

CONTACTS AND SERVICES

anglianwater.co.uk

Lots of helpful information and self serve options including:

- Setting up a Direct Debit
- Online card payments.
- Moving to a new address.
- Provide a meter reading

Phone lines are open all day every day unless otherwise stated

Convenient Self Serve 0800 032 6237

- To let us know you've paid
- To request a copy bill
- Provide a meter reading

Customer services 08457 91 91 55

8am - 8pm Monday - Friday &
9am - 1pm on Saturday

- Billing and payment queries.
- Language line - for customers whose first language isn't English.
- Problems paying

Have your Anglian Water account number (found on the front of this bill) and postcode handy.

Supply problems? 08457 145 145

- Water and wastewater queries.
- Interruption to services.
- In an emergency.
- Water quality

Found a leak 0800 771 881

To report a leak or burst water pipes in the street.

Minicom line 0800 917 5901

For customers with speech and hearing difficulties.

Identity check 0800 145 145

Be aware of bogus callers and check an employee's identity.

Email

Please use the Help and contact us section at **anglianwater.co.uk**

Post or fax

Please send correspondence to us at **Anglian Water, Customer Services, PO Box 10642, Harlow, CM20 9HA** or fax us on **01480 311 147**. Please quote your account number on all correspondence.

Want to pay your bill by post?

Send a cheque or postal order payable to **Anglian Water**. Write your Anglian Water account number on the back and send it along with the completed payment slip to: **Anglian Water, Payment Centre, PO Box 10643, Harlow, CM20 9HB**.

Surface water drainage charges

If none of the surface water from your property returns to our sewers, you may be able to pay a lower standing charge. To find out more or to apply visit our website or call **08457 91 91 55**.

Codes of practice

A full copy of our Codes of Practice including our Guaranteed Service Standards is available on our website **anglianwater.co.uk/customerinformation** or by calling **08457 91 91 55**.

WaterCare

Register as a priority customer on our WaterCare scheme and:

- Special a interrupt constant
- Braille, la other co
- Text tele speech c
- Registrat security.

More inform a relative as on our web

If you have
We want to future. The Services Te to be unhap Satisfaction independent Council for or visit **www** Henry Gile Cambridge

Your priva
We process purpose it v the provisio Further deta information

CITRUS WEALTH MANAGEMENT LIMITED
ORWELL HOUSE
THE STRAND
WHARF
IPSWICH OF THE C
IP2 8NU

love every drop
anglian

116208950-Y-ABIL 172

33597/33597/1

MR D BLAKE &
MRS JUNE BLAKE
8 GRASMERE AVENUE
HULLBRIDGE
HOCKLEY, SS5 6LF



Account date
16 Feb 13

Premises supplied
8 GRASMERE AVENUE
HULLBRIDGE
HOCKLEY
SS5 6LF

Period of charge

1st April 13 - 31st March 14

Total sewerage charge **£319.82**

Bill amount

£319.82

CERTIFIED A TRUE COPY
OF THE ORIGINAL

(Signature)

STEVEN HUTCHINSON : DIRECTOR AND FINANCIAL ADVISER
This is a statement in accordance with your direct debit instruction.
Your bank account will be debited on or immediately after 22 Apr 13 with £32.00 and on or immediately after 22nd of each month from May 13 to Jan 14 with £31.98 to clear the bill amount shown above.

These charges are due to Anglian Water Services Ltd. Registered Office: Anglian House, Ambury Road, Huntingdon, Cambridgeshire PE29 1NZ. Registered in England 2366656.

Account number:
116208950

For billing enquiries please phone:

08457 91 91 55

Lines are open:
8am to 8pm
(Monday to Friday)
9am to 1pm
(Saturday)

UK BASED CALL CENTRE



View your bills online

We now offer you the option to view and pay your bill online.

For more information visit **anglianwater.co.uk**

Switch to paperless billing and win £500*. See inside for more information.