

15 February 2022

Castle Water Scotland Limited

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KA7 2AY

Contact Us

t 01250 718700

e customersupport@castlewater.co.uk

Or why not try our webchat service at
castlewater.co.uk

Changes to water services charges

Dear customer,

The Water Industry Commission for Scotland has decided that with effect from 1st April 2022, prices for all water services will be increased by circa 4.2% in line with the level of Consumer Price Index (CPI) inflation in October 2021. Your tariff will be automatically updated for charges from 1st April 2022.

Keep your bills as low as possible by submitting monthly meter readings on MyAccount

Submitting regular meter reads helps us monitor your consumption and keeps your invoices as low as possible. The fastest way to submit meter readings is on MyAccount. If you're not already using MyAccount, our team can help you to get you set up, so you can start feeling the benefits of managing your account online. Get in touch by using our live webchat at castlewater.co.uk or by sending an email to customersupport@castlewater.co.uk.

MyAccount has everything you need to manage your account online:

- View and download invoices
- Check your account balance
- Submit meter readings
- See your consumption history

We have more free advice to help your business use less water to become more sustainable and lower bills at castlewater.co.uk/waterefficiency.

If you have any questions, please get in touch with us by using the contact details at the top of this letter.

Yours faithfully,

Robin Donald
Operations Manager