



November, 2019

Veolia Water Projects Ltd
P.O. Box 3920
Swindon
SN5 1BW

Tel No: 03451 482 909 – Option 1
Office hours: Mon – Fri: 08.30 – 16.30
Email: tidworth.billing@veolia.com

Dear Customer,

We are pleased to enclose your half-yearly bill for water services.

Your water bill is made up of two charges which are as follows:

- Water supply - a charge for potable water
- Wastewater services - a charge for the disposal of waste water via sewerage services

We would like to apologise for a billing error we have recently identified in relation to the wastewater element of your bill. We did not correctly apply the "Non Return to Sewer Allowance" which is a **5% reduction** against sewerage services reflecting the small proportion of water that is not returned to the sewer.

This **reduction** against the wastewater charge **has been correctly applied** on your current bill (enclosed) and will be reflected in all future bills.

We have also applied this **5% reduction** for each year you have been living in this property since we started providing billing services in Tidworth in 2009. We have enclosed a credit note for this **reduction**.

To ensure you are not disadvantaged we have also credited your account with an additional one off payment of £10 with our apologies.

The total on your bill includes all these items. Please pay your bill as normal. If you pay by monthly direct debit, you do not need to do anything - we will adjust your regular payment if necessary.

We are sorry we have made this mistake and if you have any questions please do not hesitate to contact us.

Yours sincerely

A handwritten signature in black ink that reads "Fiona Winters".

Fiona Winters
General Manager