

07 February 2021



EN ROUTE SERVICES LTD
648 LEA BRIDGE ROAD

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E10 6AP



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CL044

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

Dear Customer,

Account Name: EN ROUTE SERVICES LTD
Account Number: 2538675
Previous Account Number: TW0000359453

Your Bill for Water Charges

This bill has been produced for the following reason:

- Latest Water and/or Waste Charges

Your Latest Bill

Ofwat has decided that water charges are now payable by all customers who temporarily closed during lockdown. If you closed during lockdown and haven't told us you reopened, we will be billing you for the period from 1 August, as this is the latest date Ofwat allows us to treat you as being closed. Ofwat has stated that consumption recorded on the water meter while your business was closed due to Covid-19 should be charged, so some volumetric charges for the period may be due. Please could you send us actual meter readings before your next bill, ideally one month apart, to ensure your next bill reflects your actual consumption and not pre-Covid levels. We will donate £1 to Save the Children for every customer meter reading we use.

The enclosed bill may be for a shorter period than normal, this is so that we can reflect your new usage as early as possible when we produce subsequent bills. For further information and Covid-19 help and support please visit: castlewater.co.uk/help-support/covid19

We value your feedback, so we have redesigned our bill to make it clearer and more readable. You will notice it has a slightly different 'look and feel'. We have introduced new account numbers, this is shown alongside your previous account number. Please use your new account number when contacting us. For a full explanation of your bill, FAQs and glossary visit castlewater.co.uk/billexplained

The quickest way to pay is by debit or credit card, you can do this online at castlewater.co.uk/paybill or call us on **01250 718700**. Our lines are open weekdays **Monday to Friday, 8am to 6pm**. Please remember to have your credit/debit card details to hand.

Paying by Direct Debit

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. You'll never need to worry about a missed payment again. Set up your Direct Debit now at castlewater.co.uk/dd-setup

We're here to help

If you have any questions regarding your bill or remittance advice, please contact our friendly Customer Service team using the contact details at the top of this letter. We're available **Monday to Friday, 8am to 6pm**.

Alternative ways to pay

At any Bank or Online

Sort Code 30-80-12

Account Number 14285168

Account Name Castle Water

Please quote the following reference - 2538675

Cheque by Post

Please write the following reference EN ROUTE SERVICES LTD, 2538675, 0005129314 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

Remittance Advice

Sending us your remittance advice will help us process and allocate your payment(s) accurately and in good time, especially if you are making a single payment covering multiple accounts, or multiple payments at the same time. 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. Use this to let us know that you have made a payment, or if you wish to move money between your accounts.

Don't miss out!

Castle Water is the UK's leading independent business water supplier. As a valued customer, you can take advantage of the great services we have on offer.

- If you haven't already, register for your MyAccount - our online self-serve customer portal providing secure 24/7 access to your Castle Water account(s) at myaccount.castlewater.co.uk
- Sign up to our mailing list to access our latest news, blogs and case studies
- Check out our website for the latest water efficiency advice, hints and tips
- Access a wide range of additional water management services, no matter the size of your organisation, such as leak detection audits and automatic meter reading
- Our online self-serve options include paying your bill, submitting a meter reading, viewing previous invoices and telling us if you're moving premises
- Did you know, we might be able to cut costs on your energy bills too.
Get a quote at castlewater.co.uk/energy and find out how much you could save

Finding it difficult to pay?

Please call us immediately on **01250 718700** so that we can discuss your options.

Yours faithfully,

Samantha Flavell, Head of Payments and SME Invoicing
Castle Water Limited

Castle Water Cheque Payment Advice Slip

(this is not a Giro Slip)

Account Name	EN ROUTE SERVICES LTD
Account Number (add others if multiple)	2538675
Invoice Number (add all if multiple)	0005129314
Cheque Number	
Cheque Value (£0.00)	



New Account Number
2538675

Previous Account Number
TW0000359453

Bill Number 0005129314

Bill Date / Tax Point 07 February 2021

Purchase
Order Number

Our VAT Number 319 4277 88

Your water & wastewater bill is now due

Your payment of £491.05 is due by the 21 Feb 2021.

