

**Your Customer Number: 8202502-5**

<b>Date</b>	<b>Account type</b>	<b>Meter number</b>
26 October 2019	Metered	94AQ003142

RASH 5

**For water supply to**  
Flat 15 Vora House, 64 Scarle Road, Wembley,  
HA0 4SN



Mr Prashant Badracen Mrs S  
Sheetal  
Flat 15 Vora House  
64 Scarle Road  
Wembley  
HA0 4SN

## Your water bill

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

## YOUR BALANCE

**This bill:** **£127.49**  
See page 2 for full details

**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](http://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](http://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)**

### clean water

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

### waste water

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

**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](http://thameswater.co.uk/mywastewater) or call 0800 316 9800.

Any questions, visit [affinitywater.co.uk](http://affinitywater.co.uk)

### Reading your meter

You can find useful, step-by-step video instructions on our website at [affinitywater.co.uk/howtoguides](http://affinitywater.co.uk/howtoguides)

Any problems? Call us on 0345 357 2401.

YOUR RECENT TRANSACTIONS

15 May 2019    Paid    -£114.41

Total    -£114.41

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](http://affinitywater.co.uk/waystopay)

**Direct Debit**

Set up a Direct Debit today, for the simplest way to pay. Visit [affinitywater.co.uk/directdebit](http://affinitywater.co.uk/directdebit)



 Scan with pingit  
To pay now

Secure, quick, easy to use  
Download the free app  
To find out more visit [www.pingit.com](http://www.pingit.com)



135

32

Reference

8202502-5

Signature

\_\_\_\_\_

Cashier's stamp and initials

\_\_\_\_\_

Date

\_\_\_\_\_

Name of Customer

Mr Prashant Badracen

Amount due (standard fee payable at PO counter)

£ 127.49

Credit account number

525 1141

CHEQUE ACCEPTABLE



9826 1507 0008 2025 0200 6

CASH

CHEQUE

£

BARCLAYS BANK PLC  
AUTOMATED BULK CREDIT CLEARING  
AFFINITY WATER - RECEIPTS  
80542903  
05-03

25 - 11 - 41

000082025025    V4325251141    91    X

000082025025    <000127492

000082025025    <400    <000082025025    <000127492

Please do not write or mark below this line and do not fold this counterfoil

## 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](http://www.affinitywater.co.uk)  
Or

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)

Or

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](http://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



Only run your washing machine and dishwasher with a full load



Fix dripping taps and leaking toilets – if you need an approved plumber, visit [watersafe.org.uk](http://watersafe.org.uk)



When boiling the kettle, only boil enough water for your immediate use



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](http://affinitywater.co.uk/savewater)

## USEFUL INFORMATION



### Phone

#### 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](http://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](http://affinitywater.co.uk/privacy) or contact us at [data.protection@affinitywater.co.uk](mailto: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](http://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](http://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](http://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](http://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 [advancedcareteam@affinitywater.co.uk](mailto:advancedcareteam@affinitywater.co.uk) or visit us at [affinitywater.co.uk/priorityservices](http://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](http://www.affinitywater.co.uk/charges) [affinitywater.co.uk/leakageprocedure](http://affinitywater.co.uk/leakageprocedure)