



*helpful things we want to share with you*

plus the benefits of paperless billing!

**anglianwater**

# 5 things you should know about us

1

## **We know a thing or two about saving water**

We have lots of tips and advice online to help you start saving precious water – and save money! It also helps our resources go further.

2

## **You can enjoy a great day out**

Fishing, walking, cycling, watersports and more – our waterparks offer your family a fantastic fun day out.

3

## **We're aiming to have reduced our carbon footprint by 20 per cent before the end of this year**

Nearly a quarter of the energy we use comes from renewable sources.

4

## **We are protecting the environment, keeping our beaches and rivers clean**

Our award winning conservation programmes help protect wildlife and habitats, and in 2009 we achieved 100 per cent compliance with bathing water standards.



5

## **We're planning for regional growth**

With around one million new homes coming to the region in the next 25 years, we're spending over £2 billion on securing water supplies.



Visit us at [www.anglianwater.co.uk](http://www.anglianwater.co.uk)

# 5 things we can do to help you

## 1

### **We'll help you pay in instalments**

If you're not a Direct Debit customer but would like to pay by instalments, we can help. Visit us online, submit your details and choose to pay your water bill weekly, fortnightly or monthly.



## 2

### **We can help you move home**

With advice on reading your new meter, tips on being waterwise and where to find approved plumbers our 'Moving Home' brochure is available online. You can also update your address details at the same time.

## 3

### **Switch to a meter and save**

Many of our customers have found having a water meter fitted has helped reduce their water bills. Fitting is free and there's a no quibble, two year switchback guarantee.

## 4

### **We'll help you get on the right tariff**

We offer a set of metered tariffs designed for customers with different needs. If you use less water than average, we have a special low consumption tariff. And if you receive benefits or have certain medical conditions, we have tariffs to help you too.



## 5

### **We're happy to accept your meter reading**

If you receive an estimated bill but would like it to be based on an exact reading, we're happy to accept a reading that you take and submit online.



for more help and information

# Switch to paperless billing and win £500\*

There are two ways to switch to paperless billing. Both offer you simplicity and help you do your bit for the environment by minimising paper waste – and both entitle you to enter our prize draw to win £500.\*

## Option 1

If your account is with Lloyds TSB, Royal Bank of Scotland or Natwest, log on to your internet banking facility and provide your Anglian Water account number and your address. You'll then be able to receive your bill online.

An email alert will let you know when your bill is ready to view. Then simply pay when it suits you best, 24 hours a day, seven days a week. You can keep a record of your bills online.

## Option 2

If you don't have an account with one of the above banks, you can still manage your bill online by registering with **MyBillsOnline**.

For full details and to register online, go to [www.anglianwater.co.uk/win500](http://www.anglianwater.co.uk/win500)

## MyBillsOnline

Go paperless and win!

When you request to receive your bills online through either your bank provider or MyBillsOnline you'll be automatically entered in to a free prize draw. Our database will select a name at random and if you're the lucky winner, you'll receive £500\* prize.

\* Terms and conditions at [www.anglianwater.co.uk/win500](http://www.anglianwater.co.uk/win500)