



**Castle Water** 

1 Boat Brae, Rattray, Blairgowrie PH10 7BH

#### **Contact Us**

- t 01250 718700
- e support@castlewater.co.uk

Or why not try our webchat service at castlewater.co.uk

Did you know that you can pay your bill, submit meter readings, update your details and much more at www.castlewater.co.uk

MR MAYANK PATEL 886 LONDON ROAD THORNTON HEATH SURREY CR7 7PB





CL105

Dear Customer,

**Account Name: MR MAYANK PATEL** 

**Account Number: 2233461** 

**Previous Account Number: TW8045717135** 

# **Further Notice of Late payment interest**

Despite several repeated requests for payment, this debt remains unpaid. We have now applied further Interest as defined in the terms of the Late Payment of Commercial Debts (Interest) Act 1998.

Therefore we are continuing to add interest at an annual rate of 8.10% until the debt is paid in full.

#### Security Deposit

As your payment is now late, you may be required to pay a deposit pursuant to the Scheme of Terms and Conditions. This will be calculated by Castle Water based on up to 12 months' charges for your water services.

As previously advised, we have now instructed a Debt Collection Agency to recover the outstanding balance.

They will be in contact with you in the next few days and we would recommend that you now give this matter your full attention to avoid any further costs and actions being taken against you.

Please direct all future contact, regarding this debt, to the Debt Collection Agency rather than Castle Water.

#### If you are finding it difficult to pay

We appreciate that due to the impact of COVID-19 and the related restrictions, you may be having difficulties paying your invoice. If you are having difficulties paying your invoices as a result of Covid-19, Castle Water may be able to assist by coming to an agreed payment arrangement with you which takes account of sums due and the likely charges for water and wastewater services going forward. Details of the payment arrangements available can be found at castlewater.co.uk/covid19-scheme

Yours faithfully,

Collections Team
Castle Water Limited

# Alternative ways to pay

Direct Debit - Online via castlewater.co.uk/dd-setup

At any Bank or Online

Sort Code 30-80-12 Account Number 14285168 Account Name Castle Water

Please quote the following reference - 2233461

## Cheque by Post

Please write the following reference MR MAYANK PATEL, 2233461, 0001444296 and postcode on the back of the cheque and post to Castle Water, 1 Boat Brae, Rattray, Blairgowrie, PH10 7BH

#### Late Payment Charges

If you do not pay your bill within your agreed payment terms, late payment interest may be applied in line with applicable legislation. The overdue amounts will incur interest charged at 8.10%.

Debt recovery cost will also be recovered in line with applicable legislation at the following levels:

Amount of Debt	Applicable Charge
Up to £999.99	£40.00
£1,000.00 to £9,999.99	£70.00
£10,000.00 or more	£100.00

#### **Moving Premises**

If you are moving into or out of premises, please provide us with the details and we will take care of the rest. You can do this via e-mail to mimo@castlewater.co.uk, via our website www.castlewater.co.uk by selecting Moving Premises or by including the details with the Cheque Payment Advice Slip below.

#### **Castle Water Cheque Payment Advice Slip**

(this is not a Giro Slip)

Account Name	MR MAYANK PATEL
Account Number (add others if mutiple)	2233461
Invoice Number (add all if multiple)	0001444296
Cheque Number	
Cheque Value (£0.00)	







MR MAYANK PATEL 886 LONDON ROAD THORNTON HEATH SURREY CR7 7PB

# Your bill is now due

Your payment of £1,328.98 is due by the 08 Sep 2020.

# Your statement

#### **Account Summary**

Your previous balance	£1,322.92
Payments received	£0.03
Balance brought forward	£1,322.92
Your charges	
Sundry transaction(s)	£6.06
Total charge (excl. VAT)	£6.06
VAT (where applicable @20%)	£0.00
Total charges	£6.06



Please pay £1,328.98

If you do not pay on time, late payment interest and/or debt recovery costs may be applied.

#### Direct Debit Offer

Paying by Direct Debit is the easiest way to pay your bills and spread the cost plus you're covered by the Direct Debit Guarantee scheme.

We will donate £100 to Save The Children for any new Direct Debit, or we will credit £50 to your account, or send you a £50 Amazon e-Voucher. Visit www.castlewater.co.uk/ddoffer for more details and terms.



# New Account Number 2233461

Previous Account Number TW8045717135

Bill Number	0001444296
Bill Date / Tax Point	24 August 2020
Purchase Order Number	
Our VAT Number	319 4277 88

#### **Contact Us**

Webchat: Visit castlewater.co.uk and chat with an advisor Monday to Friday, 8am to 6pm.

Email: support@castlewater.co.uk

Call: 01250 718700

For a full explanation of your bill, visit: castlewater.co.uk/billexplained

## **Self Service**

You can pay your bill, submit meter readings, update your details and much more at: www.castlewater.co.uk

# Ways To Pay



To setup a Direct Debit, visit castlewater.co.uk/dd-setup



Pay securely online at castlewater.co.uk/paybill



Pay by bank transfer: Account Number: 14285168

Sort Code: 30-80-12 Reference: 2233461

It's important to use the details above so we know the payment has come from you.



Call **01250 718700** to make a payment by phone.



Write your bill number, account number and postcode on the back of your cheque and send it to us in the Freepost envelope enclosed.

