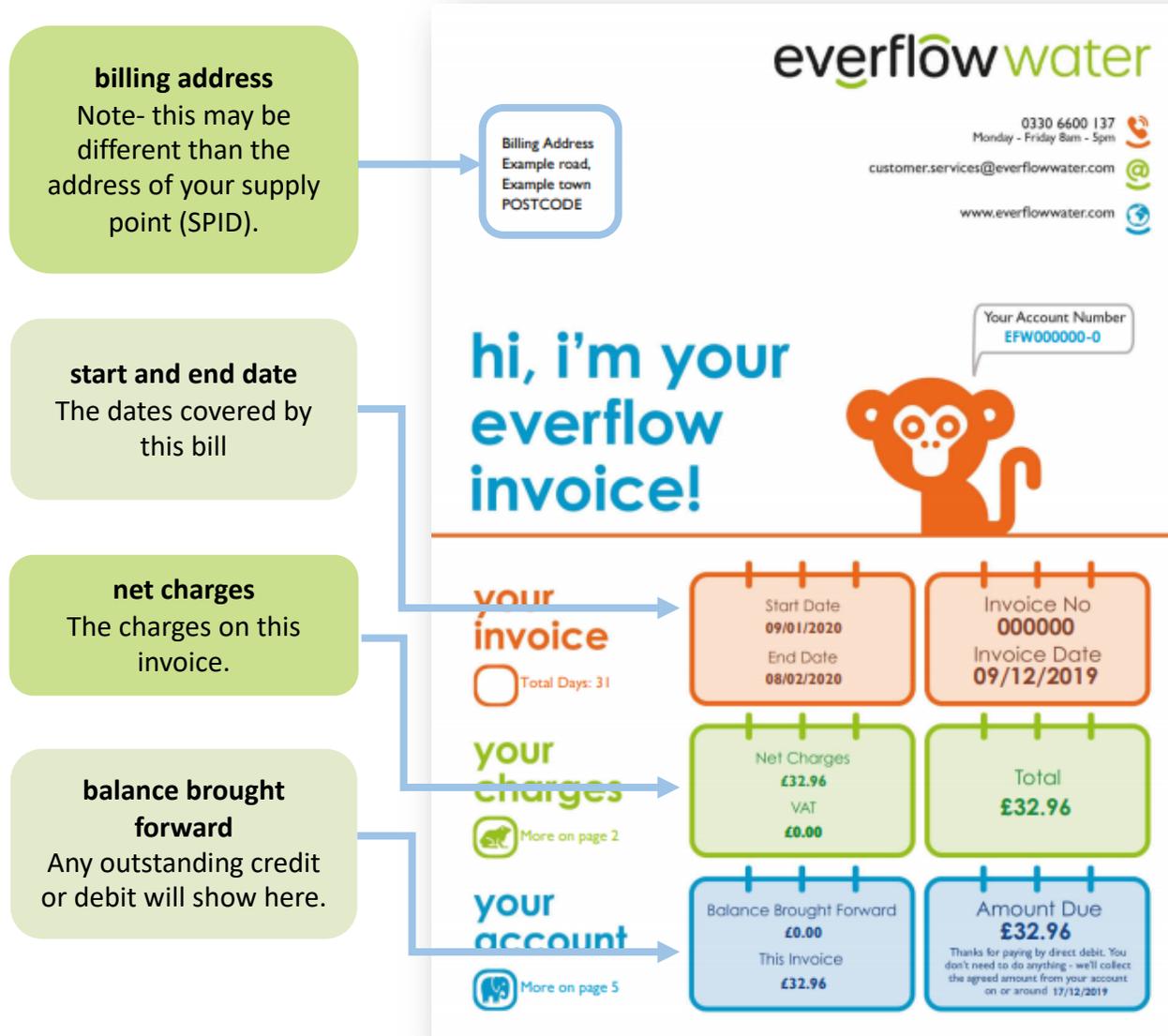


# invoice info



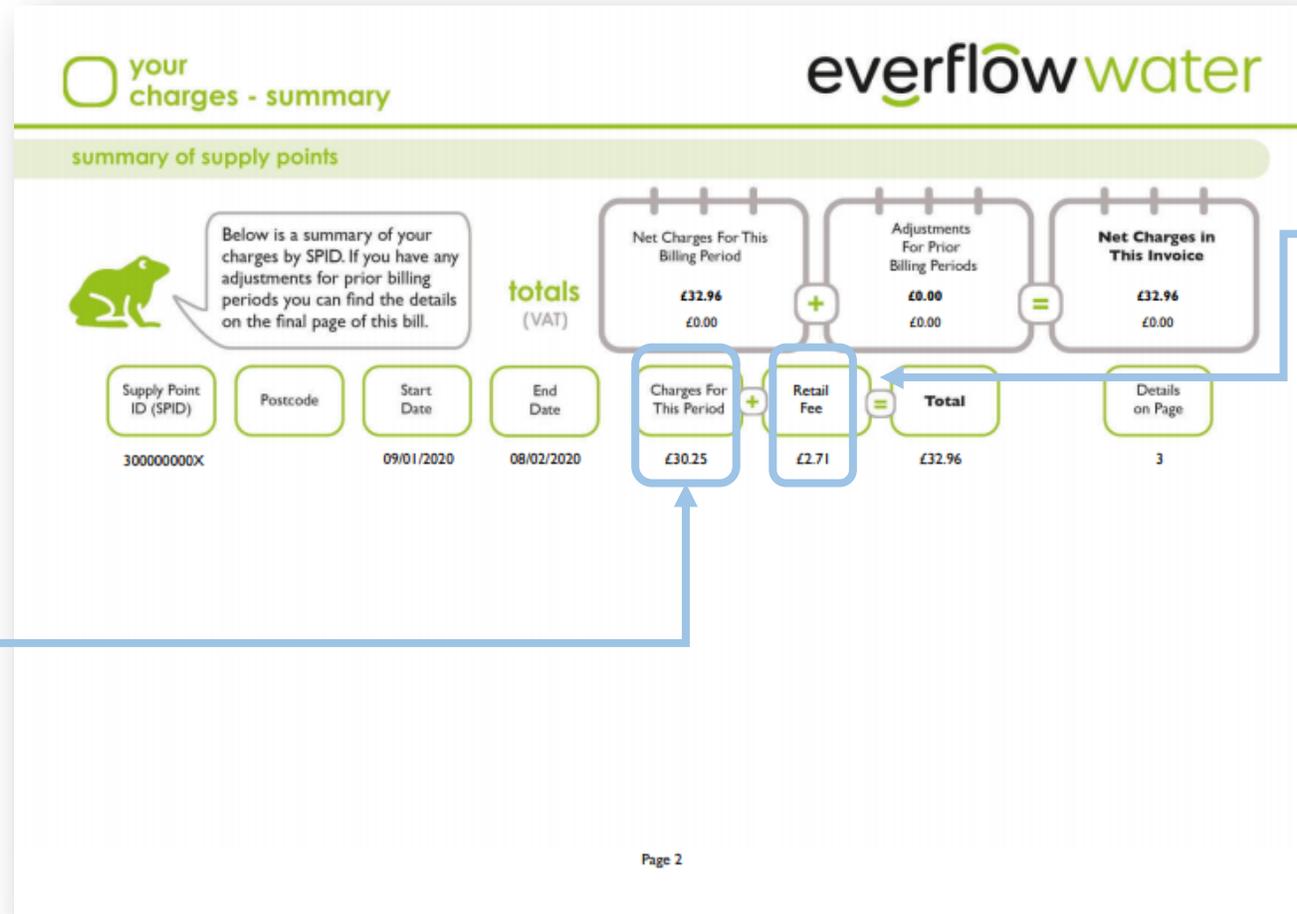
# summary of charges

## summary of SPIDs

The list of all of your SPIDs, showing the wholesale charges and retail fee for each.

