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| COVID-19: How we can help you manage your account |

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| **COVID-19:** **How we can help you manage your account****We realise that your business is likely to be affected by the COVID-19 outbreak due to homeworking, reduced staffing or the need to temporarily close. We’re here to support you.**To make things easier at this difficult time, here’s some advice to help you manage your water bill and what to do if your business is closed.**Let us know if you’re closed**If your premises are closed, please let us know by completing our [temporary closure form](https://protect-eu.mimecast.com/s/R99RCj2JjHv1B7IWDg5C?domain=email.wave-utilities.co.uk). This means that we can suspend your billing for the time being. If you’ve already told us about closure - via your account manager, or by email or phone - please still complete this form so we can make sure we accurately update your account. For multi-sites, please register the parent account on this form and list any other sites that are closed in the additional information section or tell us if all sites are closed.We may need to send evidence that your business is closed to your Wholesaler if asked. It’s worth keeping emails to staff or suppliers, screenshots of date stamped website updates or photos of your meter read. Completing the [temporary closure form](https://protect-eu.mimecast.com/s/R99RCj2JjHv1B7IWDg5C?domain=email.wave-utilities.co.uk) and providing meter readings is also helpful.[**Complete temporary closure form >>**](https://protect-eu.mimecast.com/s/CcqyCk5Mkfp3KMSVIs1T?domain=wave-utilities.co.uk) |

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| **Changes to your charges if your business is closed**In response to COVID-19, Ofwat has made changes so that businesses closed as a result of the outbreak won’t be charged during the crisis period (currently until 30 June 2020). This means that we can change your status to ‘vacant’ and you won’t be billed during this period. We’ll send your most recent bill to cover charges up to the date you closed. If you’ve any issues with paying this, please get in touch with your account manager.   **Water use while your business is closed**Unless the stopcock is turned off, so no water can flow on the premises at all (including to any toilets, taps and appliances), water may still flow through the meter meaning you’re using water. You’ll be charged for this water use on your next bill, once you re-open.**To read more about the water market changes linked to COVID-19 and what this means for businesses,** [**read our online Q&A.**](https://protect-eu.mimecast.com/s/vauiClO6lcvqVBIy0d72?domain=email.wave-utilities.co.uk)**Advice on reading your meter**Our meter readers can’t read your meter due to the latest government measures, so it would be useful if you can [submit a meter reading](https://protect-eu.mimecast.com/s/L0M4CmwXmHrLgmI9n_5k?domain=email.wave-utilities.co.uk) (if possible) to help us estimate your next bill. Don’t worry if you can’t do this right now due to current restrictions. You can read the latest about meter reading on [our online Q&As.](https://protect-eu.mimecast.com/s/vauiClO6lcvqVBIy0d72?domain=email.wave-utilities.co.uk)  **How to submit a meter read**You can [submit a meter reading](https://protect-eu.mimecast.com/s/f7wECnZJ0iYpPJimc1Us?domain=email.wave-utilities.co.uk) online, when you [log in to My Account](https://protect-eu.mimecast.com/s/puBcCoYJou0pg7ioaRQr?domain=email.wave-utilities.co.uk) or you can text it to 07860 019 830. For help on reading your meter and to find out how your bill is calculated, [view our online guide.](https://protect-eu.mimecast.com/s/lcvDCpgVpUBEVjF7OEzs?domain=email.wave-utilities.co.uk) |

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| [**Submit meter read >>**](https://protect-eu.mimecast.com/s/cas6Cqj8qfo6EpivDeyi?domain=wave-utilities.co.uk) |

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| **If you're open, but it's not business as usual**  Please let us know if your premises are still open but you think you’re using either more or less water because of changes in staffing or your operations. You can complete our [review charges form](https://protect-eu.mimecast.com/s/Bc8gCr07rtG3k5iLC02N?domain=wave-utilities.co.uk) so we can re-calculate your estimated charges.  Because we can’t send our meter readers to your premises right now, please give us meter readings when you can to help estimate your bill, so we charge you more accurately for the water you’re using. |

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| [**Complete charges review form >>**](https://protect-eu.mimecast.com/s/Bc8gCr07rtG3k5iLC02N?domain=wave-utilities.co.uk) |

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| **View and pay your bills online with My Account** If you’re homeworking and aren't yet using our online account management service, now’s a good time to sign up. While you might be unable to get post from your premises, you can still stay in control of your bills. With My Account you can view current bills, submit meter readings, set up a Direct Debit and log queries using your secure online account - anytime of day, seven days a week. If you’d like help in setting up your online account please get in touch with us on [web chat](https://protect-eu.mimecast.com/s/JgU7CvgJyU30YDfEEJFa?domain=email.wave-utilities.co.uk). If you’re already signed up and want to check your account now, [log in here](https://protect-eu.mimecast.com/s/c5qOCwjgzfWZqDCXhKCy?domain=email.wave-utilities.co.uk). |

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| [**Register for My Account >>**](https://protect-eu.mimecast.com/s/B5qFCxGjAf3q72f0cUgj?domain=wave-utilities.co.uk) |

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| **Stay up to date**  We know things are uncertain and we’re doing all we can to help during this time. [Visit our dedicated web page](https://protect-eu.mimecast.com/s/vauiClO6lcvqVBIy0d72?domain=email.wave-utilities.co.uk) to keep up-to-date with our services and find answers to various queries you may find useful. You can check back anytime for more updates. |

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| [**Read our COVID-19 update >>**](https://protect-eu.mimecast.com/s/xewHCy8kBHRm8lSv0Sb0?domain=wave-utilities.co.uk) |

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| **Contacting us**   You can still contact us as usual during our normal opening hours (08:45 to 17:30 weekdays, 17:00 on Fridays). You can get in touch with your account manager directly, or contact us via [web chat](https://protect-eu.mimecast.com/s/PMfNCzmlDuANk0CWrBOk?domain=email.wave-utilities.co.uk) or email. We apologise in advance if you wait longer than you’d like for a response. We’re doing our best to answer queries as soon as possible. If your supply is interrupted, please contact your local wholesaler directly. You can visit our website [wave-utilities.co.uk/mywholesaler](https://protect-eu.mimecast.com/s/w4tACBgEAUOJwgiXRgNc?domain=email.wave-utilities.co.uk) for details. Thanks for your understanding while working with us during these unique circumstances. We look forward to getting back to normal as soon as we can, and hope you and your families stay safe, fit and well. Best regards Nigel CorfieldIndustrial & Commercial Customer Director |

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| **Connect with us** |
| Follow Wave Utilities on LinkedIn | Follow Wave Utilities on Twitter | Follow Wave Utilities on YouTube |
| As a valued customer, we’ve sent you this email to keep you updated, to help you manage your business utilities and to make the most of the services you receive from us. |
| Your privacy is very important to us. You can [**view our privacy notice online**](https://protect-eu.mimecast.com/s/j041CJZXMiDL67f3pzzB?domain=email.wave-utilities.co.uk) which explains what personal data we collect and why, as well as how we use it and keep it secure. |
| Anglian Water Business (National) Limited, trading as Wave |
| Registered in England and Wales - company number: 03017251 |
| Registered office: Northumbria House, Abbey Road, Pity Me, Durham DH1 5FJ |

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