#### Contact Us

We're here to help: If you have a query about your account, please get in touch as soon as possible so that we can help. Our customer service team is available from Monday to Friday, 8am to 6pm.

**Webchat:** Visit castlewater.co.uk and chat with an advisor Monday to Friday, 8am to 6pm.

Phone: Call us on 01250 718700, Monday to Friday, 8am to 6pm.

Email: support@castlewater.co.uk

Write to us: Castle Water, 1 Boat Brae, Rattray, Blairgowrie,

PH<sub>10</sub> 7BH

#### Remittance Advice

Sending us your remittance advice will help us process and allocate your payment(s) accurately. Please email a copy of your remittance to payments@castlewater.co.uk. We have an online remittance form on our website castlewater.co.uk/remittance. You can use this to let us know that you have made a payment, or if you wish to move money between your accounts.

# **Update Your Details**

Please tell us if your details change, including changes to your bank account or Direct Debit details. You can update your contact details on our website at castlewater.co.uk/updatemydetails

# **Moving Premises**

If you are moving, please let us know. You can do this on our website at castlewater.co.uk/mimo or call us on **01250 718700**. You must provide at least two days notice prior to your moving date to avoid paying more.

#### Meter Reads

We will aim to read your meter at least once per year. If the meter read is significantly different to what we were expecting your next bill may be estimated. You can also submit your own meter reading on our website at castlewater.co.uk/meterread

#### **Business Assessed?**

If you are a business assessed customer, please ensure we have your up to date details, you can fill this in at castlewater.co.uk/business-assessed

#### Standard Industrial Classification (SIC)

Please tell us if your SIC code has changed. You can complete a SIC form on our website castlewater.co.uk/sicform

#### Useful Information

There is a variety of useful resources including FAQs and billing help on our website at castlewater.co.uk/help-support

# Scheme of Terms & Conditions

You can view our Scheme of Terms and Conditions at castlewater.co.uk/T&Cs. Otherwise, please refer to the agreed contractual terms for your specific supply agreement.

### Scheme of Charges

You can view our Scheme of Charges at castlewater.co.uk/scheme-of-charges

If you are a customer of Castle Water South East Limited for any service, this bill has been issued by Castle Water Limited on behalf of Castle Water South East Limited. If you are a customer of Castle Water (Southern) Limited for any service, this bill has been issued by Castle Water Limited on behalf of Castle Water (Southern) Limited.

# Late Payment Charges

If you do not pay your bill within your agreed payment terms, late payment interest may be applied in line with applicable legislation. The overdue amounts will incur interest charged at 8.10%. Debt recovery costs will also be recovered in line with the applicable legislation.

Debt amount	Applicable charge		
Up to £999.99	£40.00		
£1,000 - £9,999.99	£70.00		
£10,000 or more	£100.00		

# Emergency?

**Emergency contact:** 

Call 01250 718700 Monday to Friday, 8am to 6pm.

24/7 Emergency Services: Thames Water: 0800 316 9800 Portsmouth Water: 023 9247 7999 South East Water: 0333 000 0365

or find your local water company's contact details at

castlewater.co.uk/emergencies

#### Water quality

If you have concerns about your water quality, please contact us on **01250 718700**, or contact your local water company. The Drinking Water Inspectorate also provide information and advice on their website at www.dwi.gov.uk

# Glossary

SPID Supply Point Identification Number

M3 Cubic metre is 1,000 litres

VAT Type

O Transactions/Charges are outwith VAT regulations

Z VAT is applied to these items at the zero rate

S VAT is applied to these items at the standard rate

of 20%

Charge Type

W Wholesale ChargesR Retail Charges

For a full explanation of your bill, visit castlewater.co.uk/billexplained

## How To Complain

If you are concerned about something, please let us know by calling **01250 718700** or using the contact details above. We will always try to resolve things straight away. Details of our complaints procedure can be found at castlewater.co.uk/howtocomplain.

If you have exhausted our complaints procedure, the Consumer Council for Water offers free independent advice.

Visit ccwater.org.uk, call 0300 034 2222 or write to: Consumer

Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham B2 4AJ.

#### Your Rights

Customers of water and sewerage companies are entitled to guaranteed minimum standards of service, as laid down by the Government. Find out more at castlewater.co.uk/servicestandards

Ofwat is the economic regulator of the water sector in England and Wales. Find out more at ofwat.gov.uk

Payment Type Payment Amount (£) Payment Date

TOTAL 0.00

# Sundry Transaction Information Breakdown

Description	Charge/Credit (£)	VAT (£)	VAT Rate	Total (£)	Transaction Date
Interest Charges 18/08/2020 - 24/08/2020 (7 days)	0.70		Ο	0.70	24 Aug 2020
Interest Charges 18/08/2020 - 24/08/2020 (7 days)	1.23		0	1.23	24 Aug 2020
Interest Charges 03/08/2020 - 17/08/2020 (15 days)	1.50	0.00	0	1.50	17 Aug 2020
Interest Charges 03/08/2020 - 17/08/2020 (15 days)	2.63	0.00	0	2.63	17 Aug 2020
TOTAL					
TOTAL	6.06	0.00		6.06	

Where there are negative values in the Payment Amount, Charge/Credit and Total columns, these are credits to your account. For a full explanation of your bill, visit: castlewater.co.uk/billexplained