

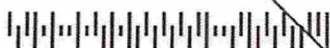
I certify this to be a true and accurate copy of the original document which I have seen.

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04.11.2014

09201_1613247040<S2399>PK2398/IL 387
MISS BISHOP
ANCHOR COTTAGE
BROWNSHILL
STROUD
GL6 8AG



Your Account Number
6503950098
Issue date 11 September 2014

Got a question? Need information? Go online at
www.stwater.co.uk
or contact us on
03457 500 500
8am - 8pm Mon-Fri
8am-1pm Sat



Address where services applied: Anchor Cottage Browns Hill Stroud GL6 8AG

Second instalment of Charges

Earlier this year we sent you a bill dated 25 February 2014.

Your second half year instalment is due for payment by 1 October 2014

For your convenience payment can be made using the slip below, your original bill or any other methods shown overleaf

Bill for year	£346.00
Payments and Adjustments	-£173.00
Second instalment amount	£173.00

If you have already paid or are about to pay, please accept our thanks. There is no need for you to contact us.

Win an
iPad Air



Sign up to manage your account online and every month you'll be entered into a prize draw to win an iPad Air.*

Register at stwater.co.uk/login or scan the QR code below using your smart phone. It's quick and easy and once you've registered you can view your bills online, update your account details or make a payment.

*The prize draw ends on 31 March 2015 and terms and conditions apply. Visit the terms and conditions at stwater.co.uk/ipadprize



CORPORATE BANKING

Trans
cash

Account Number

6503950098

Credit Account number

225 1019

Amount Due
Standard fee payable at PO counter

£ 173.00

Cheque NOT acceptable
at PO counter

bank giro credit



SEVERN
TRENT
WATER

Signature

Date

MISS BISHOP

25-10-19

Barclays Bank PLC
Automated Bulk Credit Clearing
Severn Trent Water
23285790
00-00

Cash

Cheques
& PO's

£

Cashier's stamp
and initials



63315000000065039500989000017300

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

6503950098 &4322251019 000173002 74 X

Water & Used Water Emergencies - 0800 783 4444

For textphone only, call 0800 328 1155

Our service standards

What guarantees do we offer to meet customer standards?

Our Codes of Practice exist to ensure that you as a customer and we as a company enjoy a regulated relationship that benefits us all. We have Codes of Practice which provide guidance on the following: Our Guaranteed Standards Scheme, your bill and difficulties paying, metering your water supply, leakage and our Complaints Procedure. To obtain copies of these leaflets, you can write to us, call us or visit us at www.stwater.co.uk. Further details of our Guaranteed Standards Scheme can be found below.

We work hard to make sure you get an excellent service and we back this up with service guarantees which are endorsed by Ofwat.

For the standards below, if we are aware that we have failed to keep a guarantee we will pay you £20 under our Guaranteed Service Standards (GSS) scheme.

- Offering and keeping appointments within specified times.
- Responding to written complaints within 10 working days.
- Responding to written bill enquiries within 10 working days or five days when you request a change in your payment method that cannot be met.

For a GSS scheme failure in the following two areas we will pay domestic customers £20 and commercial customers £50.

1. Warning you 48 hours before any planned work which might result in you losing your water supplies for more than 4 hours.
2. Restoring your water supply within the time we specified in the warning.

In the following two areas we will pay domestic customers £30 and commercial customers £50:

1. Not restoring supplies within 12 hours following an emergency, such as a burst pipe (48 hours for strategic mains)
2. Interrupting supply following an emergency, three or more times in a 12 month period where the total duration of the loss of supply is 15 hours or more. Customers must contact us in the event of a claim.

We will also pay an extra £10 (domestic) or £25 (commercial) for every 24 hours we overrun the warned period or go over the 12/48 hour repair time.

Where you have been materially affected by our sewage entering your property, we will repay 100% of your annual used water charge for an internal incident or 50% for an external incident (subject to minimum and maximum values).

For a low pressure failure we will compensate you with £25 once in any financial year if the water pressure drops below 7m head twice in a 28 day period for longer than one hour each time.

We will pay you an additional sum if we do not make these initial GSS payments within a specific time period (excluding low pressure).

We have gone beyond the statutory standards and also offer a £25 payment if we are responsible for something that causes us to issue a 'boil water' or 'do not drink or use' warning.

We are also obliged under our operating licence, to pay £10 for each day we have to cut off your supply due to drought.

Visit www.stwater.co.uk/gas where you can download a leaflet which provides details of your full rights and their exclusions.

