

12 Feb 2025



**Castle Water**

1 Boat Brae  
Rattray  
Blairgowrie  
PH10 7BH

**Contact Us**

t 01250 718700

Or why not try our webchat service at  
[castlewater.co.uk](http://castlewater.co.uk)

Did you know that you can pay your  
bill, submit meter readings, update  
your details and much more at  
[castlewater.co.uk](http://castlewater.co.uk)

The Trustees of MMS Executive Pension  
Scheme  
RETIREMENT CAPITAL  
VENTURE WALES BUILDING  
MERTHYR TYDSIL INDUSTRIAL  
BUSINESS PARK  
MERTHYU TYDSIL  
CF48 4DR

CL0650

Dear Customer,

**Account Name: The Trustees of MMS Executive Pension Scheme**

**Account Number: 3194697**

**Previous Account Number:**

## Your Bill for Water and Wastewater Charges

Please find attached your latest bill.

The quickest way to pay is by debit or credit card, you can do this online at [castlewater.co.uk/paybill](http://castlewater.co.uk/paybill) or call us on **01250 718700**. Our lines are open weekdays Monday to Friday, 9am to 5pm. Please remember to have your credit/debit card details to hand.

Your bill may include late payment charges and/or late payment interest if your last bill was paid late or if it remains unpaid. Pay now to avoid additional late payment charges and interest at an annual rate of **12.50%**.

### Paying by Direct Debit

Paying by Direct Debit is the easiest way to pay your bills and spread the cost plus you're covered by the Direct Debit Guarantee scheme. You'll never need to worry about a missed payment again.

Set up your Direct Debit now at [castlewater.co.uk/dd-setup](http://castlewater.co.uk/dd-setup)

### Manage your Castle Water account online with MyAccount

MyAccount has everything you need to manage your account online: view and download your invoices; view your statement of account; check your latest balance; submit meter reads; view your consumption and manage your details. Register or Login at [myaccount.castlewater.co.uk](http://myaccount.castlewater.co.uk)

### Understanding your bill

For a full explanation of your bill, FAQs and glossary visit [castlewater.co.uk/billexplained](http://castlewater.co.uk/billexplained)

### Don't forget to submit an up to date meter reading

If your supply is metered, keep your bills up-to-date and only pay for the water you use by providing regular meter readings at [myaccount.castlewater.co.uk/meters](http://myaccount.castlewater.co.uk/meters). We will use these in your next bill.

### We're here to help

If you have any questions regarding your bill or remittance advice, please contact our friendly Customer Service team using the contact details at the top of this letter. We're available **Monday to Friday, 9am to 5pm**.

Yours faithfully,

**Ryan MacDonald, Group Collections Manager**  
**Castle Water Limited**



## Alternative ways to pay

Direct Debit - Online via [castlewater.co.uk/dd-setup](http://castlewater.co.uk/dd-setup)

### At any Bank or Online

Sort Code: 40-11-60  
Account Number: 80161942  
Account Name: Castle Water

**Please quote the following reference on your payment - 3194697**

### Cheque by Post

**Please write the following reference The Trustees of MMS Executive Pension Scheme, 3194697, 10005569634 and CF48 4DR on the back of the cheque** and post to Castle Water, 1 Boat Brae, Rattray, Blairgowrie, PH10 7BH

### Late Payment Charges

If you do not pay your bill within your agreed payment terms, late payment interest may be applied in line with applicable legislation. The overdue amounts will incur interest charged at 8.00% above the prevailing Bank of England base rate.

Late payment charges will also be applied in line with our Terms & Conditions at the following levels:

Amount of Debt	Applicable Charge
Up to £999.99	£55.00
£1,000.00 to £9,999.99	£85.00
£10,000.00 or more	£115.00

**Please pay promptly. Failure to do so can result in you being reported as overdue to Experian, which may affect your credit rating.**

### Remittance Advice

Sending remittance advice helps us process and allocate your payment(s) accurately and in good time. Please email a copy of your remittance to [payments@castlewater.co.uk](mailto:payments@castlewater.co.uk) or use our online remittance form [castlewater.co.uk/remittance](http://castlewater.co.uk/remittance).

