

Ways to pay your water bill

Direct Debit

You can set up your Direct Debit via [phone](#), through your [online account](#) or by sending us a [Direct Debit Mandate](#).

If you **don't** have an account manager, please send your mandate to:
hello@wave-utilities.co.uk

If you **do** have an account manager, please use:
accountmanagement@wave-utilities.co.uk

You can choose from:

- **Variable Direct Debit** – deducted from your account 10-14 days after a bill is issued.
- **Fixed Direct Debit** – monthly payments at a pre-agreed amount to pay the ongoing charges and clear any account balance. Wave will review your fixed monthly price every 6-12 months, based on your recent consumption and account balance.

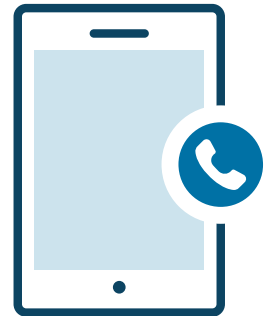
We will allow a minimum of 10 working days from the Direct Debit set up date to the first payment.

Please note: If you are a consolidated pay at site or pay at parent customer please speak to Wave's customer experience team or your account manager to see if your account is suitable for a Direct Debit.

Debit or Credit Card Payment

You can pay by [phone](#), on our [website](#) (without logging into your online account) or by logging into your [online account](#).

If the payment doesn't show in your online account within 24 hours, please [contact us](#).



BACS

Payment should be made out to the bank details provided on your bill. Following the below steps will make sure your payments are applied to your account in a timely manner:



- **Single Site** – use your customer reference or invoice number as the payment reference.
- **Multiple Sites** – enter the company name only as the payment reference. Please do not include any other information. Then, send a remittance advice in a spreadsheet format to BACS@wave-utilities.co.uk with the full payment value in the subject line of your email.
- **Consolidated Pay at Parent (PAP)** – use your invoice number as the payment reference.
- **Consolidated Pay at Site (PAS)** – enter the company name only as the payment reference. Please do not include any other information. Then, provide a remittance advice in a spreadsheet format to BACS@wave-utilities.co.uk with the full payment value in the subject line of your email.

Allow 3-5 working days for payment(s) to be allocated before sending a Missing Payment form.

Cheque

Send your cheque to: Anglian Water Business (National) Ltd, PO Box 745, Huntingdon, PE29 9PW



- **Single Site** – quote your customer reference or invoice number on the back of your cheque. Please do not include any other information.
- **Multiple Sites** – quote all customer references or invoice numbers, including the amount you are paying for each one. Alternatively, include a remittance advice with the cheque correspondence, or send a remittance via email in a spreadsheet format to BACS@wave-utilities.co.uk with the full payment value in the subject line of your email.

Please confirm the cheque has been cashed (you can see it on your bank statement) and allow 3-5 working days for payment(s) to be allocated, before sending a Missing Payment form.