## wholesale charges

What we pay the wholesaler for your water and wastewater (no more and no less). A breakdown of these costs can be found on page 3 and following.



## retail fee

The amount that goes to Everflow to cover costs of billing, metering, customer service etc. This is a fixed cost agreed in your contract (if you have one).

## Did you know?

We charge a fixed yearly retail fee as opposed to a percentage mark-up of your usage. This means we can work with you to reduce your usage and costs.

# breakdown of charges (metered)

**address**  
Business name and address of the water supply point.

**volumetric charges**  
The amount of water and wastewater charged for in this billing period. This comes from the difference between the end read of last bill, and end read of this bill.

**meter serial number** This is printed on the face of your meter.

**end read of this bill**  
The read we estimate you will reach by the end date of your bill.

**meter read graph**  
Here, the last two readings are 758 and 767. They are used to estimate what your meter will read at the end of this bill's period (777 here).

**return to sewer**  
The percentage of water that returns through the drainage system at your property.

**meter dashboard**  
If we have been unable to take a reading, this symbol will be orange to let you know that we are waiting on a read. If it is safe to take a read yourself, please do so and submit it at [everflowwater.com/customer-area](http://everflowwater.com/customer-area).

**non-volumetric charges**  
The standing charges fixed by the wholesaler.

**water/ waste**  
This charge usually depends on the size of your meter

**surface water drainage**  
The charge for rain water that falls on your property and drains away; this is usually based on the site area of the property.

**highways drainage** Water that runs off roads and pavements nearby; this is also usually based on the site area of your property.

**your charges - SPIDs**

Business Name: SUPPLY POINT ADDRESS  
SPID: 30000000X  
Start Date: 09/01/2020  
End Date: 08/02/2020

	Consumption or RV	Unit Rates (£/m <sup>3</sup> )	Charges for this bill	Fixed Annual Charges	Billing Days / 365	Charge on this bill	Total	VAT
<b>Water</b>	10m <sup>3</sup>	£1.4323	£14.32	£13.05	31	£1.11	£15.43	0%
<b>Waste</b>	10.00m <sup>3</sup>	£1.0409	£10.41	£3.51	31	£0.30	£13.92	0%
<b>S. Water Drainage</b>	-	-	£0.00	£48.56	31	£4.11	£4.11	0%
<b>Highways Drainage</b>	-	-	£0.00	£0.00	31	£0.00	£0.00	0%
							<b>£30.25</b>	

**meters & subs**

11MA11111  
end read of last bill: 767 (09/01/2020)  
end read of this bill: 777 (09/02/2020)  
difference: 10  
average daily cons.: 0.32  
return to sewer: 100%

Graph showing meter readings: 730 (09/09/19), 739 (09/10/19), 748 (09/11/19), 758 (09/12/19), 767 (09/01/20), 777 (09/02/20).

Your consumption is estimated (in blue), using your previous actual reads (in green). Help keep your bills as accurate as possible by submitting your own reads.

Page 3

# breakdown of charges (un-metered)

**address**  
Business name and address of the water supply point.

**volumetric charges**  
The amount of water and wastewater charged for in this billing period. If you don't have a meter, your charge may be based on the rateable value of your property.

**non-volumetric charges**  
The standing charges fixed by the wholesaler.

**water/ waste**  
This may be based on the rateable value

**surface water drainage**  
The charge for rain water that falls on your property and drains away; this is usually based on the site area of the property.

**highways drainage** Water that runs off roads and pavements nearby; this is also usually based on the site area of your property.

