

0141 447 0559

www.pastduecredit.co.uk

**pastdue**  
CREDIT SOLUTIONS

Registered Office:

1 Blair Court, North Avenue, Clydebank Business Park, Glasgow, G81 2LA



Priory Gate Ltd  
Flat 3  
Carlton House 42-44 West Street  
DUNSTABLE  
Bedfordshire  
LU6 1TA

0479493102100046  
51361359



Date This Letter Was Sent:

27/02/2018

## IMPORTANT MATTER

Dear Priory Gate Ltd,

**Account Balance: £42.17**

**Supply Address: Flat 3 42-44 West Street, Carlton House, Dunstable LU6 1TA**

**Supply Start: Electric (08/08/2016)**

**Supply End: Electric (02/11/2017)**

**Product: Electric**

We have been appointed by Scottish Power to recover the account balance of £42.17.

It is important that you repay this balance before 09/03/2018. You can pay using any of the repayment options listed on the reverse of this letter. This will avoid any further letters or telephone calls from us or ScottishPower's representatives and any additional costs as a result.

If you are having difficulty making payment or you wish to discuss this matter, please call a Customer Service Consultant today on 0141 447 0559. We will be able to offer you an affordable repayment plan that reflects your current financial circumstance.

If you are experiencing serious financial difficulty it may be in your best interests to contact an organisation that offers free debt advice. You will find contact details for these organisations on the reverse of this letter.

For and on behalf of,  
Pastdue Credit Solutions

Our advisors are here to help

Monday – Thursday 8am – 8pm

Friday 8am – 7pm

Saturday 9am – 1pm

### Your Account At A Glance

#### Our Client

We have been appointed by:

**Scottish Power**

#### Customer ID

**17001729**

#### Client Account Number

**16033895903**

#### Account Balance

**£42.17**

#### Payment Due Date

**09/03/2018**





SCOTTISHPOWER

M 005899 015661 1155167011 SPTU762A 35900

V1.0031012018

Priory Gate SSAS  
FLAT 3  
42-44 WEST STREET  
DUNSTABLE  
LU6 1TA



**Supply Address:** FLAT 3 42-44 WEST STREET DUNSTABLE LU6 1TA

## A debt collection agency will contact you to collect payment

Dear Business Customer

As you haven't paid after several reminders, your gas account is about to move to the next stages of recovery action. A debt collection agency will contact you on our behalf to discuss payment.

### What will happen next?

If you don't make your overdue payment of £472.56 or make an arrangement to pay by calling the number opposite, we can do one or more of the following:

- Instruct a debt collection agency to collect the outstanding amount. The cost of this collection will be added to your bill
- Share late payment information about you with credit reference agencies. This could mean you won't be able to get credit or borrow money
- Refer your account to our team of debt recovery paralegals who can raise court proceedings against you. **We would claim court fees which would be added to your bill**

If the court agrees to record a County Court Judgment or Decree against you, and that is not paid, we can apply for any of the following:

- A warrant of control instructing a High Court Enforcement Officer to force entry to your business premises to seize and sell goods belonging to you; and/or
- An order which freezes the funds in any bank account you hold; and/or
- A charging order over your beneficial interests in land, securities or certain other assets; and/or
- A petition for your insolvency.

If you want to discuss other payment options, such as longer repayment terms, call us on the number above.

## FINAL DEMAND Escalated Recoveries Team

6th March 2018

**Account number**  
1605 5417 795

### ! Urgent action required

**Outstanding debt:** £472.56  
**Due date:** 29th January 2018

#### Ways to pay:

[scottishpower.co.uk/  
makeapayment](http://scottishpower.co.uk/makeapayment)

Call free 24 hrs: 0800 001 5115

Download and use our app

This letter is important. Please keep it safe.

### Here to help

#### For further support:

[scottishpower.co.uk/  
helpingyou](http://scottishpower.co.uk/helpingyou)  
**0800 001 5224**

Monday to Friday: 8am - 5pm

**Please pay or get in touch with us now. You can avoid these potential actions and stop any further amounts being added to your current balance.**



## Ways to pay

You can pay your bill easily via [scottishpower.co.uk/myaccount](http://scottishpower.co.uk/myaccount), YourEnergy App, our 24 hour automated payment line on 0800 001 5115 or by Bank Giro. We accept Visa Debit, Maestro, Solo, Visa Credit and Electron payments.

