads and consumption data: we bill for the calendar month, as such all your bills will show the charges calculated from the 1st of the month to the last day in that calendar month, we then use any actual reads taken to estimate your consumption during this period. The more we read your meters, the more accurate we can be with your bills.
- We also show you the total consumption for this period, and the total we've billed you for the financial year.

Important: On your first bill, the "Previous Read Date" and "Previous Reading" will be the date and read of your transfer date. This is what your previous retailer should bill up to on your final bill with that retailer.

- Breakdown of charges: we show a full breakdown of all charges, showing the information for your specific supply including the tariff codes so you can check these against the published rates. We do this for all water and waste charges, we also show any surface water and highway drainage charges, if this is blank on your bill it means you do not pay it on this supply. We then total your water and waste charges for each supply, and this is consolidated to the front-page summary and is then discounted.

On the front page you will see the bill invoice number, date issued and payment term information. We also include the payment details in order to complete a BACs payment. If your account is due to be paid by DD then we will schedule this for the 1st working day of the following month of the bill being issued. E.g., if your bill is issued on August 2nd 2023, we will take the DD payment on September 2nd 2023.

If you have any questions about your first bill, let your account manager know or email mb@water2business.co.uk.

If there are any further additions you would like such as PDF billing, or formatting, please let us know.

All future bills will be sent to you from our major billing team via mb@water2business.co.uk – please ensure this email address is not blocked by spam/junk filters.

Thank you again for choosing water2business.