



Assington Parish Council
4 NORTHFIELD ROAD
SUFFOLK
STOWMARKET
IP14 3HF

Customer reference

382424501

Bill number 16672226
Invoice/Tax point 11 Jun 2026

Get in touch

Call 0333 207 9283
Email hello@wave-utilities.co.uk
Message us: [facebook.com/WaveUtilities](https://www.facebook.com/WaveUtilities)
Visit and chat to us at [wave-utilities.co.uk](https://www.wave-utilities.co.uk)

 In an emergency
find your wholesaler at
[wave-utilities.co.uk/mywholesaler](https://www.wave-utilities.co.uk/mywholesaler)

How to reduce your usage

Visit [wave-utilities.co.uk/lesswater](https://www.wave-utilities.co.uk/lesswater) for tips
on how to use less water and reduce your
next bill

Your water bill

£246.10

Please pay £70.25 by 26 June. £175.85 is overdue and payable immediately.

Charges

From 25 Mar 2026 to 10 Jun 2026 for Allotments, MEADOW WAY, CO10 5LF

Balance brought forward	£175.85
Water charges	£70.25
Total charges (ex VAT)	£70.25
Total charges (inc VAT)	£70.25
Payments received	£0.00
Your New Account Balance	£246.10

How your charges are split



• Wholesale charges	£52.85
• Retail charges	£17.40

Save time and money

Manage your account online - sign up to My Account
for all your bills, payments and readings in one place:
[wave-utilities.co.uk/myaccount](https://www.wave-utilities.co.uk/myaccount)

Send us a meter reading - regular reads make your bills
more accurate. Send us them by:

- Logging in to My Account or going to:
[wave-utilities.co.uk/myread](https://www.wave-utilities.co.uk/myread)
- Email: submitmyread@wave-utilities.co.uk
- Text: 07728 299 283

Are you on the best tariff?

Remember, if your water tariff no longer suits your
needs, speak to us to check if you're on the best tariff.
If you're not in a contract, you can always switch retailer,
visit: open-water.org.uk

We can help you control your costs – giving regular meter reads makes your bill more accurate. Submit a read today at [wave-utilities.co.uk/myread](https://www.wave-utilities.co.uk/myread).

Ways to pay

Direct Debit - the convenient way to pay

Call us on 0333 207 9283 to get set up or go to
[wave-utilities.co.uk/mydd](https://www.wave-utilities.co.uk/mydd)

Credit/Debit Card

Pay online at [wave-utilities.co.uk/pay](https://www.wave-utilities.co.uk/pay)
Or call 0333 207 9283
Please quote your customer reference

Cheque

Include customer reference on the back of your
cheque to:
Anglian Water Business (National) Ltd
PO Box 745
HUNTINGDON
PE29 9PW
Allow 5 work days for payment to reach us

BACS or bank transfer

Sort Code 20-43-71
Account Number 33298760
Account Name Anglian Water Business (National)
Please use your Customer reference as your
payment reference
Send your payment slip to bacs@wave-utilities.co.uk with the payment value in the
subject line. For advice visit
[wave-utilities.co.uk/bankpayments](https://www.wave-utilities.co.uk/bankpayments)

Please pay on time as we share data with credit reference
agencies and the positive experiences shared help to maintain
credit scores and keep the supply chain flowing in these
challenging economic times.



Account in credit/paying in advance? Visit
[wave-utilities.co.uk/advancepayments](https://www.wave-utilities.co.uk/advancepayments)

Having trouble paying your bills? Visit
[wave-utilities.co.uk/financial-difficulty](https://www.wave-utilities.co.uk/financial-difficulty)

Water charges for AW Meter Potable Water Streamline Green

SPID:3021520634W11

Readings

Meter number 15M166887D

Chargeable
Meter size 015 mm

Previous	Current	Units
00651 C 25 Mar 2026	00670 E 11 Jun 2026	19 m ³
Total units used		19 m ³

Water charges

Type	Units	Rate	VAT	Charge
Water	17.295 m ³	£2.82000	Z	£48.77
	1.705 m ³	£2.52270	Z	£4.30
Potable Water Fixed	7 days	£0.21123 (£77.1 PA)	Z	£1.48
	71 days	£0.22112 (£80.71 PA)	Z	£15.70
Total water charges (ex VAT)				£70.25

Useful Information

VAT

S = Standard VAT @ 20%

Z = Zero VAT

Meter Readings

C = Customer Read

A = Cyclic/Actual Read

E = Estimated Read - Estimated readings are calculated based on previous actual consumption.

Charges on your bill

Our services are provided in accordance with our terms and conditions. If you have any questions about the charges on your bill and how they are calculated, including questions about VAT codes, please visit our website at wave-utilities.co.uk or contact us on 0333 207 9283.

Deaf or Hard of Hearing

We offer a web chat service or email support. Alternatively, you can nominate someone to discuss the bill with us on your behalf.

Call Costs

Calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and count as inclusive minutes in the same way. Call charges can vary. For more information please contact your phone service provider.

Complaints

Unhappy about our service?

We try to get everything right first time but appreciate this isn't always the case. If you're unhappy with any element of our service, please talk to us and we'll do what we can to resolve your concerns as swiftly as possible. Contact us on 0333 207 9283 or email customerservices@wave-utilities.co.uk.

If your complaint is not resolved to your satisfaction and you would like the decision to be reviewed by a Director, please contact us on 0333 207 9283 or email directors@wave-utilities.co.uk.

If you follow our complaints process and are still unhappy, you can get some advice from one of the organisations below: For England and Wales - The Consumer Council for Water ccwater.org.uk or ofwat.ofwat.gov.uk For Scotland - The Scottish Public Services Ombudsman spso.org.uk or Water Industry Commission for Scotland watercommission.co.uk.

Registered office address

Anglian Water Business (National) Ltd, Northumbria House, Abbey Road, Pity Me, Durham, DH1 5FJ
Company Number: 03017251
Company VAT number: GB277633960
All billing correspondence should be sent to Wave, PO BOX 745, HUNTINGDON, PE29 9PW

Save time and money

Sign up to Direct Debit today — the easiest and most convenient way to pay your bill.

wave-utilities.co.uk/mydd

Remember to send us your meter reading

Giving us regular meter readings will make your bills more accurate.

It's easy to send us a reading online.

Simply log in to My Account or visit: wave-utilities.co.uk/myread