### Banking Direct

Please advise your Bank or Building Society to pay to sort code 83-07-06; account number for Domestic & Microbusiness is 00674713/account number for Large Business is 00693882. You'll need to give them your customer account number shown below.

### Post Office

You can pay by cash at any Post Office, however they no longer accept cheques. If you wish to pay by cheque, please make it payable to 'ScottishPower' and send it to ScottishPower Group, Payment Collection Centre, PO Box 4740, Worthing BN11 9LT.

### At a Bank

Fill in the Bank Giro slip below and take it to the bank with your payment. Cheques should be made payable to 'ScottishPower'. Write your name, address and 11 digit account number on the back. You may have to pay a charge.

### Paypoint

Please take your bill with the bar coded payment slip to any PayPoint outlet (cash payments only).

### By Post

Along with your cheque made payable to 'ScottishPower', please send the Bank Giro slip to ScottishPower Group, Payment Collection Centre, PO Box 4740, Worthing BN11 9LT. Please DO NOT send cash through the post.

### Other payment options

If you're not able to pay this now there may be other payment options that suit you, for example you could add your account balance onto a Direct Debit plan or prepayment meter so that you can pay it off over a longer period. Alternatively, you could choose a weekly or monthly repayment plan. Please call us on 0800 027 0072 for more information.



### Gas Account

Bank Giro Credit

Amount due  
No fee payable at PO counter

158  
208  
24

Reference (Account number)

16055417795

Credit account number

584 0651

£472.56

Signature

Date

Cashier's stamp  
and initials

Priony Gate SSAS  
FLAT 3  
42-44 WEST STREET  
DUNSTABLE  
LU6 1TA

RBS Collection Account

84-06-51

6332265160554177959

CASH

CHEQUES

£

Please do not write or mark below this line or fold this counterfoil

160554177950 V4245840651 000472565 74 X



M 007535 019002 1156404011 SPTU799A 35900

V1.0031012018

Priory Gate SSAS  
FLAT 3  
42-44 WEST STREET  
DUNSTABLE  
LU6 1TA



## FINAL DEMAND Escalated Recoveries Team

9th March 2018

**Account number**  
1605 5418 188

### Urgent action required

**Outstanding debt:** £1,043.08  
**Due date:** 24th January 2018

#### Ways to pay:

[scottishpower.co.uk/  
makeapayment](http://scottishpower.co.uk/makeapayment)  
Call free 24 hrs: 0800 001 5115  
Download and use our app

This letter is important. Please keep it safe.

#### Here to help

##### For further support:

[scottishpower.co.uk/  
helpingyou](http://scottishpower.co.uk/helpingyou)  
**0800 001 5224**

Monday to Friday: 8am - 5pm

#### Other ways to pay

##### Using the attached payment slip (details on the reverse):

- Send a cheque
- At any bank, Post Office or PayPoint outlet
- Telephone or online banking

**Supply Address:** FLAT 3 CARLTON HOUSE 42-44 WEST STREET DUNSTABLE LU6 1TA

## You must pay your ScottishPower electricity bill or make an arrangement to pay

Dear Business Customer

Your account has been passed to our Escalated Recoveries Team for attention. Your payment of £1,043.08 is overdue. Please act right away. **You need to pay it in full or make an arrangement to pay to avoid further action.**

Alternatively, if you are having difficulties paying or want to discuss other payment options, such as longer payment terms, call us on 0800 001 5224.

#### Help and support with your payments

If you are having difficulties paying, or your business' circumstances have changed, please contact us as soon as possible as we may be able to help.

#### What will happen next?

If you don't pay, or contact us to make an arrangement to pay, we will instruct a debt collection agent to visit your premises to collect the outstanding amount. The cost of this collection would be added to your bill.

