

Mr J Sample
Bill prototype – DD
11 Thornfield Road
Bishop's Stortford
CM23 2RB

000001/358/80911D42G00001



Here's your water bill

You used

96,000 litres

from 2 Sep 2021 to 25 Feb 2022

That's around **524 litres** of water every day – enough to fill more than **6 bathtubs**.

You're using 10.3% more water than the average similar-sized household in your neighbourhood.

Turn to **page 3** for handy tips on how to save water, save money, and help take care of our local area.

Your household	524L
Average similar households	475L
Efficient similar households	425L



Visit us at affinitywater.co.uk

or call us on 0345 357 2401

Monday–Friday, 8am–6pm. Saturday, 8am–2pm.

Need help reading this? Turn to page 4

	Your customer number	330968
	Your meter number	12 061507
	Bill date	4 March 2020
	Fresh water emergency?	0345 357 2407
	Waste water emergency?	0800 316 9800
	This bill is for your water supply to 11 Thornfield Road, Bishop's Stortford, CM23 2RB	

Your monthly payments will go down to

£39.00

from 14 Apr 2020 onwards

You don't need to do anything.

We'll take **£46.00** on **14 Mar 2020**, as the last payment from your previous schedule, then collect your new **£39.00** payments by Direct Debit on the **14th** of each month after that.

See **page 2** for a full breakdown of your bill →



You used less water than we initially estimated, so your account is ahead by **£54.32**

We kept that amount in mind when we worked out your new payments, so you don't overpay.

Your account

On 31 Aug 2019, your account was ahead by	£13.46
Total payments since then (thank you!)	£276.00
You made six payments	
Your water and waste water charges (see below)	- £235.14
Your account is ahead by	£54.32

Your upcoming payments

1 payment of £46.00 on or around 14/03/2020	£46.00
10 payments of £39.00 on or around the 14th of each month	£390.00
1 payment of £39.00 on or around 14/02/2021	£39.00
Total upcoming payments	£475.00



Manage everything easily with an online account

Read and download your bills as soon as they're ready, give us your latest readings, and tell us if you're moving home. All with a few clicks.

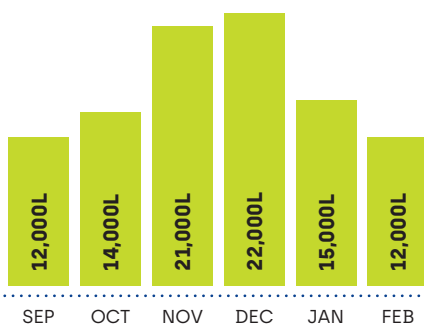
Sign up at affinitywater.co.uk/myaccount

Your meter readings

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

We took a reading on 16/08/2019

6,527
START



We took a reading on 10/02/2020

6,623
END



This period you've used

96,000 litres
[96m³]

14,000 litres less than the same time last year.

Thanks for using less water.

You're saving money and making a real difference to the local environment.

Your water charges

Fresh water	m ³	✖ Rate	⊞ Charge
Usage from 16/08/2019–10/02/2020	96.00	£1.0551	£101.29
Fixed charges from 01/10/2019–31/03/2020			£14.16
Waste water			
Usage from 16/08/2019–10/02/2020	96.00	£0.8672	£83.25
Fixed charges from 01/10/2019–31/03/2020			£36.44



About your water services

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

Need help understanding your bill?

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

Total water charges

£235.14

Waste less water, save our streams

Rare and beautiful chalk streams in our region, including the River [Local_Name], are at risk. And that's all down to the huge demand for water. But with your help, we can ensure a sustainable future.

If we're all more careful with the kettle, think at the sink, and step out the shower sooner, together we can make a big difference.



Claim your free water-saving gadgets

We're giving away devices that'll help you take saving water a step further, and save you money at the same time.



Tap aerators

These simple devices mix water with air. Each fitted tap saves around 12 litres each day.



Toilet cistern bag

Save up to two litres with every flush by dropping one of these bags into your cistern.



Leak detection strips

A leaky loo can add up to £250 to your bills over a year. Spot leaks sooner with these handy strips.

To find out more visit saveourstreams.co.uk

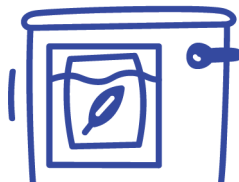
Choose your water-saving goals for the next six months

Remember to share these tips with your whole household!



5 litres every day

by spending just one minute less in the shower.



14 litres every day

by getting a free 'save a flush' bag from affinitywater.co.uk/save-water



50 litres every day

by using a water butt to collect water for the garden.

Answer a few quick questions to get personalised tips for your household at saveourstreams.co.uk

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/priorityservices 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**. More information about our charges is available at affinitywater.co.uk/charges

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

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 **0345 357 2402**.

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/commitment 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 £xxx.

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 your personal data

We collect and use certain personal information (for example, your name and address) to provide your water services. We process all personal information in line with applicable Data Protection legislation.

For more information, visit affinitywater.co.uk/privacy or email us at data.protection@affinitywater.co.uk

Any problems?

We'll do our best to sort them out as soon as we can – get in touch on 0345 357 2401 so we can help you.

If you still think something's wrong, you can tell us at affinitywater.co.uk/complaints and we'll start looking into it. If you're still not satisfied, you can refer the complaint to the Consumer Council for Water at ccwater.org.uk

Moving home soon?

Please let us know at least two days before you move, so we can make sure your final bill is accurate. Find out more at affinitywater.co.uk/moving-home