

Keeping it simple

Your water bill explained




Water for the North West

Your bill explained

We're keen to make sure that you understand exactly what you pay for. We've made our bills as simple as possible, here's a summary of the main sections.

The prices shown on this example bill are based on our average price increase. Customers' individual bills will be more or less depending on the customer's circumstances.



Water for the North West

United Utilities Metered Bill

Page 1 of 4

Account number
400 000 0001

Visit us
unitedutilities.com

Call us
0345 672 2999

8am to 8pm Mon to Thu
8am to 6pm Fri
8am to 4pm Sat

Bill date
11 October 2025

Billing period
13 April 2025 -
11 October 2025

Your water and wastewater charges

Your usage

Your meter number is 06M389566

→ More on page 2

Previous OUR READING 1985	→	Current OUR READING 2052
12 Apr 2025		11 Oct 2025

Water you've used

67m³
(67,000 litres)

Your charges

Your £5 discount was shown on bill date 12 Apr 2025.

→ More on page 2

Balance last time (12 Apr 2025)	£19.62
✓ What you've paid since then	£373.45
£ Your new charges	£405.10
📅 Your current balance	£51.27
£ Estimated charges based on your usage	£648.45

Total charges (includes balance and estimated charges)

£699.72

Your payments

Please check your upcoming payments as they may have changed

We'll collect your next payment of £50.31 by Direct Debit on or after **20 October 2025**.

We'll then collect your monthly payment(s) and these are listed on page 3.

→ More on page 3

Your next payment

£50.31

Your future payments are different, please see your payment schedule on page 3

Getting in touch

In this section you can find out how to contact us if you have any queries regarding your bill. You can also access your water account 24 hours a day by registering for our free My Account service at **unitedutilities.com/myaccount**

Bill date and billing period

Details here showing the date of your bill and the period this covers.

Your usage

How much water you've used since your last bill.

Your payments

How much you need to pay and when it's due.

Your charges

What's happened since your last bill

1 Your usage

To make your usage relatable, we show how many baths, showers, flushes or washing machine loads it's equivalent to.

1 Your usage

You're using 368 litres per day, the same as...

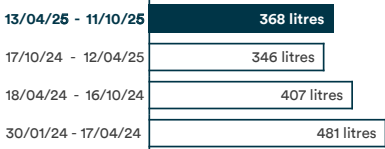


1 Your daily average usage

These graphs help to show how much water you're using on average each day and compares this against your previous bills so you can clearly see if you're using more or less water.

Your daily average usage

This chart compares your daily average water usage across your last 4 bills.



How do you compare with other households?

This chart shows how much water other households typically use each day, based on the number of occupants.



Save water, save money. Visit unitedutilities.com/savewater for plenty of tips to help you reduce your water and energy bills.

1 How do you compare with other households?

This section shows the typical daily usage for households based on the number of people living in the home. This allows you to see if your daily usage is more or less than a typical household.

2 Your charges

This section shows exactly how much you're paying for your water and wastewater services and is broken down so you can see each element of your bill.

2 Your charges

Fresh water £195.31



Wastewater £209.79



↓

Usage	67 m ³	@ £2.733 per m ³	=	£183.11
Standing charge	182 days	@ £24.46 a year	=	£12.20

↓

Usage	67 m ³	@ £2.014 per m ³	=	£134.94
Standing charge	182 days	@ £150.05 a year	=	£74.82

Your new charges **£405.10**



- Water usage:** The cost of the clean water we supply to your home, based on your meter readings.
- Standing charge:** This is a fixed annual charge associated with the costs of providing our services, and is shared amongst all our customers.

- Wastewater usage:** The cost of collecting your dirty water, cleaning it and returning it to the environment.
- Standing charge:** A fixed amount associated with the cost for taking away rainwater that drains from your home and the public highway and the cost of providing customer services. If rainwater from your home doesn't drain to the sewer you can claim a reduction for your surface water charges at unitedutilities.com/surface-water-drainage

3 Your payments

This section outlines your payments. If you're not currently paying by Direct Debit it will also provide details on how to set one up.

3 Your payments

Thanks for paying by Direct Debit

Your next payment will be collected on or after **20 October 2025**.

If you don't make a payment on time, you'll have to pay your outstanding balance in full.

