CASTLE WATER

Account Number	2508188
Bill number	10009017189
Bill Date / Tax Point	04 February 2026
Purchase Order Number	
Our VAT Number	319 4277 88

EG:201164358

MR SAM HIGNETT
STUBBY GROVE FARM
BELLS YEW GREEN
FRANT
TN3 9BT

Contact Us

Got a question? we are here to help, connect with an advisor at castlewater.co.uk or via the QR:

Webchat

Customer portal

Your water bill is now due

Thanks for paying by Direct Debit. You do not need to take any actions. You have nothing to pay.

Your charges for the period are explained on page 3, please contact us immediately if you have a query

Your Statement

For the period 01 January 2026 - 31 January 2026

Account Summary

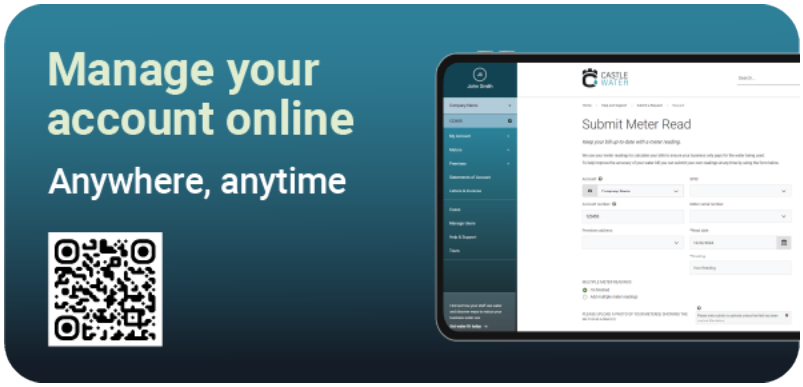
Your previous balance	£443.59 CR
Payments received	£0.00
Balance brought forward	£443.59 CR

Your charges this period

Water usage and charges	£12.36
Sundry charges	£0.00
Total charge	£12.36
VAT	£2.48
Total Charges	£14.84

Your current balance is £428.75 CR

Over 20,000 5-star reviews Trustpilot



Castle Water. The UK's leading independent water retailer.

Contact us

Got a question, need our support or have a concern, or complaint, we are here to help, connect with an advisor

Webchat: Visit castlewater.co.uk to chat to an advisor

Portal: Manage your account at portal.castlewater.co.uk

Phone: 01250 718700, Monday to Friday, 9am to 5pm

Write: Castle Water, 1 Boat Brae, Rattray, Blairgowrie, PH10 7BH

Account In Credit?

Claim a credit refund (if available) at castlewater.co.uk/credit-refund

Moving premises

If you are moving, please let us know. You can do this on our website at castlewater.co.uk/mimo or call us on the number above. You must provide at least two days notice prior to your moving date to avoid paying more

Update your details

Please tell us if your details change, including changes to your bank account or Direct Debit details. You can update your contact details on our website at castlewater.co.uk/updatemydetails

Emergency?

Call 01250 718700 Monday to Friday, 9am to 5pm or contact your network operator:

Thames Water: 0800 316 9800

Portsmouth Water: 023 9247 7999

South East Water: 0333 000 0365

Find your local water company's contact details by scanning the QR code or visiting castlewater.co.uk/emergencies

Water quality

If you have concerns about your water quality, please contact us, or contact your local water company. The Drinking Water Inspectorate also provide information and advice in their website dwi.gov.uk

Complaints

If you are concerned about something, please let us know by calling 01250 718700 or using the contact details above. We will always try to resolve things straight away. Details of our complaints procedure can be found at castlewater.co.uk/howtocomplain If you have exhausted our complaints procedure, the Consumer Council for Water offers free independent advice. Visit ccwater.org.uk, call 0300 034 2222 or write to: Consumer Council for Water, 23 Stephenson Street, Birmingham B2 4BH

Your rights

Customers of water and sewerage companies are entitled to guaranteed minimum standards of service, as laid down by the Government. Find out more at castlewater.co.uk/servicestandards

Ofwat is the economic regulator of the water sector in England and Wales. Find out more at ofwat.gov.uk

Find out about your right to switch suppliers at open-water.org.uk

Scheme of Terms & Conditions

Can be viewed at castlewater.co.uk/T&Cs. Otherwise, please refer to the agreed contractual terms for your specific agreement agreement

Ways to pay

Simply click Pay now or Scan the payment QR code on page 1 and you'll be taken to our secure payments page, options include setting up a Direct Debit, Pay by Bank and Pay by Card (Not American Express).

