

# Cambridge Water Code of Practice

## Your Bill and How to Pay

### Your Bill

Increases and decreases in our charges are subject to strict price controls fixed by the Director General of Water Services.

---

Tel: 01223 70 60 50

E-mail: [info@cambridge-water.co.uk](mailto:info@cambridge-water.co.uk)

---

### Charges and Bills

Your water bill will be charged in one of three ways, either:

- based on a standardised rate, currently the rateable value of the property, or
- you will have a water meter and the charges will be based on the volume of water used;
- If a meter cannot be fitted we can assess your property individually (this is not available as an alternative to metering).

These and other charges are set out in the Company's Charges Scheme (which we can supply you free of charge).

All new properties are fitted with meters. Other customers may request water meters under our optional scheme.

### Charges for Sewerage Services

We bill and collect the charges for sewerage services for Anglian Water. Details of their metered and unmetered tariffs will be sent to you annually.

### When to pay

#### *Unmetered Properties*

If you do not have a meter we will send you a bill for the water service once a year, in March.

All customers have the opportunity to pay the yearly bill in the following ways:

- In full by 1st April
- In 2 instalments by 1st April and 1st October
- In 10 monthly instalments from 1st April to 1st January inclusive
- In more frequent instalments, weekly or fortnightly, by arrangement

If you do not keep to the instalment arrangement you will have to pay the outstanding amount for the half year, immediately.

#### *Metered Properties*

If you have a water meter the bills will be rendered either:

- half yearly or
- quarterly if the annual consumption regularly exceeds 4,000 cubic metres.

The bill should be paid:

- within 14 days of receipt
- In monthly instalments
- In more frequent instalments, weekly or fortnightly, by arrangement

## Questions about your bill and asking to change how you pay

We aim to send you a bill that is clearly laid out and accurate. Phone us, or write to us if you do not understand your bill

- you do not think your bill is correct
- you want to change how you pay
- you have any other question about your bill
- you have any difficulty paying.

## Payment facilities

You can pay your bill in any of the following ways:

### **By direct debit**

If you have a Bank or Building Society account and want to pay by Direct Debit call us on 01223 706050 to set up the direct debit by telephone or to ask for a Direct Debit application form.

### **Via Girobank's secure internet service**

This can be accessed through our own website at [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)

### **By Debit Card**

Just call 01223 706050 to pay the bill by card

### **By Post**

By cheque or postal order to Cambridge Water Company. Please enclose the payment tear off counterfoil from your bill. Receipts will not be issued unless requested.

### **By Giro Transfer**

Bank or Giro account holders may pay at the bank or by sending the giro transfer form to the National Girobank Centre.

Non account holders may use a branch of Barclays bank or National Girobank . This facility is free of charge.

### **At a Post Office**

You can pay at a Post Office using our payment card (or if you prefer, by payment book). This facility is free.

## If you have difficulty paying

If you have difficulty paying your bill, please contact us as soon as possible, do not leave it too long. We will do our best to reach an agreement which will help you to pay off the bill at a rate that you can afford. We operate under a Code of Practice on debt recovery that helps us to protect your interests.

---

This information sheet is one of a series that make up Cambridge Water's Code of Practice for Customers. The full range of titles is:

- Introduction to The Code of Practice for Customers
- The Cambridge Commitment to Customers and our Guaranteed Standards
- Your water supply - Quality, Quantity, Pressure and Flow
- How to get a water supply
- Responsibility for Water Pipes
- Responsibility for Leakage and Repairs
- The facts about water meters
- Complaints Procedure
- Your Bill and How to Pay
- What to do if you cannot pay your bill

**If you would like a copy of all or one of these information sheets, please call 01223 70 60 50 or e-mail us at [custservice@cambridge-water.co.uk](mailto:custservice@cambridge-water.co.uk)**