



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
30th June 2017

Supply address

56 FARROW AVENUE, PETERBOROUGH, PE7 8HT

Account number
150065712

Period of charge
7th January 2017 - 30th June 2017

Your Bill Amount...

Water charge	£193.98
Sewerage charge	£215.69
Your previous balance	£428.11 cr
Total bill amount	£18.44 cr

Payment Information

Estimated charges over the next 12 months	£924.36
Bill amount (shown above)	£18.44cr
Total to pay over next 12 months	£905.92
New Monthly Direct Debit amount (Total divided by 12)	£75 (rounded)

We will take this new amount for the first time on or around 1 Aug 17

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.

Part-way through this billing period our tariff rates changed - so we've calculated your usage in two parts, to reflect the different rates. **You can see this in the details below.**

Period of Charge: **7th January 2017 - 30th June 2017**

Your water meter: **16M063858Z**

Your water meter size: **15mm**

Part 1: 7th January 2017 - 31st March 2017 - on our **Standard rate** tariff

Meter read	7th Jan 2017	163
Estimated meter read	31st Mar 2017	219
Volume used		56 m³

Volume Used	Volume	Cost per m3	Charge
Water	56m ³	151.38p	£84.77
Sewerage - 90 % of water	50.40m ³	161.95p	£81.62

Standing charge	Period	Cost per day	Charge
Water	84 days	7.95p	£6.67
Sewerage - Foul & Surface	84 days	23.56p	£19.79

Part 2: 1st April 2017 - 30th June 2017 - on our **Standard rate** tariff

Estimated meter read	1st Apr 2017	219
Meter read	30th Jun 2017	281
Volume used		62 m³

Volume Used	Volume	Cost per m3	Charge
Water	62m ³	153.73p	£95.31
Sewerage - 90 % of water	55.80m ³	165.94p	£92.59

Standing charge	Period	Cost per day	Charge
Water	91 days	7.95p	£7.23
Sewerage - Foul & Surface	91 days	23.84p	£21.69

Total charges	£409.67
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YOUR BILL AMOUNT IN DETAIL ...

Your last bill amount issued on 6th January 2017

£243.89

Payments received since your last bill

1st February 2017	Direct debit	£112.00 cr
1st March 2017	Direct debit	£112.00 cr
1st April 2017	Direct debit	£112.00 cr
1st May 2017	Direct debit	£112.00 cr
1st June 2017	Direct debit	£112.00 cr
1st July 2017	Direct debit	£112.00 cr
Total amount paid		£672.00 cr

Remaining balance on your last bill

£428.11 cr

Charges since your last bill

£409.67

Total bill amount

£18.44 cr

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.
Registered Office: Lancaster House, Lancaster Way,
Ermine Business Park, Huntingdon, Cambs. PE29 6XU
Registered in England 2366656
VAT Reg. No: 514060002