Your statement

For the period 31 Jul 2020 - 28 Feb 2021

Account Summary

Your previous balance	£207.08
Payments received	£207.08 CR
Balance brought forward	£0.00
Your charges for this period	
Water usage and charges	£246.25
Waste usage and charges	£195.55
Sundry transaction(s)	£0.00
Total charge (excl. VAT)	£441.80
VAT (where applicable @20%)	£49.25
Total charges	£491.05



Please pay £491.05

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

Direct Debit

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. You'll never need to worry about a missed payment again.

Set up your Direct Debit now at castlewater.co.uk/dd-setup

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: 2538675

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, PH10 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/updatedetails

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 Charges
R 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 Information Breakdown



Payment Type	Payment Amount (£)	Payment Date
Payment 02/06/2020	-207.08	02 Jun 2020
TOTAL		-207.08

Sundry Transaction Information Breakdown

Description	Charge/Credit (£)	VAT (£)	VAT Rate	Total (£)	Transaction Date
TOTAL		0.00	0.00	0.00	

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

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Wastewater SPID: 3011429073S12

Water SPID: 3011429073W15

SPID Address: 648 SHOP, LEA BRIDGE RD LONDON, E10 6AP

Tariff: Retail Default Sewerage (England)

Retail Default Water (England)

Invoice Period: From 31 Jul 2020 to 28 Feb 2021

Your Readings

Meter Serial Number	Previous Reading	Previous Read Type	Previous Read Date	Current Reading	Current Read Type	Current Read Date	Consumption
90P184904	2833	ESTIMATED	16 Mar 2020	2833	ESTIMATED	01 Aug 2020	0
90P184904	2833	ESTIMATED	01 Aug 2020	2971	VISUAL	13 Jan 2021	138
90P184904	2971	VISUAL	13 Jan 2021	2993	ESTIMATED	01 Mar 2021	22

Your Meter Information

Meter Serial No	Chargeable Meter Size (mm)	Consumption (m³)	Return to Sewer (%)
90P184904	15	160	100.00

Your Charges

Volumetric Charges		Unit Rate	Number of Units	Unit of Measure	Charge (£)	VAT (£)	VAT Type	Total (£)
Potable Water Volumetric	R	0.062200	138.000	M3	8.58	1.72	S	10.30
Potable Water Volumetric	W	1.381800	138.000	M3	190.69	38.14	S	228.83
Potable Water Volumetric	R	0.062200	22.000	M3	1.37	0.27	S	1.64
Potable Water Volumetric	W	1.381800	22.000	M3	30.40	6.08	S	36.48
Metered Foul Sewerage	R	0.028200	22.000	M3	0.62	0.00	Z	0.62
Metered Foul Sewerage	W	0.896300	22.000	M3	19.72	0.00	Z	19.72
Metered Foul Sewerage	R	0.028200	138.000	M3	3.89	0.00	Z	3.89
Metered Foul Sewerage	W	0.896300	138.000	M3	123.69	0.00	Z	123.69

Fixed Charges		Unit Rate	Number of Units	Unit of Measure	Charge (£)	VAT (£)	VAT Type	Total (£)
Potable Water Fixed	R	0.071726	212.000	Days	15.21	3.04	S	18.25
Metered Foul Sewerage	W	0.122493	213.000	Days	26.09	0.00	Z	26.09
Metered Foul Sewerage	R	0.097260	213.000	Days	20.72	0.00	Z	20.72
Metered Foul Sewerage	R	0.003863	213.000	Days	0.82	0.00	Z	0.82

Bill Totals

	Net (£)	VAT (£)	Gross (£)
	441.80	49.25	491.05

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