

ESA 58
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Mr Y Khawar & Mrs A Khan
20 Emerald Road
Luton
Beds
LU4 0NR

Visit us at affinitywater.co.uk
or call us on 0345 357 2401
Monday–Friday, 8am–8pm. Saturday, 8am–2pm.

Need help reading this? Turn to the last page of this bill.

	Your customer number	7999436-4
	Your meter number	01-532613
	Bill date	17 August 2024
	Clean water emergency?	0345 357 2407
	Wastewater emergency?	0800 316 9800
	This bill is for your water supply to: 20 Emerald Road, Luton, Beds	

Here's your water bill

You used

224,000 litres

from 12 Feb 2024 to 15 Aug 2024

That's around **1,211 litres** of water every day – enough to fill more than **15 bathtubs**.

You're using 514.72% more water than the average similar-sized household in your neighbourhood.

Keep reading for handy tips on how to save water, save money, and help take care of our local area.

Your household	1211L
Average similar households	197L
Efficient similar households	113L



Please make your full payment of

£586.64

by 1 Sep 2024

Thanks in advance for your payment.

Pay by card at affinitywater.co.uk/pay

Full bill breakdown and other ways to pay on **page 2** →

If you'd prefer, you can split your payment across the year. Log in or register for My Account at affinitywater.co.uk/myaccount to make the change, or call us and we'll be happy to help.



Switch to Direct Debit

Direct Debit is an easier and safer way to make all your payments on time. We'll collect your regular payments – you won't need to lift a finger.

Visit affinitywater.co.uk/direct-debit or call **0345 357 2401** to switch to Direct Debit today.

Your account

On 18 Feb 2024, your account balance was	£564.42
Total payments since then (thank you!)	-£564.42
You made 1 payment	
Your water and wastewater charges (see below)	£586.64
Your current account balance	£586.64

Your upcoming payments

1 payment of £586.64 to be paid by 01/09/2024	£586.64
Total upcoming payments	£586.64



Easy ways to pay



Direct Debit

Set it up at affinitywater.co.uk/direct-debit



Internet banking

Business Name: Affinity Water
Sort code: 20-05-03
Account number: 805 429 03
Reference: 79994364 (to make sure your payment goes to your account)



Over the phone

Call our automated payment line on 0345 357 2400 with your credit or debit card details and customer number (7999436-4) to hand.

Your meter readings

Here's a quick breakdown of the water you've used over the last **two** billing periods. Your meter measures usage in cubic metres (m³) - **1m³ is the same as 1,000 litres.**



Billing period	16/08/2023 - 12/02/2024	12/02/2024 - 15/08/2024
Start reading	2800 [Actual]	3033 [Actual]
End reading	3033 [Actual]	3257 [Actual]



This period you've used

224,000 litres
(224m³)

Your water charges

Clean water	m ³	×	Rate	=	Charge
Usage 12/02/2024 - 31/03/2024	59.33		£1.2062		£71.56
Usage 01/04/2024 - 15/08/2024	164.67		£1.2668		£208.60



About your water services

We supply your clean water and Thames Water provides your wastewater services. We manage the billing for both services – if you have questions about your charges, please contact us.

Continues on the next page

Your water charges (continued)

Fixed charge 01/04/2024 - 30/09/2024 £15.18

Wastewater	m ³	✕ Rate	= Charge
Usage 12/02/2024 - 31/03/2024	59.33	£1.0017	£59.43
Usage 01/04/2024 - 15/08/2024	164.67	£1.1537	£189.98
Fixed charge 01/04/2024 - 30/09/2024			£41.89

Total water charges £586.64

Need help understanding your bill?

Visit affinitywater.co.uk/your-bill-explained for a detailed explanation of your water bill.

Switch to the easiest way to pay

When you pay by Direct Debit, you won't need to spend time making one-off payments or taking Giro slips to the bank.

You can choose to spread the cost monthly or pay when you receive your bill.



How to set up your Direct Debit

Visit affinitywater.co.uk/direct-debit to share your details, or call **0345 357 2401** if you need some help getting started.



Trans cash

PAYMENT SLIP

Bank Giro Credit



CORPORATE BANKING		Reference	Credit account number	Amount due (standard fee payable at PO counter)						
135	7999436-4	525 1141	£ 586.64							
32				CHEQUE ACCEPTABLE						
MBA Group Ltd Cashier's stamp and initials	Signature									
	Date									
	Name of Customer	Mr Y Khawar & Mrs A Khan								
		25-11-41	 9826 1507 0007 9994 3600 6							
			BARCLAYS BANK PLC AUTOMATED BULK CREDIT CLEARING AFFINITY WATER - RECEIPTS 80542903 05-03							
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How are you doing?

If you need a little extra support, we'll always do our best to help out.

Need our help?

The Priority Services Register (PSR) is free to join. It helps us know who may require extra help, or would like a bill in a different format such as large print or braille. For more information please visit affinitywater.co.uk/priority-services to use additional accessibility features or call **0345 357 2406**.

You can also ask for translation services if English isn't your first language.

Money worries?

We understand life can change, and if you're finding it hard to pay, we can help. Visit affinitywater.co.uk/helpmepay or call **0800 697 982**.

You can also get free independent advice from National Debtline on **0808 808 4000** or the Money Advice Service on **0800 138 7777**.

Our Household Charges Scheme sets out information about our charges and debt recovery procedure.

Visit affinitywater.co.uk/charges

Spotted a leak lately?

We want to sort it out as quickly as possible, to help protect local homes and businesses. Let us know at affinitywater.co.uk/leaks or call **0800 376 5325**.

If the leak affects a pipe that's inside (or supplies) your home, we recommend you visit watersafe.org.uk to find a local approved plumber.

Would another tariff suit you better?

If you get certain benefits, or have a low household income, we might be able to switch your tariff so you pay less. In some cases, we can also take payments directly from your benefits, to help you make up payments.

Visit affinitywater.co.uk/billing to learn more.

Our commitment to our customers

We've published the standards we promise to uphold on affinitywater.co.uk/customerinformation so that you know what to expect from us.

Issue with your meter?

It's rare for a meter to malfunction, but you can ask us to test it. If there's an issue, we'll fix or replace it for free. But if it's working properly, we'll charge you a callout fee of £70.00.

Please remember, you must not tamper with, damage or remove the meter, and you must let us have reasonable access to it. Find out more at affinitywater.co.uk/metering

How we look after and use your personal data

We collect and use certain personal information about you (e.g. your name and address) to provide your water services. We process all personal information in line with applicable Data Protection legislation. Visit affinitywater.co.uk/privacy or email us at data.protection@affinitywater.co.uk for more information.

Missing a payment or paying late may affect your credit rating. If you fall behind on payments, our debt recovery procedure is at affinitywater.co.uk/debt. To help maintain up to date records and manage our debt collection process, we share and receive information from credit reference agencies. Find out more at affinitywater.co.uk/sharing

Need more help?

We always want to get things right but if something goes wrong, we want to fix it quickly for you. Please call us on 0345 357 2401 or tell us at affinitywater.co.uk/complaints. We'll reply within 10 working days. However, if you're unhappy with our resolution, your issue is more than eight weeks old, or you'd like some free, independent advice please contact the Consumer Council for Water (CCW) by calling **0300 034 2222** or visiting ccwater.org.uk

Moving home soon?

Please give us at least two days' notice of when you are moving. Otherwise you will be liable for charges after you have moved out.

Find out more at affinitywater.co.uk/moving-home

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