

06 May 2020

PRIORY GATE LTD
42-44 WEST STREET
DUNSTABLE
BEDS
LU6 1TA

Castle Water Limited

1 Boat Brae
Ratray
Blairgowrie
PH10 7BH

Contact Us

t 01250 718700
e support@castlewater.co.uk

Or why not try our webchat
service at castlewater.co.uk

Dear Customer,

Account Name: PRIORY GATE LTD

Account Number: 2599630

Transfer of Business from Another Company.

As you may be aware, Castle Water has now merged with Affinity for Business (Retail) Limited, which provides water services to c.50,000 business customers throughout the UK.

This merger applies to those customers who are currently set up to pay by Direct Debit. The good news is that you do not need to take any action to continue receiving the benefits of Direct Debit. Please be assured this change will not affect the service you receive in any way. The only change you will notice is that with effect from 20th May 2020 we will collect your Direct Debits instead of Affinity for Business (Retail) Limited and therefore our name will appear on your bank/building society statement. There is no need for you to complete a new Direct Debit Instruction, as details of the change will have been supplied to your bank, who may also notify you, independently. Additionally, you may also see a comment on your bank statement advising you of the final payment under the old name details and the first payment under the new name/details.

The migration will take place on the 20th May 2020 and going forward, the name that will appear on your bank statement in relation to these payments will be **Castle Water Limited**. Please note that your new customer Direct Debit reference is **AB0007109408**. Should you wish to query any Direct Debit after the 20th May 2020 with us or your bank/building society, please quote the new reference.

If you have any questions, please do not hesitate to contact us. You can call us on 01250 718700. Our offices are open between 9am and 5pm, Monday to Friday.

Yours faithfully,

Samantha Flavell, Head of Payments and SME Billing

Castle Water Limited