



# CASTLE WATER

Royal London UK Real Estate Fund  
Inteb Managed Services  
Egerton House  
2 Tower Road  
Birkenhead CH41 1FN  
England

Account Number 3114641

Bill Number 8754801

Bill Date / Tax Point 03 Apr 2023

Purchase Order Number

Our VAT Number 319 4277 88

## Your water & wastewater bill is now due

Your payment of **£119.87** is due by the 17 Apr 2023

## Your statement

For the period 01 Oct 2022 - 31 Jul 2023

### Account Summary

Your previous balance	£759.90	
Payments received	£759.90	CR
Balance brought forward	£0.00	
<b>Your charges for this period</b>		
Water usage and charges	£34.17	
Waste usage and charges	£78.87	
Sundry charges	£0.00	
Total charge (excl. VAT)	£113.04	
VAT	£6.83	
<b>Total charges</b>	<b>£119.87</b>	

**Please pay £119.87**

If you do not pay on time, late payment interest and/or debt recovery costs may be applied.

### Direct Debit

Paying by Direct Debit is the easiest way to pay your bills and spread the cost plus you're covered by the Direct Debit Guarantee scheme. You'll never need to worry about a missed payment again.

Set up your Direct Debit now at [castlewater.co.uk/dd-setup](https://castlewater.co.uk/dd-setup)

## Contact Us

Webchat: Visit [www.castlewater.co.uk](https://www.castlewater.co.uk) and chat with an advisor Monday to Friday, 8am to 6pm

Using your customer portal at [myaccount.castlewater.co.uk](https://myaccount.castlewater.co.uk)

Call: 01250 718700

For a full explanation of your bill, visit: [www.castlewater.co.uk/billexplained](https://www.castlewater.co.uk/billexplained)

## Self Service

You can pay your bill, submit meter readings, update your details and much more at: [www.castlewater.co.uk](https://www.castlewater.co.uk)

## Ways To Pay



To setup a Direct Debit, visit [www.castlewater.co.uk/dd](https://www.castlewater.co.uk/dd)



Pay securely online at [www.castlewater.co.uk/paybill](https://www.castlewater.co.uk/paybill)



Pay by bank transfer:  
Sort Code: 40-11-60  
Account Number: 80161942  
Reference: 3114641

It's important to use the details above so we know the payment has come from you.



Call 01250 718700 to make a payment by phone



Write your bill number, account number and postcode on the back of your cheque and send it to us in the Freepost envelope enclosed

## Contact Us

**We're here to help:** If you have a query about your account, or wish to explore alternative payment terms (if available), please get in touch as soon as possible so that we can help. Our customer service team is available from Monday to Friday, 8am to 6pm.

**Webchat:** Visit [www.castlewater.co.uk](http://www.castlewater.co.uk) and chat with an advisor

**Phone:** Call us on 01250 718700, Monday to Friday, 8am to 6pm.

**Write:** Castle Water, 1 Boat Brae, Rattray, Blairgowrie, PH10 7BH

## Remittance Advice

Sending us your remittance advice will help us process and allocate your payment(s) accurately. Please email a copy of your remittance to [payments@castlewater.co.uk](mailto:payments@castlewater.co.uk). We have an online remittance form on our website [castlewater.co.uk/remittance](http://castlewater.co.uk/remittance). You can use this to let us know that you have made a payment, or if you wish to move money between your accounts.

## Update Your Details

Please tell us if your details change, including changes to your bank account or Direct Debit details. You can update your contact details on our website at: [castlewater.co.uk/updatesmydetails](http://castlewater.co.uk/updatesmydetails)

## Moving Premises

If you are moving, please let us know. You can do this on our website at [castlewater.co.uk/mimo](http://castlewater.co.uk/mimo) or call us on **01250 718700**. You must provide at least two days notice prior to your moving date to avoid paying more.

## Meter Reads

We aim to read your meter at least once per year. If the meter read is significantly different to what we expect your next bill may be estimated. You can submit your own meter reading at [castlewater.co.uk/meterread](http://castlewater.co.uk/meterread)

## Business Assessed?

If you are a business assessed customer, please ensure we have your up to date details, you can fill this in at [castlewater.co.uk/business-assessed](http://castlewater.co.uk/business-assessed)

## VAT Exemption?

You may be entitled to an exemption from VAT, subject to HMRC rules. Complete a VAT declaration form with your Standard Industrial Classification (SIC) code at [castlewater.co.uk/sicform](http://castlewater.co.uk/sicform)

## Useful Information

There is a variety of useful resources on our website, including FAQs and billing help, you can access this at [castlewater.co.uk/help-support](http://castlewater.co.uk/help-support)

## Scheme of Terms & Conditions

Can be viewed at [castlewater.co.uk/T&Cs](http://castlewater.co.uk/T&Cs)

Otherwise, please refer to the agreed contractual terms for your specific supply agreement.

## Scheme of Charges

Can be viewed at [castlewater.co.uk/scheme-of-charges](http://castlewater.co.uk/scheme-of-charges)

If you are a customer of Castle Water South East Limited for any service, this bill has been issued by Castle Water Limited on behalf of Castle Water South East Limited. If you are a customer of Castle Water (Southern) Limited for any service, this bill has been issued by Castle Water Limited on behalf of Castle Water (Southern) Limited.

