

ESA 58  
1A 1E 1G EB

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

## 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  |



Visit us at [affinitywater.co.uk](https://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.

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

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](https://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](https://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](https://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        |
| <b>Your current account balance</b>           | <b>£586.64</b> |

## Your upcoming payments

|   |                |
|---|----------------|
| 1 payment of £586.64 to be paid by 01/09/2024 | £586.64        |
| <b>Total upcoming payments</b>                | <b>£586.64</b> |



## Easy ways to pay



### Direct Debit

Set it up at [affinitywater.co.uk/direct-debit](https://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.**



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



This period you've used

**224,000 litres**  
[224m³]

# Your water charges

| Clean water                   | m³     | × | 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 <sup>3</sup> | ✕ 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](https://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](https://affinitywater.co.uk/direct-debit) to share your details, or call **0345 357 2401** if you need some help getting started.

*Trans cash*

CORPORATE BANKING

Reference

135

32

Cashier's stamp and initials

Credit account number

525 1141

Amount due (standard fee payable at PO counter)

£ 586.64

CHEQUE ACCEPTABLE

9826 1507 0007 9994 3600 6

Signature

Date

Name of Customer

Mr Y Khawar & Mrs A Khan

25 - 11 - 41

BARCLAYS BANK PLC

AUTOMATED BULK CREDIT CLEARING

AFFINITY WATER - RECEIPTS

80542903

05-03

CASH

CHEQUE

£

ABC

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

<400 <000079994364 <000586647

000079994364 V4325251141 91 X

# 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](https://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](https://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](https://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](https://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](https://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](https://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](https://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](https://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](https://affinitywater.co.uk/privacy) or email us at [data.protection@affinitywater.co.uk](mailto: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](https://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](https://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](https://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](https://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](https://affinitywater.co.uk/moving-home)

Affinity Water Limited Registered Office: Tamblin Way, Hatfield, Hertfordshire AL10 9EZ. Registered in England and Wales no. 2546950. VAT number 600 4315 04