



Instruction to your bank to pay by Direct Debit

If you'd like to pay by Direct Debit, please give us your details below and send this back to us at **Anglian Water Customer Services, PO BOX 4994, Lancing BN11 9AL.**



Sign up online
anglianwater.co.uk/directdebit

If your bank account only needs one signature it's quicker and easier to sign up online.

Name(s) of account holders

Name of bank/building society

Name of bank/building society

Postcode

Bank account number

Bank sort code

Account number

Service user number

980018

Instruction to your bank/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 signed

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

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



Turn over for remainder of the form

Please keep this



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.



About your property and payments

This is not part of the instruction to your bank/building society.
We securely store this information and may use it to contact you about your account, or to prepare and send your bills.

Phone number

Email address

How many people live at your home?

Do you have a water meter?

☐ Yes ☐ No ☐ Don't know

When would you like to pay?

- ☐ When you receive your bill* (metered customers only)
☐ Half-yearly (unmetered customers only)
☐ Monthly (metered and unmetered customers)**

If monthly, please select your preferred day of the month for payment to be taken:

☐ 1st ☐ 8th ☐ 15th ☐ 22nd

* If you have opted to make payment on receipt of your bill, we will take the payment in full no earlier than 10 working days after your bill.

** For unmetered customers paying by instalments, your bill will be split into 10 equal amounts each month between April and January (May and February if you choose to pay on 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 be extended.