



Your local supply, on tap



### Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

Affinity Water Limited  
 Tamblin Way  
 Hatfield  
 Hertfordshire  
 AL10 9EZ

Service user number

9	8	5	6	3	1
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Name(s) of Account Holder(s).

Bank/Building Society account number

Branch Sort Code

Name and full postal address of your Bank or Building Society

To: The Manager Bank/Building Society  
 Address  
  
 Postcode

Reference:

(Your reference is your Customer Number. You'll find this at the top of your bill).

FOR AFFINITY WATER LIMITED OFFICIAL USE ONLY  
 This is not part of the instruction to your Bank or Building Society

**CUSTOMER TO COMPLETE ALL SECTIONS**

1 Customer name

Daytime Telephone no.

2 Address receiving water supply

3 Name & Address for direct debit advice (if different to above)

4 Payment Options: I wish to pay:  
 For non-metered customers:  
 Annually  Half Yearly  Ten monthly instalments  
 For metered customers:  
 Monthly budget plan (excludes monthly billed commercials)  
 As billed (either six monthly or monthly)  
 Number of people in household   
 to help us estimate your annual usage  
 Preferred payment date: 1st  8th  15th  22nd

#### Instruction to your Bank or Building Society

Please pay Affinity Water Limited Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Affinity Water Limited and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

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Date

Bank and Building Societies may not accept Direct Debit Instructions for some types of account

This guarantee should be detached and retained by the Payer

## The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit **Affinity Water Limited** will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Affinity Water Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by **Affinity Water Limited** or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when **Affinity Water Limited** asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Please see reverse of this form for further information about Direct Debit

## **Save time and take the effort out of paying your water bill**

For sheer convenience, there is no easier way to pay your water bill than by Direct Debit. No more cheques to write, stamps to find and having to remember to pay the bill.

### **We do all the work for you**

By completing the Direct Debit instruction overleaf, your bank or building society will make your payments for you automatically, saving you the cost of stamps and the trouble of writing out cheques or even the time to queue up in banks or post offices.

Even when you move home there is no need to change your Direct Debit. Providing your new property is in our area we can continue to collect charges using the same Direct Debit.

### **Convenient payments**

#### **For non-metered customers:**

You can pay annually in April or half-yearly in April and October. Alternatively, monthly instalments from April to January will enable you to spread the cost of your water bill over ten months, helping you to plan your monthly expenditure and spread your bill as widely as possible.

Please note, where you apply for Direct Debit part way through the year there will be fewer instalments available. In future years you will have the benefit of ten instalments.

#### **For metered customers:**

You can pay each time you are billed. Households are billed six monthly and commercial users are billed six monthly or monthly.

Alternatively, a monthly budget payment plan will enable you to spread the cost of your water bill over twelve months, helping you to plan your monthly expenditure and spread your bill as widely as possible. (Please note this is not available to commercial users billed on a monthly basis.)

If you choose the monthly budget option, we will continue to read your meter(s) and you will receive accounts for information. Your payments will be reviewed each year.

#### **Preferred payment date:**

You may request for payments to be made on the 1st, 8th, 15th, or 22nd of the month.

If a payment date is not specified, your Direct Debit payments will be taken on the 1st of the month.

### **You remain in control**

You will receive a schedule of your payments at least ten working days before the first payment is due - plenty of time for you to raise any queries you might have.

### **Peace of mind - guaranteed**

Direct Debit is an efficient and, above all, secure method of payment. You are guaranteed an immediate refund from your bank or building society if any errors should occur and, remember, you are free to cancel at any time. There's no easier and safer way to pay your water bill than by Direct Debit. Complete the form overleaf and don't ever worry about your bill again.

If you would like further information about paying by Direct Debit call us on the following numbers: For non-metered customers call 0345 357 2402. For metered customers call 0345 357 2401.