You can write to us at:
 Severn Trent Water Limited. PO Box 5310 Coventry CV3 9FJ
 To make payments by post:
 Severn Trent Water Ltd. Providence Row Durham DH1 1RR

Problems with paying your bill?

Please call us now on 03456 022 777

Do not ignore this problem. Please talk to us.

Moving Premises - 03457 500 500

If you are moving premises, please contact us to let us know. Charges may continue to be incurred until we are notified. If you are a measured customer, please provide us with your meter reading. If you are unable to take a meter reading, please let us know at least 5 working days in advance.

Customers with individual needs

We can provide assistance to customers with specific medical conditions should there be a planned or emergency interruption of the water supply. If you have difficulty reading this bill, we can provide alternative formats including Large Print, Braille and Audio. We also have a Password Scheme to protect customers from bogus callers. Please call 03457 500 500 for further information. If you need to call us, we offer a translation service for non-English speaking customers.

Consumer Council for Water Central

This is an independent body which looks after your interests. If you have already followed our complaints procedure but remain dissatisfied, you can ask them to investigate by writing to: Regional Manager, Consumer Council for Water Central, 1st Floor, Victoria Square House, Victoria Square, Birmingham B2 4AJ. You can also call 0121 345 1017 or visit www.ccwater.org.uk

Privacy Statement

We will use the information we hold about you to manage your account. We may also use the information we have to contact you about other water related goods and services. If you do not wish to be contacted please e-mail customercare@seventrent.co.uk. Additionally, we may share with and obtain information about you from other utilities, local authorities, government departments, credit reference agencies and other companies for use in any credit decisions, fraud prevention and to pursue debtors.

If you provide us with personal data, you have consented to us handling it for the purposes mentioned.

We may transfer your personal data to other organisations in any country only for any of the purposes mentioned.

Under the Data Protection Act 1998 you have the right to make a subject access request. All requests must be made in writing to Data Protection, Customer Relations, Severn Trent Centre, PO Box 5309, Coventry, CV3 6FH. There is a small charge for this service.

How to get information on water quality in your area

You can obtain information which includes water hardness and fluoride levels by accessing our website (www.stwater.co.uk/waterquality) and entering your postcode. Alternatively you can phone us on 0800 783 4444 and request a copy of water quality results for your area.

Visit us online at www.stwater.co.uk

- Answer your billing enquiries
- View a bill explanation
- Tell us you are moving
- Request a water meter
- Set up a Direct Debit
- View and print literature
- Apply for paperless billing
- Manage your account

Visually impaired customers who require a Braille, large print bill or details of our talking bill service, should call us on: 03457 500 500

Your choice, your way - our widest choice of payment options

Direct Debit

Direct Debit is an easy and convenient way to make sure your bill is paid in full and on time. You can set up a Direct Debit online at www.stwater.co.uk or by calling us on 03457 500 500.

Online at www.stwater.co.uk

Pay securely online using your debit card. Simply visit www.stwater.co.uk to set up an account and then follow the instructions provided.

Telephone or online banking

Set up and manage your payment using your own bank's telephone, online or remote banking service. To do this, you simply need to provide them with the following information:

- Our banking details: Sort code 20-00-00
- Account number: 23285790
- Your Severn Trent Water account number 8503850088.

Barclays Pingit

Make a payment using Barclays Pingit on your mobile. Just download the app, link it to your bank account and scan the QR code on your bill. You can pay the full amount, or the amount on each Giro slip and you don't need to be a Barclays customer.

By PayPal

Take your bill or Watercard and cash payment to a PayPal store where you can pay your bill free of charge. Your local PayPal terminal can be found at:

The Stores,
 St. Marys Street,
 Painswick,
 Stroud,
 GLOUCESTERSHIRE

Lawnside Stores,
 5 Lawnside,
 Forest Green,
 Nailsworth,
 STROUD

Post Office (cash only)

Take your bill and cash payment to any Post Office branch. Please be aware that the Post Office may make a charge for this service and cheques aren't accepted.

Bank or Building Society

Take your bill to any bank or building society and pay over the counter. Cheques should be made payable to Severn Trent Water Ltd. This service is free if you pay by cheque at any branch of Barclays and may be free if you pay at your own bank or building society. Some banks or building societies may charge for this service.

Post

Enter the amount you'd like to pay on your payment slip and send it with your cheque to Severn Trent Water Ltd, Providence Row, Durham DH1 1RR. Cheques should be made payable to Severn Trent Water Ltd. Please write your Severn Trent Water account number on the back of the cheque. Please allow up to four working days for any cheque payments to reach our account.