



For bill enquiries please call:

03457 919 155

8am-8pm Monday to Friday
8am-4pm on Saturday

MR SYAM PADUCHURI
MRS ARUNA PADUCHURI
3 CLITHEROE CROFT
KINGSMEAD
MILTON KEYNES
MK4 4HD

Account date
20th August 2024

Supply address

3 CLITHEROE CROFT, KINGSMEAD, MILTON KEYNES, MK4 4HD

Account number

119534733

Period of charge

16th March 2024 - 18th August 2024

Your Bill Amount...

Water charge

£217.28

Sewerage charge

£229.14

Your previous balance

£435.34 cr

Total bill amount

£11.08

YOUR USAGE IN DETAIL...

You're on our **Standard** water and sewerage tariff.

Your water and sewerage bill is made up of charges for volume used in cubic metres (m³) and daily standing charges for the bill period. Sewerage volume is calculated as a percentage of the water you have used.

Part-way through this billing period our tariff rates changed - so we've calculated your usage in two parts, to reflect the different rates. **You can see this in the details below.**

Period of Charge: **16th March 2024 - 18th August 2024**

Your water meter: **G24XU174980A**

Your water meter size: **15mm**

Meter read	16th Mar 2024	1628
Estimated meter read	31st Mar 2024	1638
Volume used - Old Meter		10 m³

Estimated meter read	1st Apr 2024	1638
Meter read	17th Jul 2024	1709
Volume used - Old Meter		71 m³

Meter read	18th Jul 2024	0
Meter read	18th Aug 2024	16
Volume used - G24XU174980A		16 m³

Part 1: 16th March 2024 - 31st March 2024 - on our **Standard** tariff

Volume Used	Volume	Cost per m3	Charge
Water	10m ³	193.68p	£19.36
Sewerage - 90 % of water	9.00m ³	195.10p	£17.55
Standing charge	Period	Cost per day	Charge
Water	16 days	9.01p	£1.44
Sewerage - Foul & Surface	16 days	26.50p	£4.24

Part 2: 1st April 2024 - 18th August 2024 - on our **Standard** tariff

Volume Used	Volume	Cost per m3	Charge
Water	87m ³	209.54p	£182.29
Sewerage - 90 % of water	78.30m ³	214.38p	£167.85
Standing charge	Period	Cost per day	Charge
Water	140 days	10.13p	£14.19
Sewerage - Foul & Surface	140 days	28.21p	£39.50

Total charges

£446.42

YOUR BILL AMOUNT IN DETAIL ...

Your last bill amount issued on 17th March 2024		£24.66
Payments received since your last bill		
15th April 2024	Direct debit	£92.00 cr
15th May 2024	Direct debit	£92.00 cr
15th June 2024	Direct debit	£92.00 cr
15th July 2024	Direct debit	£92.00 cr
15th August 2024	Direct debit	£92.00 cr
Total amount paid		£460.00 cr
Remaining balance on your last bill		£435.34 cr
Charges since your last bill		£446.42
Total bill amount		£11.08

CONTACTS & INFORMATION

Website

For lots of information, help, advice or if you'd like us to 'call you back' go to anglianwater.co.uk

You can also keep up to date with what's going on by signing up to our 'In your area' alert service.

If the surface water from your property doesn't go into our sewer system check to see if you can reduce your bill at anglianwater.co.uk/swdrainage

E-mail Contact us via our online form.

Phone

Lines are open from 8-8 Mon to Fri and 9-1 on Sat unless otherwise stated.

Bill and customer service queries

Call us on **03457 919 155** or request a call back on our website. To tell us you've paid call **0800 032 6237** and self serve.

Supply problems or emergencies

Water or sewerage, supply or quality query call **03457 145 145** or request a call back on our website. Lines are open 24 hours a day.

Spotted a leak 0800 771 881 Lines are open 24 hours a day.

Speech or hearing difficulties

Call our minicom service on **0800 917 5901**.

Check an employees identity

Beware of bogus callers **0800 145 145**. Lines are open 24 hours a day.

Home or telephone banking

You'll need: our bank account number 90011916, Sort code 20-43-71 and your Anglian Water account number.

Problems paying your bill

If you are having problems paying, call our helpline on **0800 169 3630**. We'll work with you to come up with a payment plan.

Moving home?

Let us know online anglianwater.co.uk/changing-address or by calling on **03457 919 155**.

Post

Write to us at **Anglian Water, Customer Services, PO Box 4994, Lancing, BN1 19AL** or fax us on **01522 341321**. Please quote your account number.

Watercare

Need bills in braille or large print? Need a constant supply of water for medical reasons? Want to secure your details with a password? For more information, or to register, go online or call **03457 919 155**.

Code of practice and charges scheme

Our code of practice and charges scheme is on our website or you can call **03457 919 155**. In these documents you will find lots of information you may need including details about meters and our charging policies.

Got a problem?

Call us on **03457 919 155** and our Customer Care Team will do everything they can to resolve your query. If you followed our complaints process but are still unhappy, the Consumer Council for Water offers free independent advice. Visit their website ccwater.org.uk or call on 0300 034 2222 or write to them at 23 Stephenson Street, Birmingham, B2 4BH.

Privacy Information

You can be safe in the knowledge that we always follow the Data Protection Act 2018, which reflects and supplements the General Data Protection Regulation, for any personal information we collect, hold and use. If you want to know more about what we do with people's information, including how to exercise your data protection rights and how we share information with Credit Reference Agencies, please read our Privacy Notice on our website anglianwater.co.uk/privacy or call us on **03457 919 155**. You can also get further information on your data protection rights and our obligations under the Act by visiting the Information Commissioner's website www.ico.org.uk or by calling them on **0303 123 1113**.



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These charges are due to Anglian Water Services Ltd.
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