

Bill date: 19 January 2024  
Bill number: 843259339

This is a VAT invoice  
VAT registration number 684 9667 62

Side 1 of 2



Mr Andrew Carless  
Symonds and Sampson LLP  
5 Burraton Square Symonds and Sampson LLP  
Burraton House  
Poundbury Dorset  
DT1 3GR

Account number

**603172690**

Contact us

Questions about your bill?  
We're available on Live Chat [here](#).

**0333 009 6060\***

Mon to Fri 8am to 6pm

D

## Your business electricity bill

Site address: 30 High West Street, Dorchester Dorset DT1 1UP

Billing period: 18 December 2023 to 17 January 2024

### Your account

#### Since your previous bill

Outstanding balance - 18 December 2023	£124.78
Payment received - 2 January 2024, thank you	£124.78 CR
<b>Balance from last bill</b>	<b>£0.00</b>

#### New charges this bill

Electricity charges	£102.36
Total discounts	£7.87 CR
Standing charges	£10.07
<b>Total charges exc VAT</b>	<b>£104.56</b>
VAT	£5.22
<b>Total new charges this bill inc VAT</b>	<b>£109.78</b>

**Total amount due** **£109.78**

We'll claim this amount from your bank by Direct Debit on or immediately after  
2 February 2024 - your payment reference is 000603172690201120

#### Your Fixed Price Energy Plan

Your current energy plan ends on 26  
Mar 2024. Call us on **0330 332 1156**  
so we can discuss your options with  
you.

## Useful information

### Emergency or loss of supply

105

or contact: SOUTHERN ELECTRIC POWER DISTRIBUTION PLC, Walton Road, Cosham, Portsmouth, PO6 1UJ

**Help us prevent fraud**

You can pay your bills by Direct Debit, credit or debit card, BACS or cheque. If you're ever asked to pay in another way, please let us know by calling 0333 202 9823\*.

## Understanding your bill

You'll find a simple guide on how to read your bills [here](#).  
Our terms and conditions are available [here](#).

## To stay

Get in touch and we'll be happy to agree a new energy plan with you - call us on 0330 332 1156\*

## To switch

Simply call us on 0330 332 1156\* and we'll find an energy plan that suits your business needs. If you're planning to move supplier, you'll need to make sure you've paid any outstanding bills.

## Moving premises?

Please provide a meter reading on the day you move so we can bill you accurately. Call us on 0333 202 9358\* or **go online**.

\*Calls may be monitored or recorded to help improve our services to you. Calls to 0800 numbers are free. 0845 numbers are charged at 4 pence per minute plus your telephone company's network charge. For information about calls to 0330 and regional numbers please contact your network provider as individual call charges will vary.

British Gas is a trading name of British Gas Trading Limited a Centrica company. Registered in England and Wales No. 3078711. Registered office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD.

Citizens Advice Consumer Service provides free, unbiased advice on consumer issues at [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) or call the helpline on 0345 404 0506.

## What to do if you have a complaint

Please see our **complaints process and chat online**, or call us on 0333 009 6060\*. We'll do all we can to sort things out quickly for you.  
Or see if you can resolve the issue through your online account – **login or register** today.

If your complaint is about the agreement with your broker, please contact them directly.

If you're a **micro business** and your complaint, with us or your broker, hasn't been sorted out within eight weeks, you have the right to refer your complaint to the Energy Ombudsman. You don't have to accept their decision, but if you do it must be acted on. Call 0330 440 1624 or visit **[energyombudsman.org](http://energyombudsman.org)**

For details about our complaints procedure and definition of a micro business are **online**.

