



Company
Bessemer Road
Welwyn Garden City
Hertfordshire
AL7 1HE

Customer number : 1234567-8

Company, Bessemer Road, Welwyn
Garden City, Hertfordshire, AL7 1HE

Clean Water SPID:
1234567891W12

Waste Water SPID:
1234567891S12

www.affinityforbusiness.co.uk

0345 357 2424

Monday - Friday 8am-5pm

enquiries@affinityforbusiness.co.uk

Our new Bank details are:
Account Name : AFFINITY FOR BUSINESS RECEIPTS
Account Number : 90463132
Sort Code: 20-74-09

Your water bill

(for information only)

FRESH WATER THINKING

Fresh Water Thinking is our approach to delivering the very best supply, customer service experience and innovation in water and waste. We are committed to;



Saving you money through our competitive tariffs



Helping you to save water by advising you on how to use less of it



Keeping things simple with easy payments and excellent customer service

Find out how we keep these promises by visiting:

www.affinityforbusiness.co.uk



YOUR CURRENT BILL

£128.41

(more details over page)

PLUS BALANCE BROUGHT FORWARD : -£169.44

YOUR BALANCE: -£41.03

If you fancy reading more about what we are up to at Affinity for Business and see if we can help your business reduce its water use, please visit:

www.affinityforbusiness.co.uk

We care about water, but we also care about paper. This bill is manufactured from woodpulp from sustainable forests.




Did you know, leaky taps that drip at the rate of one drop per second can waste up to 2,700 gallons of water each year




You can also follow
@affinityfb
for more top tips

GET IN TOUCH

If you prefer to talk, our friendly team are on hand 8am - 5pm, Monday to Friday

 QUESTION ABOUT
YOUR BILL?

 CHANGING
YOUR DETAILS?

 CUSTOMER
SERVICE QUERY?

0345 357 24 24

OUT OF HOURS EMERGENCY NUMBERS



WATER SUPPLY EMERGENCY?

If it's an emergency, please call
Affinity Water:

0345 357 2407



SEWERAGE EMERGENCY?

Get in touch directly with your provider:

0345 357 2401



Did you know that you can reduce
the flow of water by up to

50%

with a tap aerator?



Find out more at
www.affinityforbusiness.co.uk



You can also follow us
[@affinityfb](https://twitter.com/affinityfb) for more top tips

YOUR BILL BROKEN DOWN



Clean water

Meter readings	Previous	Current	Volume	Amount
For meter number 12_345678	422 actual 14 Sep 17	469 actual 7 Mar 18	47 m ³	
	14 Sep 17 to 7 Mar 18, 47.00 x £1.0776			£50.65
Standing charge	1 Oct 17 to 31 Mar 18			£15.60
Clean water total				£66.25



Waste water

For meter number 12_345678	14 Sep 17 to 7 Mar 18, 47.00 x £0.8915		£41.90
Standing charge	1 Oct 17 to 31 Mar 18		£32.76
Waste water total			£74.66
Discount for choosing Affinity for Business			-£12.50
Combined clean & waste water charges for this bill			£128.41

WHAT IS THAT?

What is a cubic meter?

One cubic metre is

1,000 litres (220 gallons)

This is equivalent to approximately

 500 kettles

 12 baths

 30 showers

What is a standing charge?

A standing charge contributes to the cost of maintaining the clean & waste water networks. This is approved by Ofwat, the water regulator.

Visit our website to find out more:

www.affinityforbusiness.co.uk



YOUR PREVIOUS DIRECT
DEBIT PAYMENTS

£24.00

1 March 2018



YOUR FUTURE DIRECT
DEBIT PAYMENTS

£20.00

Payment taken on 1st of the month and subsequent payments of £20.00.

HOW CAN YOU PAY THIS BILL?



DIRECT DEBIT - THE SIMPLEST WAY

Safe and free, direct debits are the easiest way to pay your bill. If you pay this way, your bill will be paid automatically. You can pay annually or monthly to spread out the cost.

To set up a direct debit payment just call us or visit www.affinityforbusiness.co.uk/billing



AT THE BANK

To pay your bill at the bank by cash or cheque is easy, just fill in the payment slip on the other side of this bill and take it to any bank - they will know what to do.

Visit www.affinityforbusiness.co.uk/billing for more information



INTERNET AND TELEPHONE BANKING

It is really easy paying online through our portal, or over the phone - you will need your Customer Number and your debit or credit card to hand:

visit - www.affinityforbusiness.co.uk/billing or call our automated 24/7 payment line - **0345 350 3675**

Alternatively if you want to do a transfer online from your account, you will need our bank details:

Account Number: 90463132
Sort Code: 20-74-09



BY POST

Please fill in the attached payment slip and send it, with your cheque, to:

Affinity for Business
Tamblin Way
Hatfield
Hertfordshire
AL10 9EZ

Make sure the cheque is made payable to Affinity for Business Ltd, and write your customer number on the back.

Please don't send cash or post-dated cheques

Still not sure? Don't worry, just give us a call and we can talk through your options **0345 357 24 24**

Or you can visit our website for more info: www.affinityforbusiness.co.uk

WANT SOMEONE TO DEAL WITH THIS BILL ON YOUR BEHALF?

We are committed to protecting information about you. If the account holder would like us to speak to someone else on their behalf, we first need the account holder's permission.

NOT SURE ABOUT THE METER READING WE PROVIDED ON THIS BILL?

If you have questions about your meter reading please contact us on 0345 357 2407
We are always happy to send one of the team to take a look and advise on ways to use less water and save money

DIFFICULTY PAYING?

We understand that our customers can sometimes run into difficulties and we are always ready to help. So if you are finding it difficult to pay your bill, please let us know as soon as possible.

MOVING PREMISES

If you are moving premises then we need to know so that we can sort out your final bill and set you up at your new property if required.
Simply fill out our online form www.affinityforbusiness.co.uk/moving and we will do the rest!

OUR CODES OF PRACTICE

We have several codes of practice and legal information and advice on our website:
www.affinityforbusiness.co.uk/legal

ANY OTHER ISSUES

Please give us a call if you have any issues or are unhappy with your bill on 0345 357 2425. If you have been through our complaints process and are still unhappy, the consumer council for Water offers free independent advice. You can visit their website www.ccwater.org.uk or call them on 0300 034 222