## Late Payment Charges

If you do not pay your bill within your agreed payment terms, late payment interest may be applied in line with our Terms and Conditions. The overdue amounts will incur interest charged at 8.00% above the prevailing Bank of England base rate. Late payment charges will also be applied in line with our Terms & Conditions at the following levels:

Debt amount	Applicable charge
Up to £999.99	£50.00
£1,000 - £9,999.99	£80.00
£10,000 or more	£110.00

## Emergency?

**Emergency contact:**

Call **01250 718700** Monday to Friday, 8am to 6pm.

### 24/7 Emergency Services:

Thames Water: **0800 316 9800**

Portsmouth Water: **023 9247 7999**

South East Water: **0333 000 0365**

or find your local water company's contact details at: [castlewater.co.uk/emergencies](http://castlewater.co.uk/emergencies)

### Water quality

If you have concerns about your water quality, please contact us on **01250 718700**, or contact your local water company. The Drinking Water Inspectorate also provide information and advice on their website at [www.dwi.gov.uk](http://www.dwi.gov.uk)

## Glossary

SPID      Supply Point Identification Number  
m3      Cubic metre is 1,000 litres

### VAT Type

Z      VAT is applied to these items at the zero rate  
S      VAT is applied to these items at the standard rate of 20%

### Charge Type

W      Wholesale Charges  
R      Retail Charges

## How To Complain

If you are concerned about something, please let us know by calling **01250 718700** or using the contact details above. We will always try to resolve things straight away. Details of our complaints procedure can be found at [castlewater.co.uk/howtocomplain](http://castlewater.co.uk/howtocomplain)

If you have exhausted our complaints procedure, the Consumer Council for Water offers free independent advice. Visit [ccwater.org.uk](http://ccwater.org.uk), call 0300 034 2222 or write to: Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham B2 4AJ.

## Your Rights

Customers of water and sewerage companies are entitled to guaranteed minimum standards of service, as laid down by the Government. Find out more at [castlewater.co.uk/servicestandards](http://castlewater.co.uk/servicestandards)

Ofwat is the economic regulator of the water sector in England and Wales. Find out more at [ofwat.gov.uk](http://ofwat.gov.uk)

Find out about your right to switch suppliers at [www.open-water.org.uk](http://www.open-water.org.uk)



03 Apr 2023



Castle Water  
1 Boat Brae  
Ratray  
Blairgowrie  
PH10 7BH

Royal London UK Real Estate Fund  
Inteb Managed Services  
Egerton House  
2 Tower Road  
Birkenhead CH41 1FN  
England

CL044

Dear Customer,

## Change of Bank Details

I am writing to inform you that our banking details have changed. Effective immediately, we will be using a new bank account for all financial transactions. As a result, we kindly request that you update your payment details accordingly to ensure that all future payments are directed to the correct account.

Please take note of the following information:

### New Bank Account Details

Bank: HSBC UK Bank PLC  
Account Name: Castle Water  
Sort Code: 40-11-60  
Account Number: 80161942

Please use the following reference - 3114641

We understand that updating payment details can be an inconvenience, but we want to ensure that your payments are processed accurately and promptly. Please make the necessary changes as soon as possible to avoid any potential delays in payment processing.

If you have any questions or concerns, please do not hesitate to contact us. Our team is available to assist you with any issues related to the change in our banking details.

Thank you for your attention to this matter, and we appreciate your continued business.

Yours faithfully,

**Adrian Jones, Chief Financial Officer**  
**Castle Water Limited**



Payment Information Breakdown

Transaction Type	Payment (£)	Payment Date
Payment 29/12/2022	-276.15	29 Dec 2022
Payment 29/12/2022	-218.40	29 Dec 2022
Payment 29/12/2022	-265.35	29 Dec 2022

For a full explanation of your bill, visit: [www.castlewater.co.uk/billexplained](http://www.castlewater.co.uk/billexplained)

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Wastewater SPID: 3011778299S10

Water SPID: 3011778299W13

SPID Address: GATEHOUSE, WESTFIELD ST LONDON,SE18 5TL

Tariff: Retail Default Water (England)  
Retail Default Sewerage (England)

Invoice Period: From 01 Oct 2022 to 31 Jul 2023

Your Readings

Meter Serial Number	Previous Reading	Previous Read Type	Previous Read Date	Current Reading	Current Read Type	Current Read Date	Consumption
07M023179	01149	ESTIMATED	01 Oct 2022	01149	VISUAL	12 Jan 2023	0
07M023179	01149	VISUAL	12 Jan 2023	01149	ESTIMATED	01 Aug 2023	0

Your Meter Information

Meter Serial Number	Chargeable Meter Size (mm)	Water Consumption (m³)	Return to Sewer (%)
07M023179	10	0	95.00

Your Charges

Fixed Charges		Unit Rate	Number of Units	Unit of Measure	Charge	VAT (£)	VAT Type	TOTAL (£)
Potable Water Fixed	(R)	0.074164	182	DAYS	13.50	2.70	S	16.20
Potable Water Fixed	(R)	0.169454	122	DAYS	20.67	4.13	S	24.80
Metered Foul Sewerage Metering	(R)	0.137945	182	DAYS	25.11	0.00	Z	25.11
Metered Foul Sewerage Metering	(R)	0.147022	122	DAYS	17.94	0.00	Z	17.94
Metered Foul Sewerage Fixed	(R)	0.100521	182	DAYS	18.29	0.00	Z	18.29
Metered Foul Sewerage Fixed	(R)	0.143661	122	DAYS	17.53	0.00	Z	17.53

Bill Totals

	Net (£)	VAT (£)	Gross (£)
	113.04	6.83	119.87

For a full explanation of your bill, visit: [www.castlewater.co.uk/billexplained](http://www.castlewater.co.uk/billexplained)

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