

### **Your Customer Number: 8202502-5**

Date 26 October 2019

Account type Metered Meter number 94AQ003142

RASH 5

For water supply to

Flat 15 Vora House, 64 Scarle Road, Wembley, HAO 4SN

affinitywater.co.uk

Mr Prashant Badracen Mrs S Sheetal Flat 15 Vora House 64 Scarle Road Wembley HAO 4SN

## Your water bill

**Affinity Water** supply your clean water, water remove your waste water. Affinity Water bill you and collect payment on behalf of Thames Water.

# YOUR BALANCE

This bill: See page 2 for full details

£127.49

Your new balance

£127.49

To see your payment details go to page 3.

## Go paperless, save water and win £200!

It takes around 8.5 million litres of water to produce the paper bills we supply each year. For a chance to **win £200** and help **save water**, simply sign up for **paperless billing** and enter our prize draw at **affinitywater.co.uk/myaccount** 

Paperless already? You can still enter the prize draw via the 'update my details' page on your My Account Profile. For full T&Cs, please visit affinitywater.co.uk/prizedraw

## GOING INTO THE DETAIL

#### Your meter readings

Previous: 2,302 Actual (25/04/2019) Current: 2,342 Actual (22/10/2019) Volume used: 40m³ (40,000 litres)

# Affinity Water clean water

25/04/19 - 22/10/19, 40.00 x £1.0551	£42.20
01/10/19 - 31/03/20, Fixed Charge	£14.16
Clean water total	£56.36



#### waste water

25/04/19 - 22/10/19, 40.00 x £0.8672	£34.69
01/10/19 - 31/03/20, Fixed Charge	£36.44
Waste water total	£71.13

Combined clean water and waste water charges for this bill

£127.49

#### **Answering your questions**

#### **Fixed Charge**

This is the fee from your supplier for providing their service to your property. It contributes to the cost of maintaining the water and waste water networks (where connected). If the rainwater on your property does not drain away to the sewers you could be in line for a reduction in your waste water charges. To find out more go to: thameswater.co.uk/ mywastewater or call

0800 316 9800. Any questions, visit

Any questions, visit **affinitywater.co.uk** 

## **Reading your meter**

You can find useful, step-by-step video instructions on our website at **affinitywater.co.uk/howtoguides** 

Any problems? Call us on 0345 357 2401.

# YOUR RECENT TRANSACTIONS

15 May 2019 Paid -£114.41

-£114.41 **Total** 

Please make the scheduled payment as shown.

Payment due now £127.49 If you would like to set up a payment plan visit affinitywater.co.uk/ waystopay

## **Direct Debit**

Set up a Direct Debit today, for the simplest way to pay. Visit affinitywater.co.uk/ directdebit





scan with pingit Secure, quick, easy to use Download the free app To find out more visit www.pingit.com

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## HOW TO PAY THIS BILL

For this bill, please pay the full amount of £127.49 upon receipt.

If you have a payment card then you can continue using it as there is no expiry date on it. Payment cards are accepted wherever you see the Paypoint sign. The minimum payment you can make is £3.50.

#### Online and telephone payments

You will need:

Your customer number (8202502-5)

Your debit/credit card

Pay online at www.affinitywater.co.uk

Pay by calling **0345 357 2400** 

Use our quick, easy and convenient 24-hour automated payment line - available 7 days a week.

#### **Internet Banking**

You will need:

In your bank payment reference add 8202502-5 The Affinity Water bank details as follows:

Sort code: 20-05-03

Account number: 805 429 03

#### Cheque payments

You can pay by cheque at any branch of Barclays Bank (or your own bank)

Post your cheque and payment slip to **Affinity** Water, Tamblin Way, Hatfield, Hertfordshire, **AL10 9EZ** 

Please make cheques payable to Affinity Water Ltd (write your customer number 8202502-5 on the back)

## **SAVE MORE**

There are many ways you can use less water and reduce your energy bills. Try our water & energy calculator at affinitywater.co.uk/ calculator to find out what you can do to make real savings. Here are a few suggestions...



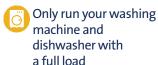
Take a short, 4 minute shower instead of a bath



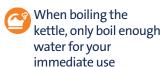
Turn off the tap while brushing your teeth



Install a 'Save-a-Flush' device if you have a single flush toilet







Use a water butt to collect rainwater. which can be used to water your garden or wash your car

To discover more visit affinitywater.co.uk/ savewater

## **USEFUL INFORMATION**



Water supply emergency? Call us 24/7 on 0345 357 2407 Waste water emergency?



Call Thames Water on 0800 316 9800

Account query?

Call us on 0345 357 2401. Monday to Friday, 8am to 6pm Saturday, 8am to 2pm



## **Online**

Visit us at affinitywater.co.uk



## Personal info

We collect and use certain personal information to provide you with water services. We process all personal information in accordance with the Data Protection Act Principles. For more information on how we manage your personal data, see Protecting Customer Information at affinitywater.co.uk/privacy or contact us at data.protection@affinitywater.co.uk



# Something not right?

Call us on **0345 357 2401** so we can get to the bottom of it. If you're still not satisfied, we will review your complaint through our complaint process, available on our website at

www.affinitywater.co.uk/complaints. If we are not able to resolve your complaint, you may ask the Consumer Council for Water for assistance, visit the CCW website at ccwater.org.uk



# **Difficulty paying?**

If you are in financial hardship, we have a range of concessionary tariffs that may help you. Go to **affinitywater.co.uk/helpmepay** to view our help with payment problems leaflet.

You can also get free, independent and confidential advice from Citizens Advice Bureau, Stepchange debt charity, Money Advice Service, National Debtline and Turn2us to see what support you may be entitled to.



# Moving home?

Please give us at least two days' notice of when you are moving. Otherwise you will be liable for charges after you have moved out.



## **Water meters**

A meter reading is evidence of the water consumed unless the meter has been tested and proved to be recording incorrectly. You may ask us to test your meter. If the meter passes the test, we will charge you a fee of £70. You must not interfere with, damage or remove the meter and you must allow us reasonable access to the meter. Our Metering Policy sets out information about metering and is available from affinitywater.co.uk/meteringpolicy



# Need extra help?

Our advanced care team is on hand to offer help via our priority services register, where we can provide you information in alternative formats such as large print, audio or braille. You can also nominate a third party on your account or protect yourself from bogus callers by registering for our password scheme. To find out more call us on **0345 357 2406** or if it's easier you can use our Typetalk service. Textphone users - please dial **18001** (text direct) followed by the normal contact number, you can also email us at advancecareteam@affinitywater.co.uk or visit us at affinitywater.co.uk/priorityservices
Additionally if English is not your first language we may be able to help you with our interpretation service when you call.

# Charges schemes and

leakage procedure

Our Household Charges Scheme sets out information about our charges and debt recovery procedure. Our Leakage Booklet sets out information about our leakage procedure. These are available from

www.affinitywater.co.uk/charges affinitywater.co.uk/leakageprocedure