

Welcome to Castle Water

Dear Customer,

The provision of your water and/or wastewater services from Affinity for Business has changed. Castle Water, a leading UK business water retailer, has now assumed full responsibility for your water retail services including billing, account management, meter reading, payments and customer service.

We may have already been supplying your water or wastewater services. For many customers, this means that both services are now combined, and you'll enjoy a simpler approach to managing your business water. You can find out more information about this change at castlewater.co.uk/merger-faqs.

Your Welcome Pack

Your welcome pack will tell you everything you need to know about getting started with your new account. You can access your welcome pack at castlewater.co.uk/welcometocastlewater. We'll send you your first bill between May and July 2020.

What do I need to do?

Following this change, you do not need to take any action and we'll handle everything for you. We have worked closely with Affinity for Business to ensure that this process is seamless.

Paying by Direct Debit

If you normally pay your bills by Direct Debit - you don't need to do anything, and you will continue to enjoy the benefits of using this payment option.

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. To start using this payment method, go to castlewater.co.uk/directdebit.

Remittance advice

Sending us your remittance advice will help us process and allocate your payment(s) accurately and in good time, especially if you are making a single payment covering multiple accounts, or multiple payments at the



003775

Priory Gate Ltd
42-44 West Street
Dunstable
Beds
LU6 1TA

Please quote your Customer Number NOT Bill Number when making a payment.

Customer number : **7109408-6**

42-44 West Street, Dunstable, Beds, LU6 1TA

Clean Water SPID: 3013677678W17



www.affinityforbusiness.co.uk



0345 357 2424



Monday - Friday 8am-5pm



enquiries@affinityforbusiness.co.uk

Our new Bank details are:

Account Name : AFFINITY FOR BUSINESS RECEIPTS

Account Number : 90463132

Sort Code: 20-05-03

Your water bill

OUR SERVICES HAVE DOUBLED!

We now retail clean AND waste water (sewage) so you can choose to combine both services with us.

REASONS TO SWITCH

We keep it simple...



ONE simple bill for both clean and waste water



Easy online account management



£25 Cashback per year*



Great customer service



One direct debit



No fixed contract period



One point of contact



No fees or commissions

If you're interested in finding out more about our combined services, just give one of our friendly team a call on: **0345 350 3673** or visit www.affinityforbusiness.co.uk/switch.

*subject to minimum annual water bill of £150



YOUR CURRENT BILL

£18.11

(more details over page)

PLUS BALANCE BROUGHT FORWARD : £0.00

TOTAL DUE: £18.11

Thank you for paying by Direct Debit, you can see your full payment schedule on page 3.

We will take one payment of £18.11 on 8 May 2020

If you fancy reading more about what we are up to at Affinity for Business and see if we can help your business reduce its water use, please visit: www.affinityforbusiness.co.uk

We care about water, but we also care about paper. This bill is manufactured from woodpulp from sustainable forests.



Did you know, leaky taps that drip at the rate of one drop per second can waste up to 2,700 gallons of water each year



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