Payments you've made

✓ 20/04/25	£71.81
✓ 20/05/25	£60.40
✓ 20/06/25	£60.31
✓ 20/07/25	£60.31
✓ 20/08/25	£60.31
✓ 20/09/25	£60.31
Total since your last bill	£373.45

Payments coming up

20/10/25	£58.31	20/11/25	£58.31
20/12/25	£58.31	20/01/26	£58.31
20/02/26	£58.31	20/03/26	£58.31
20/04/26	£58.31	20/05/26	£58.31
20/06/26	£58.31	20/07/26	£58.31
20/08/26	£58.31	20/09/26	£58.31
20/10/26	£58.31		
Total for this bill	£699.72		

4 More information



Priority services

We can all benefit from a bit of extra support at some stage in our lives. This could be due to age, ill health, disability, mental health problems or language barriers.

Registering for our Priority Services is free and means we can offer additional support tailored around your particular needs.

Visit unitedutilities.com/priorityservices or call **0345 072 6093** to register.



Leaky loos are losing loads

One of the biggest culprits for wasting water in the home are faulty toilet cisterns, especially the modern push button types.

That's because modern cisterns tend to overflow into the toilet bowl rather than through a pipe in the wall, making leaks difficult to spot.

Left undetected, a faulty cistern could be wasting as much as 400 litres of water a day!

For more details visit unitedutilities.com/leakyloo.

4 More information

This section provides useful information on a range of services you may find useful.

5 How to reach us

Handy numbers to know if you need to talk to us.

5 Contacting us

Speak to the right team with our handy list of numbers:

Billing enquiries	0345 672 2999
Moving home	0345 026 7661
Struggling to pay	0800 072 6765
Recent bereavement	0800 912 7249
Register for Priority Services	0345 072 6093
A leak in the street	0800 33 00 33
Water and wastewater problems	0345 672 3723

For emergencies we're open 24 hours
You can also ring this number to check the identity of one of our representatives.

If you need to use our **Text Relay** service, just dial **18001** followed by any of the phone numbers listed on this bill.

All our information leaflets including our 'Standards of service' and our 'Customer', 'Leakage' and 'Debt Recovery' Codes of practice are available online at unitedutilities.com/leaflets

6 Our services to you

You can read more about the services we provide together with information about our guaranteed standards of service by downloading our information guide at unitedutilities.com/our-services-meter or scan this QR code



Need more help?

We aim to get things right first time, but if things go wrong we'll fix them quickly for you.

Step 1 - Just call a member of our team on **0345 672 2999** or go online at unitedutilities.com/contactus. We're currently resolving over 80% of complaints within 5 days.

Step 2 - If you are not happy with the resolution or need further help then call **0345 075 0711**.

Step 3 - If:

- You are not happy with the final resolution, or
- Your issue is over eight weeks old, or
- You just want some free, trusted independent advice

You can call the Consumer Council for Water (CCW), the independent voice for water consumers in England and Wales by calling **0300 034 2222** or use its online form at ccwater.org.uk/contact-us

5 Important contact details

Information on how to get in touch if we can improve our service in any way.

6 Our services to you

Details on how to download our handy guide which explains more about the services we provide, how you can reduce your bills and help if you need additional support.

Find out more

You can find out more about how we calculate your bill and the services you pay for at:

unitedutilities.com/understanding-your-bill

or scan the QR code



Other leaflets that may be of interest:

- A summary of our household charges
- A guide to our Priority Services
- A guide to using water wisely
- Support with your water bill
- Our complaints procedure
- Lead pipe replacement scheme
- Our standards of service

You can download any of our leaflets from our website: unitedutilities.com/leaflets, or write to:

United Utilities, PO Box 459, Warrington WA55 1WB.

In case you need to contact us:



To talk to us about your bill:

0345 672 2888 if you don't have a water meter

0345 672 2999 if you have a water meter

For opening hours please visit unitedutilities.com/contactus where you can also get in touch with us online.

To talk to us about your water and wastewater services: **0345 672 3723**

Opening hours: for emergencies we are open 24 hours.

You can also call this number to check the identity of one of our representatives.

If you have hearing or speech difficulties, and use a textphone, please dial **18001** followed by the number you require.



You can go online:

Visit our website and click on 'Live chat' to webchat with a member of our team or go to unitedutilities.com/contactus



Or write to us at:

United Utilities, PO Box 459, Warrington WA55 1WB



Translations

Choose your preferred language on our website by clicking on 'Accessibility help'.



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Download our app

Search **United Utilities** on the App Store or Google Play to download.

Manage your account online



Register for My Account and you can pay your bill, update your details, provide a meter reading and switch to paperless.

unitedutilities.com/myaccount