



For bill enquiries please call:

03457 919 155

8am-8pm Monday to Friday
8am-4pm on Saturday

MS JOANNA BAILEY
CHRISTMAS FARM
GLEBE ROAD
MEARS ASHBY
NORTHAMPTON
NN6 0DL

Account date
1st July 2020

Supply address

CHRISTMAS FARM, GLEBE ROAD, MEARS ASHBY, NORTHAMPTON, NN6 0DL

Account number

146701958

Period of charge

19th December 2019 - 26th June 2020

Your Bill Amount...

Water charge

£282.03

Total bill amount

£282.03

Payment Information

What next? Please pay your bill by 16 July 2020.

YOUR USAGE IN DETAIL...

You're on our **Standard** water tariff.

Your bill charge is made up of a **Standing charge** for your water service.

You can see this in the details below.

Period of Charge: **19th December 2019 - 26th June 2020**

Your water meter: **06A052830W**

Your water meter size: **40mm**

Part 1: 19th December 2019 - 31st March 2020 - on our **Standard** tariff

Meter read	19th Dec 2019	3805
Estimated meter read	31st Mar 2020	3897
Volume used		92 m³

Volume Used	Volume	Cost per m3	Charge
Water	92m ³	160.37p	£147.54
Standing charge	Period	Cost per day	Charge
Water	104 days	7.92p	£8.24

Part 2: 1st April 2020 - 26th June 2020 - on our **Standard** tariff

Estimated meter read	1st Apr 2020	3897
Customer meter read	26th Jun 2020	3975
Volume used		78 m³

Volume Used	Volume	Cost per m3	Charge
Water	78m ³	153.00p	£119.34
Standing charge	Period	Cost per day	Charge
Water	87 days	7.94p	£6.91

Total charges

£282.03

YOUR BILL AMOUNT IN DETAIL ...

Your last bill amount issued on 18th December 2019		£264.98
Payments received since your last bill		
2nd January 2020	Payment	£264.98 cr
Total amount paid		£264.98 cr
Remaining balance on your last bill		£0.00
Charges since your last bill		£282.03
Total bill amount		£282.03

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.

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 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.

Home or telephone banking

You'll need: our bank account number 90011916, Sort code 20-43-71 and your Anglian Water account number.

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, BN119AL** 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 23 Stephenson Street, Birmingham, B2 4BH.

Privacy Information

You can be safe in the knowledge that we always follow the Data Protection Act 2018, which reflects and supplements the General Data Protection Regulation, for any personal information we collect, hold and use. If you want to know more about what we do with people's information, including how to exercise your data protection rights and how we share information with Credit Reference Agencies, please read our Privacy Notice on our website anglianwater.co.uk/privacy or call us on **03457 919 155**. You can also get further information on your data protection rights and our obligations under the Act by visiting the Information Commissioner's website www.ico.org.uk or by calling them on **0303 123 1113**.



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These charges are due to Anglian Water Services Ltd.
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VAT Reg. No: 514060002

