



For bill enquires please call:

03457 919 155

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

MR MURALI BESTA
MRS SWETHA RAVINDRA
56 FARROW AVENUE
HAMPTON VALE
PETERBOROUGH
PE7 8HT

Account date
1st June 2016

Supply address

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

Account number

148900723

Period of charge

18th December 2015 - 28th May 2016

Your Bill Amount...

Water charge

£165.38

Sewerage charge

£185.99

Your previous balance

£345.09 cr

Total bill amount

£6.28

Payment Information

Payment of the bill amount is now due and should reach us by 16 Jun 16.

This is your final bill for the above property.

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 (m³) 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: **18th December 2015 - 28th May 2016**

Your water meter: **14E677859L**

Your water meter size: **15mm**

Part 1: 18th December 2015 - 31st March 2016 - on our **Standard rate** tariff

Meter read	18th Dec 2015	121
Estimated meter read	31st Mar 2016	186
Volume used		65 m³

Volume Used	Volume	Cost per m3	Charge
Water	65m ³	146.08p	£94.95
Sewerage - 90 % of water	58.50m ³	157.75p	£92.28

Standing charge	Period	Cost per day	Charge
Water	105 days	7.92p	£8.31
Sewerage - Foul & Surface	105 days	23.50p	£24.67

Part 2: 1st April 2016 - 28th May 2016 - on our **Standard rate** tariff

Estimated meter read	1st Apr 2016	186
Meter read	28th May 2016	224
Volume used		38 m³

Volume Used	Volume	Cost per m3	Charge
Water	38m ³	151.38p	£57.52
Sewerage - 90 % of water	34.20m ³	161.95p	£55.38

Standing charge	Period	Cost per day	Charge
Water	58 days	7.95p	£4.60
Sewerage - Foul & Surface	58 days	23.56p	£13.66

Total charges	£351.37
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YOUR BILL AMOUNT IN DETAIL ...

Your last bill amount issued on 6th January 2016 £157.09 cr

Payments received since your last bill

1st February 2016	Direct debit	£47.00 cr
1st March 2016	Direct debit	£47.00 cr
1st April 2016	Direct debit	£47.00 cr
1st May 2016	Direct debit	£47.00 cr
Total amount paid		£188.00 cr

Remaining balance on your last bill £345.09 cr

Charges since your last bill £351.37

Total bill amount	£6.28
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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

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

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.

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 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 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 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**.



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Watch us on Youtube [youtube/loveeverydrop](https://youtube.com/loveeverydrop)

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

