



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**  
6th January 2016

**Supply address**

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

Account number  
**148900723**

Period of charge  
**20th November 2015 - 17th December 2015**

**Your Bill Amount...**

Water charge	<b>£18.27</b>
Sewerage charge	<b>£22.18</b>
Your previous balance	<b>£197.54 cr</b>
<b>Total bill amount</b>	<b>£157.09 cr</b>

## 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.

# 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 (m<sup>3</sup>) 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: **20th November 2015 - 17th December 2015**

Your water meter: **14E677859L**

Your water meter size: **15mm**

## 20th November 2015 - 17th December 2015 - on our **Standard rate** tariff

<b>Estimated meter read</b>	20th Nov 2015	<b>110</b>
<b>Meter read</b>	17th Dec 2015	<b>121</b>
<b>Volume used</b>		<b>11 m<sup>3</sup></b>

<b>Volume Used</b>	<b>Volume</b>	<b>Cost per m3</b>	<b>Charge</b>
Water	11m <sup>3</sup>	146.08p	£16.06
Sewerage - 90 % of water	9.90m <sup>3</sup>	157.75p	£15.61

<b>Standing charge</b>	<b>Period</b>	<b>Cost per day</b>	<b>Charge</b>
Water	28 days	7.92p	£2.21
Sewerage - Foul & Surface	28 days	23.50p	£6.57

<b>Total charges</b>	<b>£40.45</b>
----------------------	---------------

# YOUR BILL AMOUNT IN DETAIL ...

Your last bill amount **£150.54 cr**

## Payments received since your last bill

1st January 2016	Direct debit	£47.00 cr
<b>Total amount paid</b>		<b>£47.00 cr</b>

Remaining balance on your last bill **£197.54 cr**

Charges since your last bill **£40.45**

<b>Total bill amount</b>	<b>£157.09 cr</b>
--------------------------	-------------------

# CONTACTS & INFORMATION

## Website

For lots of information, help, advice or if you'd like us to 'call you back' go to [anglianwater.co.uk](http://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](http://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](http://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](http://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](http://anglianwater.co.uk/privacypolicy) or call us on **03457 919 155**.



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

These charges are due to Anglian Water Services Ltd.  
Registered Office: Lancaster House, Lancaster Way,  
Ermine Business Park, Huntingdon, Cambs. PE29 6XU  
Registered in England 2366656  
VAT Reg. No: 514060002