## Fuel mix

Below is the mix of fuels used to generate the electricity we supply to our customers and their environmental impact for the fuel mix year April 2022 to March 2023 in total, by product and compared to the UK average

British Gas Trading Ltd		UK Average	Zero Carbon Energy for Business	Renewable Energy for Business	All Other Products
Coal	2%	3%	0%	0%	2%
Natural Gas	17%	39%	0%	0%	25%
Nuclear	26%	14%	26%	0%	35%
Renewables	54%	41%	74%	100%	36%
Other Fuels	1%	3%	0%	0%	2%
CO2 Emissions	88 g/kWh	199 g/kWh	0 g/kWh	0 g/kWh	129 g/kWh
High Level Radioactive Waste	0.0018 g/kWh	0.001 g/kWh	0.0018 g/kWh	0 g/kWh	0.0025 g/kWh

British Gas is a mandatory Feed-in Tariff Licensee.

## Payments to your account

Direct Debit - 2 January 2024	£124.78	CR
<b>Total payments</b>	<b>£124.78</b>	<b>CR</b>

## Details of charges

S	03	801	H02						
	20	0002	6097	965	Meter ID E10Z08631				
Previous Reading				Current Reading			kWh	Rate	Charges
Unit Charge									
230175		READ		17 Dec 2023		230808	READ	17 Jan 2024	
							633.00	16.170p	£102.36
Electricity Charges exc VAT									£102.36
Standing Charge							31.00 days at 32.490p		£10.07
Direct Debit Discount									£7.87
Total charges exc VAT									£104.56
VAT at 5%									£5.22
Total new charges this bill inc VAT									£109.78



Symonds And Sampson Llp  
5 Burraton Square  
Dorchester  
Poundbury  
DT1 3GR

# Invoice

for Symonds And Sampson Llp for the supply at 30 High West Street,  
Dorchester, Dorset, DT1 1UP.

1st January 2024 - 31st January 2024

## Your charges

	Net charges	CCL	VAT	Total
Gas	£210.24	£0.00	£10.51	£220.75
Total charges for this invoice				£220.75


On 6th Feb 2024 your new balance was £220.75 DR


Payment will be taken by Direct Debit on or around 21 Feb 2024. If your outstanding account balance is less than the total of this invoice, we'll take the outstanding balance instead.

Your new balance includes any payments you've made and you can see these in your online account.


## Get in touch with us

 [eonnex.com/contact](https://eonnex.com/contact)


 [hellobusiness@eonnex.com](mailto:hellobusiness@eonnex.com)

 0808 501 5699


## Account number

 A-4225F15B

## Tax Invoice number


 KI-4225F15B-0010

## Date issued

 6th Feb 2024

# The details

## About your tariff

 Gas	Meter Point Reference:	3920982110
Supply Address: 30 High West Street, Dorchester, Dorset, DT1 1UP		
1 Year Fixed Business		
Energy Charges for Meter 4464122		
1st Jan. 2024	8701.4 Estimated reading	
1st Feb. 2024	8762.5 Estimated reading	
Consumption	61.1 Units (100s of ft <sup>3</sup> )	
Energy Used*	1928.8 kWh @ 10.00p/kWh	£192.88
Standing Charge	31 days @ 56.00p/day	£17.36
Government Climate Change Levy @ 0.000 £/kWh on 1928.8 kWh		£0.00
<b>Subtotal of charges before VAT</b>		<b>£210.24</b>
VAT @ 5% on £210.24		£10.51
<b>Total Gas Charges</b>		<b>£220.75</b>
Total charges before VAT		£210.24
Total VAT		£10.51
Total charges for bill		£220.75

### Gas

Tariff Name	1 Year Fixed Business
Payment Method	Direct Debit Monthly
Agreement End Date	7th Apr 2024
Estimated Annual Usage	12063 kWh

\* Your energy usage is calculated from your gas consumption using a standard industry formula:

× 2.83 to convert hundreds of cubic feet to cubic metres (units consumed)  
 × Volume Correction (for temperature & pressure)  
 × Calorific Value (energy in each m<sup>3</sup> of gas)  
 ÷ 3.6 (convert from joules)  
 >> Usage (in kWh)

### For you:

$61.1 \times 2.83 \times 1.02264 \times 39.3^{\dagger} \div 3.6 = 1928.8$

<sup>†</sup> Average calorific value shown to one decimal place

## Contacting us

Contact us by email or Facebook Messenger and get a response within hours. Of course, if you need to you can also get a hold of us on the phone.

