

Esther I/A
Simon. ±

- Esther, did we set up Anglian
Water on a DD.



Wave
Anglian Water Business
PO Box 259
Rotherham
S98 1QU
Tel: 03450 704158
Email: contactus@anglianwaterbusiness.co.uk

Dear Customer,

An exciting new development from your water retailer

Anglian Water Business and NWG Business have come together to form a new joint venture water retail company called Wave. It brings together two companies with solid track records in the non-household water retail market and complementary strengths in customer service, billing and value adding services.

Wave will offer:

- a highly competitive retail service through economies of scale
- a range of quality value adding and efficiency services that save you time and money
- a one-stop shop for water and wastewater services, as well as gas and electricity
- top quality customer service delivered in person, over the phone and on-line.

Over the next few months we will be transitioning to the new Wave brand which you will soon see on your bills and in our marketing campaigns. Please note there will be no other immediate changes in how we manage your account, though we would like to advise that our registered office (the official address of our incorporated company) has changed to Northumbria House, Abbey Road, Pity Me, Durham, DH15FJ. Our correspondence address will remain the same as before and is shown at the top of this letter.

Combining Anglian Water Business and NWG Business to form Wave will harness the experience of two great companies, facilitating the development of cutting edge converged services that further enhance your experience.

Welcome to Wave.

Yours faithfully

Lucy Darch
CEO
Wave

644 / 2
 Priory Gate Ltd
 42-44 WEST STREET
 DUNSTABLE
 LU6 1TA

Bill date: 24 February 2018
 Account number: 0221947501
 Bill number: 8062976692

Supply address:
 CARLTON HOUSE 42-44
 WEST STREET
 DUNSTABLE
 LU6 1TA

Your bill summary

Total sewerage charges	£146.75
Total VAT charges	£0.00
Bill amount	£146.75

Your account statement

Balance of last bill	£150.27
Total of payments received (since last bill)	£150.27 CR
Total of adjustments made (since last bill)	£0.00
Balance brought forward as at bill date	£0.00
Total amount due	£146.75

**Payment of the bill amount is now due and should reach us by 12 March 2018.
 Please note our bank account details have changed.**

Need some help? Please contact us:

Telephone:
 0345 070 4158

For billing enquiries:
 Mon to Thurs: 08:45 to 17:30
 Fri: 08:45 to 17:00

This phone line is also available 24 hours
 7 days a week for Emergencies only.

Address:
 Anglian Water Business
 PO Box 259
 Rotherham, S98 1QU

Email:
contactus@anglianwaterbusiness.co.uk

How to pay your bill



By bank transfer - BACS or CHAPS

If you wish to pay your bill using bank transfer, please quote our account number **33298760**, our sort code **20-43-71** and your account number, which is shown at the top of the bill.



By post

Please make any cheque payable to 'Anglian Water Business Ltd. (National)'. Write your account number on the back (this is shown at the top of the bill) and send it to: Anglian Water Business (National) Ltd, PO Box 259, Rotherham, S98 1QU.



By telephone

Please call us on **0345 070 4158** if you wish to make payment over the telephone. Please quote your account number, which is shown at the top of the bill. Lines are open: Monday to Thursday 08:45 - 17:30, Friday 08:45 to 17:00.



If you are interested in setting up a **Direct Debit** instruction for your account, please contact a member of the team on **0345 070 4158**, or you can send an email to contactus@anglianwaterbusiness.co.uk.

