

SAS 35

**For water supply to**  
456 Sample Street, Sampleton, Sampleshire,  
AB12 3AB

 [affinitywater.co.uk](http://affinitywater.co.uk)

Mr A B Sample  
6 Sample Street  
Sampleton  
Sampleshire  
AB12 3AB

Your monthly payment is  
changing from £46.00 to

**£39.00**

from 15 April 2020

## Your water & waste water statement

 supply your clean water,  remove your waste water. Affinity Water bill you and collect payment on behalf of Thames Water.

### Your account summary

	Credit	Debit
Balance from your last statement 31 August 2019	£13.46	
You've made 6 payments of £46.00 up to 15 February 2020	£276.00	
Cost of water and waste water charges		£235.14

**Your credit balance** **£54.32**

### No need to do anything...

Thanks for paying by Direct Debit.

First payment of **£46.00** due on **15 March 2020**.

## Going into the detail

### Your meter readings

Previous: **6,527 Actual (16/08/2019)**

Current: **6,623 Actual (10/02/2020)**

Volume used: **96m<sup>3</sup> (96,000 litres)**

### Affinity Water clean water

16/08/19 - 10/02/20, 96.00 x £1.0551	£101.29
01/10/19 - 31/03/20, Fixed Charge	£14.16
<b>Clean water total</b>	<b>£115.45</b>



### waste water

16/08/19 - 10/02/20, 96.00 x £0.8672	£83.25
01/10/19 - 31/03/20, Fixed Charge	£36.44
<b>Waste water total</b>	<b>£119.69</b>

**Combined clean water and waste water charges for this bill**

**£235.14**

### Answering your questions

#### Fixed Charge

This is the fee your supplier charges for providing their service to your property and goes towards the cost of maintaining their networks. You may be able to pay less if rainwater from your property drains into a stream, river or soakaway instead of into a sewer. To find out more go to: [thameswater.co.uk/swd](http://thameswater.co.uk/swd) or call 0800 009 3673.

Any questions, visit [affinitywater.co.uk](http://affinitywater.co.uk)

### Reading your meter

You can find useful, step-by-step video instructions on our website at [affinitywater.co.uk/howtoguides](http://affinitywater.co.uk/howtoguides)

Any problems? Call us on 0345 357 2401.

## Payments, credits & adjustments

15 Sep 2019	Paid	-£46.00
15 Oct 2019	Paid	-£46.00
15 Nov 2019	Paid	-£46.00
15 Dec 2019	Paid	-£46.00
15 Jan 2020	Paid	-£46.00
15 Feb 2020	Paid	-£46.00

**Total**

**-£276.00**

Here is your breakdown of Direct Debit payments for next 13 months (your first payment might be different but all subsequent payments will be the same)

First payment on 15/03/2020	£46.00
Subsequent 11 payments on the 15th of the month	£39.00
Last payment on 15/03/2021	£39.00

Your monthly payment is changing to pay for the water and waste water you're likely to use until your next review in 12 months.

We've made sure this takes into account your current balance, what you've paid so far and any changes to your tariff.

The amount shown will be taken from your bank account on, or shortly after the dates shown.

For more information about your metered payment plan please go to our website at [affinitywater.co.uk](http://affinitywater.co.uk)

**No further action is required.**

## Go with the Eco Flow!

Showers make up a quarter of all our water use at home. If we all cut our showers by only two minutes, we'd save eight billion litres of water a year!

The energy used to heat water represents a fifth of the average heating bill - that's around £135 a year according to the Energy Savings Trust. Using less hot water, has a real impact in the fight against climate change too, with each home emitting 18.6 metric tonnes of CO2 a year through water heating.

For saving water advice and to order your **FREE shower head or timer**, visit [affinitywater.co.uk/savewater](http://affinitywater.co.uk/savewater)



Listen to a four minute song.

A good way to keep your SHOWERS short

## Help with your bill

### Spread the costs

If you are finding it difficult to pay your bill, we may be able to help spread the costs with a payment plan to suit you. To apply, please visit [affinitywater.co.uk/paymentplan](http://affinitywater.co.uk/paymentplan)

### Our WaterSure scheme

Provides support if your property has a water meter and you claim certain benefits and either receive child benefit for three or more children or have a medical condition that means you need to use extra water. Visit [affinitywater.co.uk/watersure](http://affinitywater.co.uk/watersure)

### Our Water Direct scheme

Could help if you receive certain benefits and are behind with your payments (payments are deducted from your benefit payments and sent directly to us).

To see how we're performing, visit [affinitywater.co.uk/performance](http://affinitywater.co.uk/performance)

### Our Low Income Fixed Tariff (LIFT)

This tariff could help if your annual household income is less than £16,105, or you receive certain benefits.

To find out more, give our friendly team a call on **0800 697 982** or visit [affinitywater.co.uk/lift](http://affinitywater.co.uk/lift)

### Caring for your needs

We provide other services through our Priority Services Register including large print literature. For more information visit

[affinitywater.co.uk/priorityservices](http://affinitywater.co.uk/priorityservices)

You can find out about the water quality in your area by visiting [affinitywater.co.uk/waterquality](http://affinitywater.co.uk/waterquality)

Alternatively, write to us at: Affinity Water Limited, Tamblin Way, Hatfield, Hertfordshire, AL10 9EZ or call **0345 357 2407** (water supply, water quality and emergencies only)

## Our commitment to you

We'll always try and provide you with the best possible service. If we fall short of the standards we set ourselves, we'll make sure we put it right.