Email: [hellobusiness@eonnext.com](mailto:hellobusiness@eonnext.com)

Facebook: [m.me/eonnext](https://www.facebook.com/m.me/eonnext)

Phone: 0808 501 5699

Speech or hearing impaired customers can put 18001 in front of our phone number to use text relay at no extra cost.

Please don't hesitate to contact us if you've any questions, comments, or complaints.

## Complaints

If you feel that our service has not met your expectations, please get in touch so we can put things right:

First: Contact our team.

Then: If an adviser is not able to resolve your query, you can ask for it to be escalated to a specialist or team leader as appropriate.

Finally: If you're still not happy with our decision, you can contact our Operations Manager for an independent review, and you will receive a reply within 5 working days.

If you have followed the above steps, but your complaint remains unresolved after 8 weeks you can contact the Energy Ombudsman on 0330 440 1624 or at [www.energyombudsman.org](http://www.energyombudsman.org). This is a free and independent service whose decisions we must abide by.

You can read our complaints policy on our website.

## Paying by bank transfer

We are also able to accept one-off payments by bank transfer. However, please do not use this method if you already have an active Direct Debit with us as you may end up paying twice.

It's important that you enter your account number as the payment reference, otherwise the payment may not be allocated to your account:

<b>Your account number reference</b>	A-4225F15B
<b>E.ON Next bank account number</b>	70257647
<b>Sort code</b>	60 80 09

RECEIVED 15 JAN 2024



Symonds & Sampson  
Burraton House  
Burraton Square  
Poundbury  
Dorchester  
Dorset  
DT1 3GR

Customer number:  
**09455940**

Bill/tax point date:  
27/12/2023

Schedule number:  
11

Bill number:  
4064544645



620000

## Your water and sewerage services bill

### 1 Amount due

**For the period:**  
24/06/2023 to  
22/12/2023

**Previous balance:**  
£0.00

**New charges:**  
£130.23

**Supply address:**  
30 High West Street, Dorchester, Dorset, DT1 1UP

Total due  
**£130.23**

See section 3  
for more detail

### 2 Your payment plan

You are paying by Direct Debit so you don't have to do anything.

About your next payment:  
Your Direct Debit payment of **£130.23** will be taken on or just after **01 Feb 2024**.

AC  
6032/119  
310124

## How can we help?

Section

- ▶ Has my water use changed? .....3
- ▶ How do I pay my bill? .....5
- ▶ What are my responsibilities for preventing and identifying leaks? .....8

The current balance is your sum due for water and sewerage services and you must pay that sum to water2business as set out on the reverse of this bill. Water 2 Business Limited company registered no. 08518831; Registered Office: 21E Somerset Square, Nailsea, Bristol, BS48 1RQ. VAT number 520343982.  
The terms and conditions of supply are pursuant to a scheme of terms and conditions. For more information visit: [water2business.co.uk/our\\_tariffs](http://water2business.co.uk/our_tariffs)

**water2business.co.uk**

3081/NN /bill\_B\_batch\_s\_20231228\_000219\_0001\_12188

SYST/S

022BW13\_3081\_W2B\_MAIL/000029/000099/SG601/

**Account summary**

Previous Balance	£113.21
Total payments made	£113.21 CR

**Amount brought forward** £0.00

**Charges for this period** 24 Jun 2023 - 22 Dec 2023

**Supply Point Identification Numbers (SPID)**

Water: 3015063677W10 Sewerage: 3015063677S18

**Water use:**

meter no. KK98A017221

size: 15mm

Recent reading <b>2367</b> 22/12/2023 (actual)	–	Previous reading <b>2356</b> 23/06/2023	=	Total used <b>11m<sup>3</sup></b>
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**Water supplied by Wessex Water**