**your charges - SPIDs** everflow water

BUSINESS NAME: SUPPLY POINT ADDRESS SPID 3000 00000

Start Date: 18/12/2020  
End Date: 17/01/2021

volumetric charges				non-volumetric charges				Total	VAT			
Consumption or RV	x	Unit Rates (£/m3)	=	Charges for this bill	+	Fixed Annual Charges	x	Billing Days /365 =	Charge on this bill	=	Total	VAT
Water	-	-	=	£0.00	+	£58.40	x	31	£4.96	=	£4.96	0%
Waste	-	-	=	£0.00	+	£58.40	x	31	£4.96	=	£4.96	0%
S.Water Drainage	-	-	=	£0.00	+	£69.35	x	31	£5.89	=	£5.89	0%
Highways Drainage	-	-	=	£0.00	+	£25.55	x	31	£2.17	=	£2.17	0%
											<b>£17.98</b>	

**meters & subs**

Your consumption is estimated (in blue), using your previous actual reads (in green). Help keep your bills as accurate as possible by submitting your own reads.

**rateable value**

In England, the Valuation Office Agency assigns the rateable value of a property, based on the it's rental value. Find out more [here](#).  
In Scotland the Scottish Assessors Association (SAA) determine rateable values. These values are used to calculate unmeasured water and wastewater charges, as well as surface water and highways drainage charges. Find out more about the Scottish system [here](#)

# multiple meters and subs



**your charges - SPIDs**



---

**Business Name**  
Supply Point Address

**SPID 300000000**

Start Date 25/04/2020  
End Date 24/05/2020

**volumetric charges**

	Consumption or RV	x	Unit Rates (£/m <sup>3</sup> )	=	Charges for this bill
<b>Water</b>	144m <sup>3</sup>		£1.3562		£195.29
<b>Waste</b>	-		-		£0.00
<b>S.Water Drainage</b>	-		-		£0.00
<b>Highways Drainage</b>	-		-		£0.00

**non-volumetric charges**

	Fixed Annual Charges	x	Billing Days /365	=	Charge on this bill
	£0.00		30		£0.00
	£0.00		30		£0.00
	£0.00		30		£0.00
	£0.00		30		£0.00

<b>Total</b>	<b>£195.29</b>	<b>VAT</b>	0%
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**meters & subs**

**00T000000**

end read of last bill	17055	25/04/2020
end read of this bill	17182	25/05/2020
difference	127	
average daily cons.	4.23	
return to sewer	100%	



**07A000000**

end read of last bill	16574	25/04/2020
end read of this bill	16591	25/05/2020
difference	17	
average daily cons.	0.57	
return to sewer	100%	



Your consumption is estimated (in blue), using your previous actual reads (in green). Help keep your bills as accurate as possible by submitting your own reads.



If there are multiple meters or sub-meters, you will see those here.

**multiple meters**  
Here, there are two meters, so the difference in readings of both meters (127 and 17) sum together to give the consumption for this period (144).

**sub-meters**  
Sub-meters are used when water goes through your meter to then supply another property. Having a sub-meter at the point where it enters the next property ensures you don't get charged for this water. In that case, the difference on the sub-meter is subtracted from the difference from the main meter, to give the total consumption for this period.

# trade effluent

If you have Trade Effluent (TE) charges you will see this page.

## volumetric charges

We calculate trade effluent charges by multiplying the volume of discharge by the unit rate.

## TE volume

Wholesalers decide how TE volumes are calculated. The method your wholesaler uses will be shown here for your individual discharge points.

## unit rate

The Mogden Formula is used by wholesalers to set your unit rate. Simply put – the stronger the chemicals in your effluent, the higher the unit rate.





