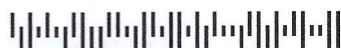


**SEVERN  
TRENT  
WATER**

08201\_1698943090&lt;S27428&gt;PK14133/1 344

MR J & MRS M GANNON  
64 WELLINGTON ROAD  
EDGBASTON  
BIRMINGHAM  
B15 2ET



Your Account Number

**9080214345**

Bill date 11 July 2014

Got a question? Need Information? Go online at

[www.stwater.co.uk](http://www.stwater.co.uk)

or contact us on

**03457 500 500**

8am - 8pm Mon-Fri

8am-1pm Sat

**Your choice, your way**

We're making it easier than ever for you  
to deal with us.



Switch to paperless billing today and we'll  
send you an email when your bill is ready.  
It's easy to get set up - all you need to do  
is scan your personalised QR code below  
or go to [stwater.co.uk/myaccount](http://stwater.co.uk/myaccount)

**Go paperless**

scan the code now to  
get set up



Bogus callers make excuses to try and  
trick their way into your home by saying  
they work for Severn Trent or the Water  
Board.

Be safe and check their identity.  
Call the Bogus caller hotline on  
**03456 041 655**.

**Your account is £21.61 in credit**

This bill contains charges for the water supply, used water and  
surface water drainage services to 64 Wellington Road,  
Edgbaston, Birmingham, B15 2ET

This bill is for information only.

Your payment plan has been reviewed taking into account your credit  
balance. The good news is that it's currently on track to cover your  
charges so we don't need to make any changes.

We will continue to collect £48.96 by monthly\* Direct Debit from :

Account Number \*\*\*\*3981

Sort Code \*\*. \*\*.08

\* Your payments will be requested on the 1st of the month where  
possible or the next working day.

See page 3 for full details of charges

**The Direct Debit  
Guarantee**

This Guarantee is offered by all  
banks and building societies that  
accept instructions to pay Direct  
Debits

- ♦ If there are any changes to the amount, date or frequency of your Direct Debit Severn Trent Water will notify you 8 working days in advance of your account being debited or as otherwise agreed. If you request Severn Trent Water to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- ♦ If an error is made in the payment of your Direct Debit by Severn Trent Water or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society  
If you receive a refund you are not entitled to, you must pay it back when Severn Trent Water asks you to
- ♦ You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.