**Charges for:** 24 Jun 2023 - 22 Dec 2023

Volume Charge	240.78p (per m <sup>3</sup> )	x	11m <sup>3</sup>	=	£26.48
Standing Charge	£66.75 (per year)	x	182 days	=	£33.19
<b>Water sub total</b>					<b>£59.67</b>
<b>Water total</b>					<b>£59.67</b>

**Sewerage services supplied by Wessex Water**

**Charges for:** 24 Jun 2023 - 22 Dec 2023

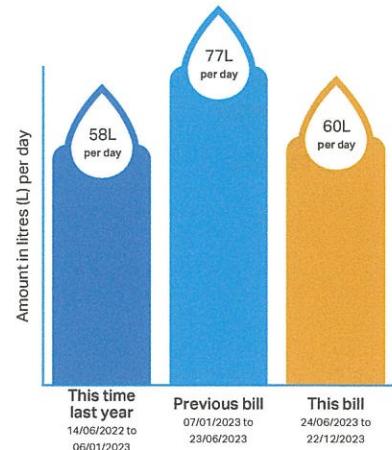
Volume Charge	184.85p (per m <sup>3</sup> )	x	11m <sup>3</sup>	=	£20.33
Standing Charge	£52.58 (per year)	x	182 days	=	£26.14
Highway Drainage Services	£24.20 (per year)	x	182 days	=	£12.03
Surface Water Drainage Services	£26.29 (per year)	x	182 days	=	£13.07
<b>Sewerage sub total</b>					<b>£71.57</b>
<b>Charges for:</b> 24 Jun 2023 - 22 Dec 2023					
Less 5% water not returned to sewer					-£1.01
<b>Sewerage total</b>					<b>£70.56</b>

**Total** £130.23

**Daily water use**

Did you know? 1 cubic metre (m<sup>3</sup>) is equivalent to 1,000 litres or 220 gallons.

**How much water are you using?**

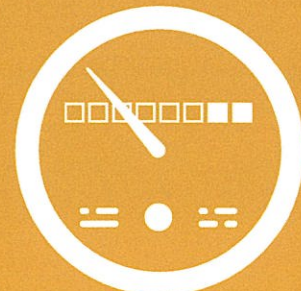
**You're using less water!**

Using less water means your water and energy bills will be lower.

See if one of our Assist services can help you save even more water by visiting: [water2business.co.uk/assist](http://water2business.co.uk/assist)

Check how you compare to the same time last year, this level may be consistent.

**water business**



**Are you reading your meter weekly?**

It could help you spot a leak quickly and avoid a huge bill

Find out more at: [www.water2business.co.uk/highconsumption](http://www.water2business.co.uk/highconsumption)

## 4

## Contact Us

- Questions about your bill • Payment arrangements
- Moving premises • Payments • Operational Queries



**Call us: 0345 600 2 600**

(Monday to Friday, 8am to 6pm. For emergency operational issues outside of these hours, please contact your wholesaler directly).



**Email us: [customer.services@water2business.co.uk](mailto:customer.services@water2business.co.uk)**

(Please quote your customer number and telephone number).



**Write to:**

water2business, 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA



**Website: [water2business.co.uk](http://water2business.co.uk)**



Calls to 0345 numbers usually cost the same as standard UK landline numbers. Please check your access charge with your telephone service provider. To protect our customers and staff calls may be recorded.

## 5

## Ways to Pay

Payment should be made to **water2business** quoting your payment reference number: **5309455940114**



**Pay monthly by Direct Debit**

There is no charge or discount. Simply complete and return the enclosed form or visit: [water2business.co.uk/directdebit](http://water2business.co.uk/directdebit)



**Bank** Pay at your bank with cash or cheque. Telephone/internet/mobile banking Quote sort code 400250 and account number 41232223.