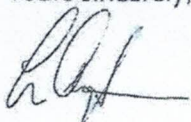
We can also share late payment information about you with credit reference agencies. This could mean you won't be able to get credit or borrow money.

**Please take action as soon as possible to avoid charges being added to your account.**

#### Already made a payment?

If you've paid, or made an arrangement with us to repay this balance in the last few days, then please accept our apologies for this letter.

Yours sincerely,



Lynda Clayton  
Customer Service Director



# Ways to pay

You can pay your bill easily via [scottishpower.co.uk/myaccount](http://scottishpower.co.uk/myaccount), YourEnergy App, our 24 hour automated payment line on 0800 001 5115 or by Bank Giro. We accept Visa Debit, Maestro, Solo, Visa Credit and Electron payments.

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## At a Bank

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## Paypoint

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## Other payment options

If you're not able to pay this now there may be other payment options that suit you, for example you could add your account balance onto a Direct Debit plan or prepayment meter so that you can pay it off over a longer period. Alternatively, you could choose a weekly or monthly repayment plan. Please call us on 0800 027 0072 for more information.

ScottishPower  
83-07-06  
00693882



## Electricity Account

Bank Giro Credit

Amount due  
No fee payable at PO counter

158  
208

Reference (Account number)

16055418188

Credit account number

584 0651

£1043.08

24

Signature

Date

Cashier's stamp  
and initials

Priority Gate 55AS  
FLAT 3  
42-44 WEST STREET  
DUNSTABLE  
LU6 1TA

RBS Collection Account

84-06-51

6332265160554181886

CASH

CHEQUES

£

Please do not write or mark below this line or fold this counterfoil

160554181884 V4245840651 001043080 74 X





**SCOTTISHPOWER**

M 004213 011278 1153947011 SPTU740A 35900

V1.0031012018

Priory Gate SSAS  
FLAT 3  
42-44 WEST STREET  
DUNSTABLE  
LU6 1TA



**Supply Address:** FLAT 3 CARLTON HOUSE 42-44 WEST STREET DUNSTABLE LU6 1TA

## Please pay your business' outstanding electricity bill

Dear Business Customer

We have not received your final electricity payment of £1,043.08. It is very important that you pay now or contact us on the number opposite to set up a payment arrangement.

### What happens if you don't pay?

Your outstanding bill will be managed by our Escalated Collections Team. They can refer your business' account to a debt collection agency, who would arrange for your payment to be collected. You would be charged for the costs of this collection.

We can also share late payment information about your business with credit reference agencies. This could affect your ability to get credit or borrow money. For example, you might not be able to obtain goods and services on credit or arrange a bank overdraft.

### Help and support with your payments

If you are having difficulty paying your energy bills, or if a change in your business' circumstances has caused you to miss payments, please contact us on 0800 001 5226 as soon as possible as we may be able to help. We may be able to arrange a repayment plan for you.

### Already made a payment?

If you've paid, or made an arrangement with us to repay this balance in the last few days, then please accept our apologies for this letter.

Yours sincerely,

Lynda Clayton  
Customer Service Director

## PAYMENT REMINDER

2nd March 2018

**Account number**  
1605 5418 188



### Action required

**Outstanding debt:** £1,043.08  
**Due date:** 7th February 2018

### Ways to pay:

[scottishpower.co.uk/  
makeapayment](http://scottishpower.co.uk/makeapayment)  
Call free 24 hrs: 0800 001 5115  
Download and use our app

This letter is important. Please keep it safe.

### Here to help

#### For further support:

[scottishpower.co.uk/  
helpingyou](http://scottishpower.co.uk/helpingyou)  
**0800 001 5226**

Monday to Friday: 8am - 5pm

### Other ways to pay

#### Using the attached payment slip (details on the reverse):

- Send a cheque
- At any bank, Post Office or PayPoint outlet
- Telephone or online banking



## Ways to pay

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004219 SPTU740A 2 of 2

158  
208

24

Reference (Account number)

16055418188

Credit account number

584 0651

### Electricity Account

Bank Giro Credit

Amount due  
No fee payable at PO counter

£1043.08

Signature

Date

Cashier's stamp  
and initials

Priory Gate SSAS  
FLAT 3  
42-44 WEST STREET  
DUNSTABLE  
LU6 1TA

RBS Collection Account

84-06-51

6332265160554181886

CASH

CHEQUES

£

Please do not write or mark below this line or fold this counterfoil

160554181884 V4245840651 001043080 74 X

RR Donnelley BGC 2003/03



Esther I/A  
Simon I



- Esther, did we set up Anglian  
Water on a DD.