### Interruptions to your water supply

**If we are planning to turn off your water supply to carry out works on our network, we will give you as much notice as possible, advising you when we expect to turn your water off and back on again.**

- If we plan to turn off your water for more than four hours, we will give you at least 48 hours' notice. If we fail to notify you, we will pay you £20
- If we fail to turn your water back on by the time specified in our notice, we will pay you £30 and a further £30 for each subsequent 24 hour period you have no water.

**For unplanned interruptions, for example when your supply is cut off due to a burst water main, we will notify you as soon as practicable when we expect to restore the supply and any information you may need about alternative supplies.**

- If your supply is not restored within 12 hours we will pay you £30, and an additional £30 for each subsequent 12 hour period you have no water.

### Low pressure

- If the water pressure in our pipework falls below seven metres static head (a technical term used to measure water pressure) at the boundary of your property on two occasions, each one lasting one hour or more in any 28 day period, we will automatically pay you £25
- You can only receive one payment under this guarantee in any financial year (1 April to 31 March). This guarantee does not apply if the low pressure is caused by essential work we have to do to our water pipe network, or if there is a drought.

### Billing queries

- If you write to us to query the accuracy of your bill or account details, we aim to send a reply within 10 working days of receiving your letter or email.

**If we take longer than this to send our reply, we will automatically pay you £20.**

- If you write to ask us to change the way you pay your bill, we will make the change as quickly as possible. If we are unable to make the change and do not let you know within five working days, we will automatically pay you £20.

### Bank charges

We'll reimburse any banking or Direct Debit charges that you experience as a result of a billing inaccuracy. In the unlikely event that a court judgement is entered against you as a result of our error, we'll pay you a minimum of £50 too.

### Responding to written complaints

Where you have followed our complaints procedure, we will send you our reply within ten working days of receiving your letter or email. If we take longer than this to send our reply, we will automatically pay you £20.

To view our complaints process, please visit [affinitywater.co.uk/complaints](http://affinitywater.co.uk/complaints)

### Payments, credits and exclusions

- Where we have failed to keep an appointment, respond to a complaint or change the way you wish to pay your bill, you may be eligible for a payment of £20 which we will either pay you directly or credit your account within 10 working days of the failure in service
- In all other cases, payment will be made within 20 working days of the failure in service
- If we do not make the payment automatically, a further penalty payment may also be due.

## Useful information

### Phone

#### Customer Services

Call us on **0345 357 2401**  
Monday to Friday, 8am to 6pm  
Saturday, 8am to 2pm

#### Water supply emergency?

Call us 24/7 on **0345 357 2407**

#### Waste water emergency?

 Call Thames Water on  
**0800 316 9800**

### Online

Visit us at [affinitywater.co.uk](https://affinitywater.co.uk)  
Tell us how we're doing at  
[affinitywater.co.uk/feedback](https://affinitywater.co.uk/feedback)

### Personal info

We collect and use certain personal information to provide you with water services. We process all personal information in accordance with the Data Protection Act Principles. For more information on how we manage your personal data, see Protecting Customer Information at [affinitywater.co.uk/privacy](https://affinitywater.co.uk/privacy) or contact us at [data.protection@affinitywater.co.uk](mailto:data.protection@affinitywater.co.uk)

### Something not right?

Call us on **0345 357 2401** so we can get to the bottom of it. If you're still not satisfied, we will review your complaint through our complaint process, available on our website at [affinitywater.co.uk/complaints](https://affinitywater.co.uk/complaints). If we are not able to resolve your complaint, you may ask the Consumer Council for Water for assistance, visit the CCW website at [ccwater.org.uk](https://ccwater.org.uk)

### Difficulty paying?

If you are struggling to pay we may be able to provide extra help. Find out more at [affinitywater.co.uk/helpmepay](https://affinitywater.co.uk/helpmepay)

You can also get free, confidential advice from agencies such as the Money Advice Service or National Debtline.

### Moving home?

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.

### Water meters

A meter reading is evidence of the water consumed unless the meter has been tested and proved to be recording incorrectly. You may ask us to test your meter. If the meter passes the test, we will charge you a fee of £70. You must not interfere with, damage or remove the meter and you must allow us reasonable access to the meter. Our Metering Policy sets out information about metering and is available from [affinitywater.co.uk/meteringpolicy](https://affinitywater.co.uk/meteringpolicy)

### Charges schemes and leakage procedure

Our Household Charges Scheme sets out information about our charges and debt recovery procedure. Our Leakage Booklet sets out information about our leakage procedure. These are available from [affinitywater.co.uk/charges](https://affinitywater.co.uk/charges) [affinitywater.co.uk/leakageprocedure](https://affinitywater.co.uk/leakageprocedure)

### Need extra 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 us at [affinitywater.co.uk/priorityservices](https://affinitywater.co.uk/priorityservices) to use our translation services and additional accessibility features or call **0345 357 2406**

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