**Online** Payments can be made online at any time by visiting our website [water2business.co.uk/makepayment](http://water2business.co.uk/makepayment)



**Credit or debit card** Call our automated payment line 24 hours a day on 0330 1234231.



**Post** Write your customer number on the back of your cheque and post it with the payment slip to Water2business 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA. Cheques should be made payable to Water2business. Do not send cash or post dated cheques.

## 6

## Your metered bill

### About your metered bill

Your metered charges are based on the amount of water you use which is measured using a water meter.

### Unexpected high bill?

There are reasons why your bill may be higher than expected, before calling us think about the following:

#### Was your previous bill estimated?

If we have just read your meter after an estimated reading it could be that we underestimated it last time.

#### Does your bill cover a longer period of time?

Check the number of days covered on your bill.

#### Do you have faults on your internal plumbing?

Dripping taps, faulty toilet cisterns and leaking overflows can account for water being wasted and increased usage showing on your bill.

A high bill may also be due to a water leak, which can be identified from your weekly meter readings. If you spot an increase in your consumption, it is worth carrying out a leak check.

#### Carry out a leak check

If the water meter dial is turning when you are not using any water, it is likely you have a leak. To check, turn off your internal stop tap and check the meter. If the meter dial has stopped turning you may have a leak inside your property and you should contact your plumber to investigate. If the meter is still turning when the internal stop tap is off, it is likely you have a leak on your external private supply pipe and you should contact us. For more information on unexplained high bills, please visit our website: [water2business.co.uk/highconsumption](http://water2business.co.uk/highconsumption)

### Sewerage charges

Sewerage charges assume 5% of the water you use is not returned to the sewer. If, every year, more than 5% of your water supply is not returned to the sewer, please let us know and we'll find out if you qualify for a reduction in charges.

### Meter tampering and testing

Your meter is owned by your water wholesaler. Tampering with it is an offence and will result in a fine. If you think your meter is not recording accurately you can ask for it to be tested. If the results confirm the meter is reading accurately, you will be liable for the cost of the test.

### Read your meter

It is your responsibility to quickly spot and repair leaks between bills. Please remember to check your meter weekly and record the readings - it will help you to spot a leak. If this is not done, it may prevent you being able to claim a leak allowance. If you do check regularly and find a leak, we may be able to offer an allowance. You can find a copy of our Leakage Allowance Code of Practice on our website at [water2business.co.uk](http://water2business.co.uk)

### Reduction of your sewerage bill

Depending on which wholesaler provides your sewerage services, you may be entitled to an allowance if NO surface water from your property returns to the sewer.

To claim, you must prove ALL rainfall from your roof, shared roof or grounds drains into:

- A soakaway at the front and rear of your premises
- A water course via private pipework
- A rainwater harvesting system

For more information or to request an allowance, please call **0345 600 2 600** (Monday to Friday, 8am to 6pm) or view our leaflet at: [water2business.co.uk](http://water2business.co.uk)

For more top tips and water saving advice visit:  
**[water2business.co.uk/savingwater](http://water2business.co.uk/savingwater)**

**Problems Paying?**

If you are in financial difficulty call us today on **0345 600 2 600** (Monday to Friday, 8am to 6pm). Organisations such as Business Debtline offer free, independent and confidential debt advice. Visit [businessdebtline.org](https://businessdebtline.org) or phone **0800 197 6026**. Call us for a copy of our debt recovery code of practice.

**How does a budget payment plan work?****Paying your bill with a budget plan**

Metered charges are normally payable in arrears every six months but you also have the option to budget for your bills by paying in monthly instalments and, in effect, 'paying as you go'. The monthly payments we receive will build up a credit towards the bill when it becomes due. The credit built up should be sufficient to pay the bill in full, but we will normally review the monthly payments once a year and make an adjustment to the payment amount if there is a shortfall or overpayment. It is your responsibility to ensure your payments are sufficient to cover your bills.