**Wave**  
Anglian Water Business  
PO Box 259  
Rotherham  
S98 1QU

**Tel:** 03450 704158  
**Email:** contactus@  
anglianwaterbusiness.co.uk

Dear Customer,

**An exciting new development from your water retailer**

Anglian Water Business and NWG Business have come together to form a new joint venture water retail company called Wave. It brings together two companies with solid track records in the non-household water retail market and complementary strengths in customer service, billing and value adding services.

Wave will offer:

- a highly competitive retail service through economies of scale
- a range of quality value adding and efficiency services that save you time and money
- a one-stop shop for water and wastewater services, as well as gas and electricity
- top quality customer service delivered in person, over the phone and on-line.

Over the next few months we will be transitioning to the new Wave brand which you will soon see on your bills and in our marketing campaigns. Please note there will be no other immediate changes in how we manage your account, though we would like to advise that our registered office (the official address of our incorporated company) has changed to Northumbria House, Abbey Road, Pity Me, Durham, DH15FJ. Our correspondence address will remain the same as before and is shown at the top of this letter.

Combining Anglian Water Business and NWG Business to form Wave will harness the experience of two great companies, facilitating the development of cutting edge converged services that further enhance your experience.

Welcome to Wave.

Yours faithfully

Lucy Darch  
CEO  
Wave





wave

A joint venture between

business

WIG Business

Bill date: 24 February 2018  
Account number: 0221947501  
Bill number: 8062976692

Supply address:

CARLTON HOUSE 42-44  
WEST STREET  
DUNSTABLE  
LU6 1TA

644 / 2  
Priory Gate Ltd  
42-44 WEST STREET  
DUNSTABLE  
LU6 1TA

Your bill summary

Total sewerage charges	£146.75
Total VAT charges	£0.00
Bill amount	£146.75

Your account statement

Balance of last bill	£150.27
Total of payments received (since last bill)	£150.27 CR
Total of adjustments made (since last bill)	£0.00
Balance brought forward as at bill date	£0.00
Total amount due	£146.75

Payment of the bill amount is now due and should reach us by 12 March 2018.  
Please note our bank account details have changed.

Need some help?  
Please contact us:

Telephone:

0345 070 4158

For billing enquiries:

Mon to Thurs: 08:45 to 17:30

Fri: 08:45 to 17:00

This phone line is also available 24 hours  
7 days a week for Emergencies only.

Address:

Anglian Water Business  
PO Box 259  
Rotherham, S98 1QU

Email:

contactus@anglianwaterbusiness.co.uk

How to pay your bill



By bank transfer - BACS or CHAPS

If you wish to pay your bill using bank transfer, please quote our account number 33298760, our sort code 20-43-71 and your account number, which is shown at the top of the bill.



By post

Please make any cheque payable to 'Anglian Water Business Ltd. (National)'. Write your account number on the back (this is shown at the top of the bill) and send it to: Anglian Water Business (National) Ltd, PO Box 259, Rotherham, S98 1QU.



By telephone

Please call us on 0345 070 4158 if you wish to make payment over the telephone. Please quote your account number, which is shown at the top of the bill. Lines are open Monday to Thursday 08:45 - 17:30, Friday 08:45 to 17:00.



If you are interested in setting up a Direct Debit instruction for your account, please contact a member of the team on 0345 070 4158, or you can send an email to contactus@anglianwaterbusiness.co.uk.



Anglian Water Business (National) Ltd.

Registered in England No. 03017251  
VAT Registration number: 277 6339 60

Northumbria House, Abbey Road, Pity Me, Durham,  
DH1 5FJ