

# WONDERFUL ON TAP

SEVERN

TRENT

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MR ROBERT BAPTIE  
23 BROOKSIDE  
BURBAGE  
HINCKLEY  
LE10 2TG

stwater.co.uk  
0800 917 6901

19-Feb-24

DEAR MR ROBERT BAPTIE

Account Number: 505007956

## Good news! We're extending your time on the Big Difference Scheme

### You qualify for a further 12 months on the Big Difference Scheme

You don't need to do anything if you want to remain on the Big Difference Scheme. We'll automatically renew your scheme for a further 12 months and we'll reset your payment plan for you too. Please bear in mind that this may take us a couple of weeks, so there is no need to worry if your old plan cancels, we will be in touch with your new plan details.

It's really important that your payment plan takes into account any arrears from previous years. So, if you have an arrears balance your new plan will include your new current charges, plus a contribution towards what you owe. If you're struggling to keep up with your payments, please get in touch – we're here to help.

### I no longer need the Big Difference Scheme

If you no longer require the Big Difference Scheme and would like to be switched back to your normal water charges, please contact us within 21 days from the date of this letter on 0800 917 6901. You only need to call us if you'd like to be removed from the scheme.

We need to let you know that the Big Difference Scheme is a non-standard arrangement to pay, to help those who need a little help with their water bill. This information will be shared with the Credit Reference Agencies and could have an influence on your credit status.

Yours sincerely

Mark Grice  
Customer Care