

Mr Gary R Louden
12 Clapham Street
Denholme
Bradford
BD13 4DA

Free call back service
Visit us at yorkshirewater.com

24 hr automated payment line
0345 1 247 247

Call us Mon - Fri 8am - 6pm, Sat 9am - 3pm
on 0345 1 299 299

Your customer reference number
49123456720217X

24 November 2025

Dear Mr Louden

Balance outstanding: £679.37

What you need to know

Your account has been returned from the debt collection agency as you were unable to come to an agreement to pay your outstanding charges.

What you need to do

You need to contact us within the next 14 days to stop your account being passed to another debt collection agency.

How we can help

We offer many different schemes to help our customers who find it difficult to manage their account.

- Community Trust – this is a registered charity to help customers in financial hardship
- Resolve Scheme – we may be able to make contributions to help clear your arrears
- WaterSupport & WaterSure – we may be able to reduce your annual charges
- Water Direct – your water charges could be paid through your benefits

To see if you're eligible for any of our schemes, please get in touch with us online at yorkshirewater.com where you can ask for a free call back.

Yours sincerely

Collections Team

AGR1n