

Website

If you've got a question or need information, help or advice take a look on our website anglianwater.co.uk. 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

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** To tell us you've paid call **0800 032 6237** and self serve.

Supply problems or emergencies

Water or sewerage supply or quality query **03457 145 145**. Lines are open 24 hours a day.

Spotted a leak 0800 771 881

Lines are open 24 hours a day.

Speech or hearing difficulties 0800 917 5901

Call our minicom service on

Check an employee's identity

Beware of bogus callers **0800 145 145**

Lines are open 24 hours a day.

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 or by calling on **03457 919 155**

Post

Write to us at Anglian Water, Customer Services, PO Box 10642, Harlow CM20 9HA 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 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 knowledge that Act 1998 for any personal information we collect and hold. If you want to know more, including how we share information with Credit Reference Agencies, please read our Privacy Policy on our website anglianwater.co.uk/privacypolicy or call us on **03457 919 155**.

For bill enquiries please call:

03457 919 155

8am-8pm Monday to Friday
9am-1pm on Saturday

love every drop
anglianwater

Account date
17th December 2015

148900723-Y-M 352000327/011010/C
MR MURALI BESTA
MRS SWETHA RAVINDRA
CENTRAL COURT
23 NORTH STREET
PETERBOROUGH
PE1 2RN

Supply address

CENTRAL COURT, 23 NORTH STREET, PETERBOROUGH, PE1 2RN

Period of charge

20th Nov 2015 - 17th Dec 2015

Account number
148900723

YOUR BILL AMOUNT

£40.45

How we work out your amount

Water charge	£18.27
Sewerage charge	£22.18
Total bill amount	£40.45

Payment Information

Direct debit budget plan. Your bank account will be debited on or after 1st of each month with **£47.00** until further notice. The bill amount shown above is included in the budget plan. Your budget payments have remained the same and will be reviewed with your next bill.



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

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



WATER USAGE IN DETAIL...

on our **Standard rate** water and sewerage tariff.
 ater and sewerage bill is made up of charges for volume used in cubic metres
 d daily standing charges for the bill period. Sewerage volume is calculated as
 ntage of the water you have used.

n see this in the details below.

of Charge : **20th November 2015 - 17th December 2015**

ater meter : **14E677859L**

ater meter size : **15mm**

.....
 November 2015 - 17th December 2015 on our **Standard rate** tariff

November 2015 - 17th December 2015 on our **Standard rate** tariff

20th Nov 2015 110

17th Dec 2015 121

read 11m³

ie used

	Volume	Cost per m ³	Charge
ne Used	11m ³	146.08p	£16.06
r	9.90m ³	157.75p	£15.61
rage - 90% of water	Period	Cost per day	Charge
ing Charge	28 days	7.92p	£2.21
r	28 days	23.50p	£6.57
orage - Foul & Surface			

£40.45

bill amount

MAKE A DIFFERENCE

Blocked sewers: A big fat pain in your drain

Putting rubbish that belongs in the bin down sinks and toilets causes blockages in pumps and pipes. When this happens, sewage can back up into your home, cause bad smells and overflow into rivers, causing pollution and harming wildlife.

That's why we launched **Keep It Clear**, our campaign to keep pipes and pumps flowing.

Find out what should and shouldn't be flushed into your sewers at anglianwater.co.uk/keepitclear

