



This letter requires urgent action

Date:
06 Oct 25

Customer Reference:

33002_3076629080<17049>_S8523-PK7034/1 38900 B

Mr Job Nana
11 North Africa Close
Newport
NP19 4DW



You owe

Important Notice - we are intending to record a 'Default' against your credit file

We know this is a difficult time, but it's important that your water bill is paid when it becomes due. We note that you haven't paid the sums owed to us which became due on **08/07/25** despite the reminders sent to you.

Because you haven't paid us on time or contacted us to discuss the matter, we must consider you are in default of your responsibility to pay your water bill. Water charges are payable by you under the Water Industry Act 1991. If you have been impacted by recent events, please get in touch so we can discuss ways we can help, otherwise you must pay the outstanding balance in full by **03/11/25**. You can make a credit / debit card payment via our automated line on **0800 028 5209**.

If we don't receive full payment or contact from you as above, we will file data with Credit Reference Agencies indicating you are in default. This means that potential creditors you approach will know you have failed to pay us in time. A default will affect your credit score.

This is formal notice of an intent to register a default

This Notice applies to you because the amount of arrears on your account require us to register the default, even though you may have agreed a payment plan through ourselves or a Debt Collection Agency acting on our behalf.

Please don't ignore this letter. It's not too late to get in touch to discuss your situation and resolve this issue. For more information regarding this letter please see the information sheet enclosed.

Yours faithfully

Head of Customer Revenue

Ref: DEFNOT