000XXX  
discharge point ID

SPID 300000000

Start Date 17/01/2021  
End Date 16/02/2021

### trade effluent

**volumetric charges**

Consumption or RV XXm3	x	Unit Rates (£/m3) £X.XX	=	Charges for this bill £XX
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+

**non volumetric charges**

Fixed Annual Charges £XX	x	Billing Days /365 = XX	=	Charge on this bill £XX
-----------------------------	---	---------------------------	---	----------------------------

=

**Total**

£XX.XX

VAT (0%)

£0.00

**how we calculate your te unit volume**

**how we calculate your te unit rate**

Mogden Formula:

Unit Rate = R + [(V + Bv) or M] + B(Ot/Os) + S(Sr/Ss)

- R reception and conveyance charge [p/m3]
- V primary treatment (volumetric) charge [p/m3]
- Bv additional volume charge if there is biological treatment [p/m3]
- M treatment and disposal charge where effluent goes to sea outfall [p/ms]
- B biological oxidation of settled sewage charge [p/kg]
- Ot chemical oxygen demand (COD) of effluent after one hour quiescent settlement at pH7
- Os chemical oxygen demand (COD) of crude sewage one hour quiescent settlement
- S treatment and disposal of primary sewage sludge charge [p/kg]
- Sr total suspended solids of effluent at pH7 [mg/litre]
- Ss total suspended solids of crude sewage [mg/litre]

Page 4

# useful info

## your transaction history

everflowwater

### account statement

If you forget to make a payment on time and fail to engage with us, late payment charges and interest may be applied... I never forget.



#### are you struggling to make a payment?

Please contact us as soon as possible if you are struggling to make payment. We are happy to discuss options with you to help you keep running your business but we would like you to engage with us.

If you would like to discuss this in more detail please contact us on: 0330 6600 137

	Amount	Date
your previous balance	£30.48	09/01/2020
payment	£30.48	18/11/2019
balance brought forward	£0.00	09/12/2019
total on this invoice	£32.96	09/12/2019
account balance	£32.96	09/12/2019

#### our address

Everflow Limited  
Wynyard Business Park  
Wynyard  
TS22 5FG

#### our vat number

313 665 119

#### our company reg number

09651912

## your account

everflowwater

### meters

#### how do we use your meter reads?

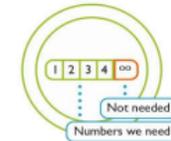
We use your last two actual reads to estimate your read for the end of this billing period to estimate your next bill.

If the status of your meter is showing red , this means we have been unable to take an up to date read, this could be adversely affecting your estimates for future bills. It would be beneficial for both parties if you are able to submit reads for any red status meters listed in the charges section.

#### submit a meter read

We take a reading once every 6 months to keep your billing accurate, you are also able to submit meter readings as frequently as you wish online if you would like to help us keep your bills up to date. Please make sure it is safe to access your meter before taking a read.

You can do this at  
[www.everflowwater.com/customer-area](http://www.everflowwater.com/customer-area)



### customer info

#### your contract end date

Your current contract with Everflow Water will end on the date shown here. We will contact you regarding your renewal offer before this date.

08/07/2021

#### if we don't get it right

If your contact with our advisors has not been successful and things go wrong, so we can put it right as soon as possible please follow our complaints process.

You can do this at  
[www.everflowwater.com/complaints-procedure](http://www.everflowwater.com/complaints-procedure)

#### moving or selling your business?

If you're moving out of your business premises, send us the details and we'll take care of the rest for you so that your account details and bills are up to date.

Please fill in the online form at  
[www.everflowwater.com/cot](http://www.everflowwater.com/cot)

#### we would like to hear from you!

If you have any issues with your account, please contact one of our helpful advisors, Monday – Friday, 8am to 5pm and we will try to resolve these with you.

Contact our advisors, Monday to Friday on  
0330 6600 137

#### water emergency

If you're experiencing issues with your water supply, whether due to an outage or water quality, flooding or other issues, please contact your wholesaler directly on the appropriate number. Details can be found on our website.

Contact us as soon as possible  
[www.everflowwater.com/emergencies](http://www.everflowwater.com/emergencies)

### the little extra

#### wells around the world

We care about the world's water needs and so for every 250 customer that joins us we will build a well for those people in the world who don't have access to clean, safe water to drink.

Find out more at  
[www.everflowwater.com](http://www.everflowwater.com)