**What if you are unhappy with the monthly payment amount?**

If your current monthly payment amount is insufficient to pay your balance and future bills, we will increase it. If you are unhappy with the new monthly amount you can choose to pay the outstanding balance in full and ask us to review the monthly payments again. If you are experiencing genuine financial difficulties we may be able to help you, but you must contact us as soon as possible.

### Our charges

Our charges for water and sewerage services and any changes to them are controlled by law and by our operating licence. For full information on our charges please visit [water2business.co.uk/our\\_tariffs](http://water2business.co.uk/our_tariffs). Further information about charges is also available from our regulator [www.ofwat.gov.uk](http://www.ofwat.gov.uk)

### Moving Premises

If you are moving, please read your meter on the day you move and call us on **0345 600 2 600** (Monday to Friday, 8am to 6pm) or contact us via email at [customer.services@water2business.co.uk](mailto:customer.services@water2business.co.uk)

If you have difficulty reading your meter, please give us five working days' notice and we will take your final meter reading.

### Leaks

It is your responsibility to regularly check your pipework to ensure it is in good working order, and **take meter readings at least once a week** to monitor your water usage. If you think you might have a leak, in some circumstances you may be entitled to a leak allowance. We'll request this from your wholesaler on your behalf. There can be strict criteria and a **deadline of as little as 4 weeks** for your wholesaler to consider granting an allowance. For more information please refer to our Leakage Code of Practice on our website at [water2business.co.uk](http://water2business.co.uk)

### VAT

Charges for water supplied and some waste water services are subject to VAT at the standard rate. This depends on whether the main activity of the business is classed as industrial. It is charged to companies with an industrial SIC code.

### Contractual terms

Subject to individual contractual terms and conditions, customers can choose to switch to an alternative retailer if they are not satisfied with the terms offered by water2business. More information can be found at [www.open-water.org.uk](http://www.open-water.org.uk)

### How we will use your personal information

We will use your information to manage your account, including the collection and recovery of charges. We may record telephone calls we make and receive in our contact centre for quality, security and training purposes. For full details of your rights and information about how we use personal data if you are a sole-trader or in a business partnership which is not a corporate entity see our privacy notice available at: [water2business.co.uk/privacy-policy](http://water2business.co.uk/privacy-policy)

### Complaints

Despite the best laid plans, very occasionally we fall short of the high standards we set ourselves. We want to hear from you if we haven't quite got it right so we can make amends and learn how we can improve for the future. We believe that when something goes wrong, it's how you deal with it that counts. We know the best way to restore your trust in us is to resolve any issues. If you are unhappy with any aspect of our service, please contact us. Calling us is the quickest and easiest way. You can call us on 0345 600 2 600 Monday to Friday 8am to 6pm. For more information, please visit: [water2business.co.uk](http://water2business.co.uk)

### Consumer Council for Water

The Consumer Council for Water (CCW) the independent voice for water consumers, offer free independent advice. If you've followed our complaints process but are still unhappy you can contact CCW. Visit [www.ccwater.org.uk/contact-us](http://www.ccwater.org.uk/contact-us) to complete their online form or call 0300 034 2222.

Scottish customers should contact the Scottish Public Services Ombudsman (SPSO). The SPSO provide a free, independent and confidential service. Call 0800 377 7330 or visit [www.spsos.org.uk](http://www.spsos.org.uk). Alternatively, write to FREEPOST SPSO. CCW and SPSO are completely independent of water wholesalers and retailers.

### Ofwat

Ofwat is the regulator for the water industry in England and Wales. Visit [www.ofwat.gov.uk](http://www.ofwat.gov.uk)

### Standing Charges

These fixed amounts are payable by all customers. They cover the administration costs of running a retail business, such as billing, payment processing, market compliance, financing, credit control and customer service.

Take the hassle out of bill paying by setting up a Direct Debit

Visit: [water2business.co.uk/directdebit](http://water2business.co.uk/directdebit)

**water business**

