



For bill enquiries please call:

**03457 919 155**

8am-8pm Monday to Friday

8am-4pm on Saturday

10am-4pm on Sunday

**MR SYED SAMEER NAQVI**  
7 POULTER CROFT  
MIDDLETON  
MILTON KEYNES  
MK10 9SY

**Account date**  
2nd March 2020

**Supply address**

7 POULTER CROFT, MIDDLETON, MILTON KEYNES, MK10 9SY

Account number

**158863431**

Period of charge

**12th December 2019 - 2nd March 2020**

**Your Bill Amount...**

Water charge

**£41.77**

Sewerage charge

**£54.27**

**Total bill amount**

**£96.04**

## Payment Information

What next? Please pay your bill by 17 March 2020.

# YOUR USAGE IN DETAIL...

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

Your water and sewerage bill is made up of charges for volume used in cubic meters (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: **12th December 2019 - 2nd March 2020**

Your water meter: **13E6095607**

Your water meter size: **15mm**

## 12th December 2019 - 2nd March 2020 - on our **Standard rate** tariff

<b>Estimated meter read</b>	12th Dec 2019	<b>819</b>
<b>Estimated meter read</b>	2nd Mar 2020	<b>841</b>
<b>Volume used</b>		<b>22 m<sup>3</sup></b>

<b>Volume Used</b>	<b>Volume</b>	<b>Cost per m3</b>	<b>Charge</b>
Water	22m <sup>3</sup>	160.37p	£35.28
Sewerage - 90 % of water	19.80m <sup>3</sup>	175.68p	£34.78

<b>Standing charge</b>	<b>Period</b>	<b>Cost per day</b>	<b>Charge</b>
Water	82 days	7.92p	£6.49
Sewerage - Foul & Surface	82 days	23.77p	£19.49

<b>Total charges</b>	<b>£96.04</b>
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# YOUR BILL AMOUNT IN DETAIL ...

Your charges are based on an estimated reading. If you have read your meter and would like to be billed on this reading please let us know.

Your last bill amount issued on 11th December 2019 **£238.85**

## Payments received since your last bill

11th January 2020	Payment	£238.85 cr
<b>Total amount paid</b>		<b>£238.85 cr</b>

Remaining balance on your last bill **£0.00**

Charges since your last bill **£96.04**

<b>Total bill amount</b>	<b>£96.04</b>
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# 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 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

## 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**.



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These charges are due to Anglian Water Services Ltd.  
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Registered in England 2366656  
VAT Reg. No: 514060002

