

CROWHURST PARISH COUNCIL
Quercus
Old Forewood Lane, Crowhurst,
East Sussex
BATTLE
TN33 9AA

Your water bill is now due

Thanks for paying by Direct Debit. You do not need to take any actions. We will automatically collect £40.95 from your account on the 22 June 2026.

Your Statement

For the period 01 May 2026 - 31 May 2026

Account Summary

Your previous balance	£78.99 CR
Payments received	£0.00
Balance brought forward	£78.99 CR
Your charges this period	
Water usage and charges	£119.94
Sundry charges	£0.00
Total charge	£119.94
VAT	£0.00
Total Charges	£119.94

Please pay £40.95

Account Number	2477516
Bill number	10010303314
Bill Date / Tax Point	08 June 2026
Purchase Order Number	
Our VAT Number	319 4277 88

EG231314961

Contact Us

Got a question? we are here to help, connect with an advisor at castlewater.co.uk or via the QR:



Webchat



Customer portal

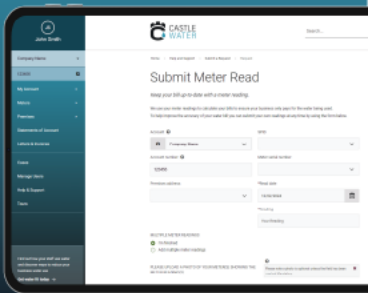


Your charges for the period are explained on page 3, please contact us immediately if you have a query

Manage your account online

Anywhere, anytime





Over 20,000 5-star reviews



Castle Water named top performing large retailer for Market Performance Standards by MOSL



Contact us

Got a question, need our support or have a concern, or complaint, we are here to help, connect with an advisor

Webchat: Visit castlewater.co.uk to chat to an advisor

Portal: Manage your account at portal.castlewater.co.uk

Phone: 01250 718700, Monday to Friday, 9am to 5pm

Write: Castle Water, 1 Boat Brae, Rattray, Blairgowrie, PH10 7BH



Account In Credit?

Claim a credit refund (if available) at castlewater.co.uk/credit-refund

Moving premises

If you are moving, please let us know. You can do this on our website at castlewater.co.uk/mimo or call us on the number above. You must provide at least two days notice prior to your moving date to avoid paying more

Update your details

Please tell us if your details change, including changes to your bank account or Direct Debit details. You can update your contact details on our website at castlewater.co.uk/updatemydetails

Emergency?

Call 01250 718700 Monday to Friday, 9am to 5pm or contact your network operator:

Thames Water: 0800 316 9800

Portsmouth Water: 023 9247 7999

South East Water: 0333 000 0365



Find your local water company's contact details by scanning the QR code or visiting castlewater.co.uk/emergencies

Water quality

If you have concerns about your water quality, please contact us, or contact your local water company. The Drinking Water Inspectorate also provide information and advice in their website dwi.gov.uk

Complaints

If you are concerned about something, please let us know by calling 01250 718700 or using the contact details above. We will always try to resolve things straight away. Details of our complaints procedure can be found at castlewater.co.uk/howtocomplain If you have exhausted our complaints procedure, the Consumer Council for Water offers free independent advice. Visit ccwater.org.uk, call 0300 034 2222 or write to: Consumer Council for Water, 23 Stephenson Street, Birmingham B2 4BH

Your rights

Customers of water and sewerage companies are entitled to guaranteed minimum standards of service, as laid down by the Government. Find out more at castlewater.co.uk/servicestandards Ofwat is the economic regulator of the water sector in England and Wales. Find out more at ofwat.gov.uk Find out about your right to switch suppliers at open-water.org.uk

Scheme of Terms & Conditions

Can be viewed at castlewater.co.uk/T&Cs. Otherwise, please refer to the agreed contractual terms for your specific agreement agreement

Ways to pay

Simply click Pay now or Scan the payment QR code on page 1 and you'll be taken to our secure payments page, options include setting up a Direct Debit, Pay by Bank and Pay by Card (Not American Express).

