

WONDERFUL ON TAP

SEVERN

TRENT

Severn Trent
PO Box 409
Darlington
DL1 9WF

34052A



R Baptie
23 BROOKSIDE
BURBAGE
HINCKLEY
LE10 2TG

stwater.co.uk
0800 917 6901

12-Feb-24

Account number: 505007956

Dear R Baptie

We've got your application

Thanks for taking the time to reapply for the Big Difference Scheme. We're really pleased to let you know that **your application has been successful, and you'll continue to receive a discount on your water bill.**

There's no change in your discount

After checking the income information you provided against our new qualifying criteria, **you'll continue to receive the same discount you receive today.**

We'll be in touch soon with more information

We're still working on your application and so it may be a few weeks before you hear back from us. **But please don't worry, we'll be in touch to let you know how much your new payments will be.**

There is no need to call us as we won't have anymore information for you until your application has been fully processed.

Yours sincerely

Mark Grice
Customer Care