



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:

Anglian Water
PO Box 4994
LANCING
BN11 9AL

Name(s) of account holder(s)

Bank/building society account number

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Branch sort code

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Name and full postal address of your bank or building society

To: The Manager Bank/building society

Address

Postcode

Reference

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Service user number

9	8	0	0	1	8
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PLEASE FILL OUT YOUR CHOICES BELOW WHICH WILL BE USED FOR ANGLIAN WATER OFFICIAL USE ONLY

This is not part of the instruction to your bank or building society.

Number of occupants in the property Please tick if you have a water meter

Payment choice: Tick on box to show how you want to pay.
 Monthly* Half Yearly

Tick one box to show the date which you wish to pay.
 1st 8th 15th 22nd

Daily telephone number:

* For unmeasured customer paying by instalments, your bill will be split into 10 equal amounts each month between April and January (May and February if you choose the 1st of the month)/ If you join the scheme part way through the year, the number of monthly instalments will be reduced as the scheme can't be extended.

Instruction to your bank or building society

Please pay Anglian Water 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 Anglian Water and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

Banks and building societies may not accept Direct Debit Instructions for some types of account

DD11

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 Anglian Water will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Anglian Water 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 Anglian Water) 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 Anglian Water 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.