You can also pay via the portal at portal.castlewater.co.uk or via our website at castlewater.co.uk/paybill

Set up your Direct Debit now at castlewater.co.uk/dd-setup Payment can also be made at any bank or via bank transfer using:

Sort Code: 40-11-60

Account Number: 80161942

Account Name: Castle Water

Please quote the following reference on your payment - 2477516

Please write the following reference CROWHURST PARISH COUNCIL, 2477516, 10010303314 and TN33 9AA on the back of the cheque and post to Castle Water, 1 Boat Brae, Rattray, Blairgowrie, PH10 7BH

Remittance advice

Help us to allocate your payment accurately by emailing a copy of your remittance to payments@castlewater.co.uk or use our online remittance form castlewater.co.uk/remittance

Late Payment Charges

If you do not pay your bill within the agreed payment terms, late payment interest may be applied in line with our Terms and Conditions. The overdue amounts will incur interest charged at 8.00% above the prevailing Bank of England base rate. Late Payment charges will also be applied in line with our Terms and Conditions at the following levels:

Debt amount	Applicable charge
Up to £999.99	£59.00
£1,000 - £9,999.99	£92.00
£10,000 or more	£124.00

From 1 December 2024, Late Payment Charges will include an additional Exceptional Market Disruption Charge of £46.

Please pay promptly. Failure to do so can result in you being reported as overdue with our credit reference agency and may affect your credit rating.

Finding it difficult to pay?

Please call us immediately on 01250 718700 so that we can discuss your options.

Ofwat has required us to notify you of the following:

Advance payment arrangements can provide customers with a useful way to manage their bills and customers may benefit from improved terms if they pay in advance. However, advance payment customers should be aware that any credit accrued for services that have not yet been delivered might not be recoverable in the unlikely event that their Retailer becomes insolvent. Your Retailer may not be able to refund any credit you are owed in the unlikely event that you move into or out of premises, switch to another Retailer or cease trading without notifying your Retailer of your updated contact information and bank details. There are a number of payment arrangements available in the market. Customers can therefore explore what type of available payment arrangement best meets their needs.

Castle Water cheque payment advice slip

(This is not a Giro Slip)

Account Name	CROWHURST PARISH COUNCIL
Account Number (add others if multiple)	2477516
Invoice Number (add all if multiple)	10010303314
Cheque Number	
Cheque Value	

Wastewater SPID:	
Water SPID:	3024626697W10
SPID Address:	PAVILION / YOUTH CLUB, RECREATION GROUND SANDROCK HILL, TN33 9AS
Tariff:	Retail Default Water (England)
Invoice Period:	From 01/05/2026 to 31/05/2026

Your meter information

Meter Serial Number	Chargeable Meter Size (mm)	Water Consumption (m3)	Return to Sewer (%)
09M187289	15	35	

Your readings

Meter Serial Number	Previous Reading	Previous Read Date	Current Reading	Current Read Date	Consumption
09M187289	2162 E	01/05/2026	2179 V	05/05/2026	17
09M187289	2179 V	05/05/2026	2197 E	01/06/2026	18

Your charges

Volumetric Charges	Unit Rate	Number of Units	Charge (£)	VAT Type	VAT (£)	TOTAL (£)
Potable Water Volumetric (R)	3.218300	17 M3	54.71	Z	0.00	54.71
Potable Water Volumetric (R)	3.218300	18 M3	57.93	Z	0.00	57.93

Fixed Charges	Unit Rate	Number of Units	Charge (£)	VAT Type	VAT (£)	TOTAL (£)
Potable Water Metering	(R) 0.043342	31 DAYS	1.34	Z	0.00	1.34
Potable Water Fixed	(R) 0.192164	31 DAYS	5.96	Z	0.00	5.96

Bill totals

	Net (£)	VAT (£)	Gross (£)
	119.94	0.00	119.94

Glossary

SPID Supply Point Identification
m3 Cubic metre is 1,000 litres

VAT Type Rate Applied

Z Zero rate
S Standard rate of 20%

Charge Type

W Wholesale Charges
R Retail Charges

Reading Type

V Visual
E Estimated

Meter readings

We aim to read your meter at least once per year. If the meter read is significantly different to what we expect your next bill may be estimated. You can submit your own meter reading at castlewater.co.uk/meterread

Scheme of Charges

Can be viewed at castlewater.co.uk/scheme-of-charges

Business Assessed

If you are a business assessed customer, please ensure we have your up-to-date details, you can fill this in at castlewater.co.uk/business-assessed

VAT exemption?

You may be entitled to an exception from VAT, subject to HMRC rules. Complete a VAT declaration form with your Standard Industrial Classification (SIC) code at castlewater.co.uk/sicform

For a more detailed explanation of your bill please visit: castlewater.co.uk/billexplained, or scan the QR code