You can also pay via the portal at portal.castlewater.co.uk or via our website at castlewater.co.uk/paybill

Set up your Direct Debit now at castlewater.co.uk/dd-setup Payment can also be made at any bank or via bank transfer using:

Sort Code: 40-11-60

Account Number: 80161942

Account Name: Castle Water

Please quote the following reference on your payment - 2508188

Please write the following reference MR SAM HIGNETT, 2508188, 10009017189 and TN3 9BT on the back of the cheque and post to Castle Water, 1 Boat Brae, Rattray, Blairgowrie, PH10 7BH

EG:20116435B

Remittance advice

Help us to allocate your payment accurately by emailing a copy of your remittance to payments@castlewater.co.uk or use our online remittance form castlewater.co.uk/remittance

Late Payment Charges

If you do not pay your bill within the agreed payment terms, late payment interest may be applied in line with our Terms and Conditions. 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 and Conditions at the following levels:

Debt amount	Applicable charge
Up to £999.99	£59.00
£1,000 - £9,999.99	£92.00
£10,000 or more	£124.00

From 1 December 2024, Late Payment Charges will include an additional Exceptional Market Disruption Charge of £46.

Please pay promptly. Failure to do so can result in you being reported as overdue with our credit reference agency and may affect your credit rating.

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Finding it difficult to pay?

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

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. Your Retailer may not be able to refund any credit you are owed in the unlikely event that you move into or out of premises, switch to another Retailer or cease trading without notifying your Retailer of your updated contact information and bank details. 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.

Castle Water cheque payment advice slip

(This is not a Giro Slip)

Account Name	MR SAM HIGNETT
Account Number (add others if multiple)	2508188
Invoice Number (add all if multiple)	10009017189
Cheque Number	
Cheque Value	

Wastewater SPID:

Water SPID: 3024921796W14

SPID Address: JOTA MOTORSPORTS (NEW), STUBBY GROVE FARM BELLS YEW GREEN, TN3 9BT

Tariff: Retail Default Water (England)

Invoice Period: From 01/01/2026 to 31/01/2026

Your meter information

Meter Serial Number	Chargeable Meter Size (mm)	Water Consumption (m3)	Return to Sewer (%)
13M636831	15	2	

Your readings

Meter Serial Number	Previous Reading	Previous Read Date	Current Reading	Current Read Date	Consumption
13M636831	533 E	01/01/2026	535 E	01/02/2026	2

Your charges

Volumetric Charges		Unit Rate	Number of Units	Charge (£)	VAT Type	VAT (£)	TOTAL (£)
Potable Water Volumetric	(R)	2.890300	2 M3	5.78	S	1.16	6.94

Fixed Charges		Unit Rate	Number of Units	Charge (£)	VAT Type	VAT (£)	TOTAL (£)
Potable Water Metering	(R)	0.027452	31 DAYS	0.85	S	0.17	1.02
Potable Water Fixed	(R)	0.184986	31 DAYS	5.73	S	1.15	6.88

Bill totals

Net (£)	VAT (£)	Gross (£)
12.36	2.48	14.84

Glossary

SPID Supply Point Identification
m3 Cubic metre is 1,000 litres

VAT Type Rate Applied

Z Zero rate
S Standard rate of 20%

Charge Type

W Wholesale Charges
R Retail Charges

Reading Type

V Visual
E Estimated

Meter readings

We aim to read your meter at least once per year. If the meter read is significantly different to what we expect your next bill may be estimated. You can submit your own meter reading at castlewater.co.uk/meterread

Scheme of Charges

Can be viewed at castlewater.co.uk/scheme-of-charges

Business Assessed

If you are a business assessed customer, please ensure we have your up-to-date details, you can fill this in at castlewater.co.uk/business-assessed

VAT exemption?

You may be entitled to an exception from VAT, subject to HMRC rules. Complete a VAT declaration form with your Standard Industrial Classification (SIC) code at castlewater.co.uk/sicform

For a more detailed explanation of your bill please visit: castlewater.co.uk/billexplained, or scan the QR code