

## Choose one of our contracts and start saving

- **Low-cost**  
We offer discounts of up to 15% as standard (for a 36 month contract), but you can save at least 5% on a 1-month rolling contract.
- **Flexibility:**  
We can offer 1 or 3 year contracts. Alternatively, if you don't want a fixed term contract but still want to save, choose our 1-month rolling contract, and leave at any time with one month's notice, pay by direct debit and receive a 5% discount.
- **Choice of payment methods:**  
Choose your preferred payment method. Most customers pay by direct debit, which is the lowest cost and easiest option. We can also accept payment by BACS, cheque (for annual payments) or by credit card. (separate charges apply).
- **Customer service:**  
We are open 8-6 Monday to Friday, available by phone and email, to help with your queries. All our customer services are based in Scotland, and we don't use external call centres.
- **Fair and transparent T&Cs:**  
All the small print can be found at: [www.castlewater.co.uk](http://www.castlewater.co.uk), or email us at: [info@castlewater.co.uk](mailto:info@castlewater.co.uk) and we'll send you a copy.
- **Vacating premises:**  
Even if you are in a fixed term contract, if you are leaving your premises all you need to do is give us 14 days' notice and the contract will come to an end.

### Need something different? Call us to discuss your requirements

- **Bespoke:**  
We can offer any contract term up to 72 months, and a choice of payment methods. Call us on 01250 833101 and we will prepare a bespoke quotation for you based on your own requirements.
- **Corporate accounts:**  
We serve major national companies, and can offer ebilling, full consolidated billing, and dedicated Account Management. Call us on 01250 833101 to discuss your requirements.

*Castle Water is an affinity partner of NFU Scotland and the Scottish Council for Voluntary Organisations. Castle Water operates the charities exemption scheme on behalf of the Scottish Government.*

### About Castle Water

Castle Water is one of the leading independent water suppliers in the UK, serving over 20,000 customers.

Our customer services are based entirely in Scotland, and we do not use call centres.

You can call us from 8-6 Monday-Friday on:

Tel: **01250 833101** or email us at: **[info@castlewater.co.uk](mailto:info@castlewater.co.uk)**

