



For bill enquiries please call:

**03457 919 155**

8am-8pm Monday to Friday

8am-4pm on Saturday

10am-4pm on Sunday

**MR PANKAJ MITTAL**  
**MS SHRUTI AGGARWAL**  
3 NORWICH COURT  
3 CHEVALLIER STREET  
IPSWICH  
IP1 2PA

**Account date**  
17th October 2022

### Supply address

3 NORWICH COURT, CHEVALLIER STREET, IPSWICH, IP1 2PA

Account number  
**166405696**

Period of charge  
**5th May 2022 - 17th October 2022**

### Your Bill Amount...

Water charge	<b>£256.55</b>
--------------	----------------

Sewerage charge	<b>£263.79</b>
-----------------	----------------

<b>Total bill amount</b>	<b>£520.34</b>
--------------------------	----------------

## Payment Information

What next? Please pay your bill by 1 November 2022.

# YOUR USAGE IN DETAIL...

You are on our **Standard** water and sewerage tariff.

Your water and sewerage bill is made up of charges for volume used in cubic metres (m<sup>3</sup>) and daily standing charges for the bill period. Sewerage volume is calculated as a percentage of the water you have used.

**You can see this in the details below.**

Period of Charge: **5th May 2022 - 17th October 2022**

Your water meter: **17M125783Z**

Your water meter size: **15mm**

---

**5th May 2022 - 17th October 2022** - on our **Standard** tariff

<b>Estimated meter read</b>	5th May 2022	<b>266</b>
<b>Meter read</b>	17th Oct 2022	<b>410</b>
<b>Volume used</b>		<b>144 m<sup>3</sup></b>

---

<b>Volume Used</b>	<b>Volume</b>	<b>Cost per m3</b>	<b>Charge</b>
Water	144m <sup>3</sup>	168.53p	£242.68
Sewerage - 90 % of water	129.60m <sup>3</sup>	171.00p	£221.61

<b>Standing charge</b>	<b>Period</b>	<b>Cost per day</b>	<b>Charge</b>
Water	166 days	8.35p	£13.87
Sewerage - Foul & Surface	166 days	25.41p	£42.18

<b>Total charges</b>	<b>£520.34</b>
----------------------	----------------

# CONTACTS & INFORMATION

## Website

For lots of information, help, advice or if you'd like us to 'call you back' go to [anglianwater.co.uk](http://anglianwater.co.uk)

You can also keep up to date with what's going on by signing up to our 'In your area' alert service.

If the surface water from your property doesn't go into our sewer system check to see if you can reduce your bill at [anglianwater.co.uk/swdrainage](http://anglianwater.co.uk/swdrainage)

**E-mail** Contact us via our online form.

## Phone

Lines are open from 8-8 Mon to Fri and 9-1 on Sat unless otherwise stated.

## Bill and customer service queries

Call us on **03457 919 155** or request a call back on our website. To tell us you've paid call **0800 032 6237** and self serve.

## Supply problems or emergencies

Water or sewerage, supply or quality query call **03457 145 145** or request a call back on our website. Lines are open 24 hours a day.

**Spotted a leak 0800 771 881** Lines are open 24 hours a day.

## Speech or hearing difficulties

Call our minicom service on **0800 917 5901**.

## Check an employees identity

Beware of bogus callers **0800 145 145**. Lines are open 24 hours a day.

## Home or telephone banking

You'll need: our bank account number 90011916, Sort code 20-43-71 and your Anglian Water account number.

## Problems paying your bill

If you are having problems paying, call our helpline on **0800 169 3630**. We'll work with you to come up with a payment plan.

## Moving home?

Let us know online [anglianwater.co.uk/changing-address](http://anglianwater.co.uk/changing-address) or by calling on **03457 919 155**.

## Post

Write to us at **Anglian Water, Customer Services, PO Box 4994, Lancing, BN1 19AL** or fax us on **01522 341321**. Please quote your account number.

## Watercare

Need bills in braille or large print? Need a constant supply of water for medical reasons? Want to secure your details with a password? For more information, or to register, go online or call **03457 919 155**.

## Code of practice and charges scheme

Our code of practice and charges scheme is on our website or you can call **03457 919 155**. In these documents you will find lots of information you may need including details about meters and our charging policies.

## Got a problem?

Call us on **03457 919 155** and our Customer Care Team will do everything they can to resolve your query. If you followed our complaints process but are still unhappy, the Consumer Council for Water offers free independent advice. Visit their website [ccwater.org.uk](http://ccwater.org.uk) or call on 0300 034 2222 or write to them at 23 Stephenson Street, Birmingham, B2 4BH.

## Privacy Information

You can be safe in the knowledge that we always follow the Data Protection Act 2018, which reflects and supplements the General Data Protection Regulation, for any personal information we collect, hold and use. If you want to know more about what we do with people's information, including how to exercise your data protection rights and how we share information with Credit Reference Agencies, please read our Privacy Notice on our website [anglianwater.co.uk/privacy](http://anglianwater.co.uk/privacy) or call us on **03457 919 155**. You can also get further information on your data protection rights and our obligations under the Act by visiting the Information Commissioner's website [www.ico.org.uk](http://www.ico.org.uk) or by calling them on **0303 123 1113**.



Like us on [facebook.com/anglianwater](https://facebook.com/anglianwater)  
Follow us on Twitter [@anglianwater](https://twitter.com/anglianwater)  
Watch us on Youtube [youtube/loveeverydrop](https://youtube.com/loveeverydrop)

These charges are due to Anglian Water Services Ltd.  
Registered Office: Lancaster House, Lancaster Way,  
Ermine Business Park, Huntingdon, Cambs. PE29 6XU  
Registered in England 2366656  
VAT Reg. No: 514060002