### We've got everything you need to stay in control of your water services

Save water and save money with our free online resources

- Find your step-by-step Water Efficiency Guide at [castlewater.co.uk/waterefficiencyguide](http://castlewater.co.uk/waterefficiencyguide)
- Find helpful tips and advice on water efficiency, sustainability and cost reduction on our weekly blog at [castlewater.co.uk/blog](http://castlewater.co.uk/blog)
- Access a wide range of additional water management services, no matter the size of your organisation, such as leak detection audits and automatic meter reading

### Manage your Castle Water account online with MyAccount

MyAccount has everything you need to manage your account online: view and download your invoices; view your statement of account; check your latest balance; submit meter reads; view your consumption and manage your details. Register or Login at [myaccount.castlewater.co.uk](http://myaccount.castlewater.co.uk)

### Ofwat has required us to notify you of the following:

Advance payment arrangements can provide customers with a useful way to manage their bills and customers may benefit from improved terms if they pay in advance. However, advance payment customers should be aware that any credit accrued for services that have not yet been delivered might not be recoverable in the unlikely event that their Retailer becomes insolvent. There are a number of payment arrangements available in the market. Customers can therefore explore what type of available payment arrangement best meets their needs.

### Did you know, we might be able to cut costs on your energy bills too?

Get a quote at [castlewater.co.uk/energy](http://castlewater.co.uk/energy) and find out how much you could save.

### Finding it difficult to pay?

Please call us immediately on **01250 718700** so that we can discuss your options.

### Castle Water Cheque Payment Advice Slip

(this is not a Giro Slip)

Account Name	The Trustees of MMS Executive Pension Scheme
Account Number (add others if mutiple)	3194697
Invoice Number (add all if multiple)	10005569634
Cheque Number	
Cheque Value (£0.00)	





The Trustees of MMS Executive Pension Scheme  
RETIREMENT CAPITAL  
VENTURE WALES BUILDING  
MERTHYR TYDSIL INDUSTRIAL BUSINESS PARK  
MERTHYR TYDSIL  
CF48 4DR

Account Number 3194697

Bill Number	10005569634
Bill Date / Tax Point	12 Feb 2025
Purchase Order Number	
Our VAT Number	319 4277 88

Your water & wastewater bill is now due

Your payment of **£242.82** is due by the **26 Feb 2025**.

Your statement

For the period 01 Dec 2024 - 31 May 2025

Account Summary

Your previous balance	£126.90
Payments received	£0.00
Balance brought forward	£126.90
Your charges for this period	
Water usage and charges	£40.25
Waste usage and charges	£64.19
Sundry charges	£3.42
Total charge (excl. VAT)	£107.86
VAT	£8.06
<b>Total charges</b>	<b>£115.92</b>

 **Please pay £242.82**

If you do not pay on time, late payment interest and/or debt recovery costs may be applied.

Direct Debit

Paying by Direct Debit is the easiest way to pay your bills and spread the cost plus you're covered by the Direct Debit Guarantee scheme. You'll never need to worry about a missed payment again.

Set up your Direct Debit now at [castlewater.co.uk/dd-setup](https://castlewater.co.uk/dd-setup)

Contact Us

Webchat: Visit [www.castlewater.co.uk](https://www.castlewater.co.uk) and chat with an advisor Monday to Friday, 9am to 5pm

Using your customer portal at [myaccount.castlewater.co.uk](https://myaccount.castlewater.co.uk)

Call: 01250 718700

For a full explanation of your bill, visit: [www.castlewater.co.uk/billexplained](https://www.castlewater.co.uk/billexplained)

Self Service

You can pay your bill, submit meter readings, update your details and much more at: [www.castlewater.co.uk](https://www.castlewater.co.uk)

Ways To Pay



To setup a Direct Debit, visit [www.castlewater.co.uk/dd](https://www.castlewater.co.uk/dd)



Pay securely online at [www.castlewater.co.uk/paybill](https://www.castlewater.co.uk/paybill)



Pay by bank transfer:  
Sort Code: 40-11-60  
Account Number: 80161942  
Reference: 3194697

It's important to use the details above so we know the payment has come from you.



Call 01250 718700 to make a payment by phone



Write your bill number, account number and postcode on the back of your cheque and send it to us in the Freepost envelope enclosed