



Mrs Olga Borovskikh
16 Eldon Grove
LONDON
NW3 5PT



Account number

[Redacted]



For help, visit
thameswater.co.uk/bill



Bill date
30 May 2023

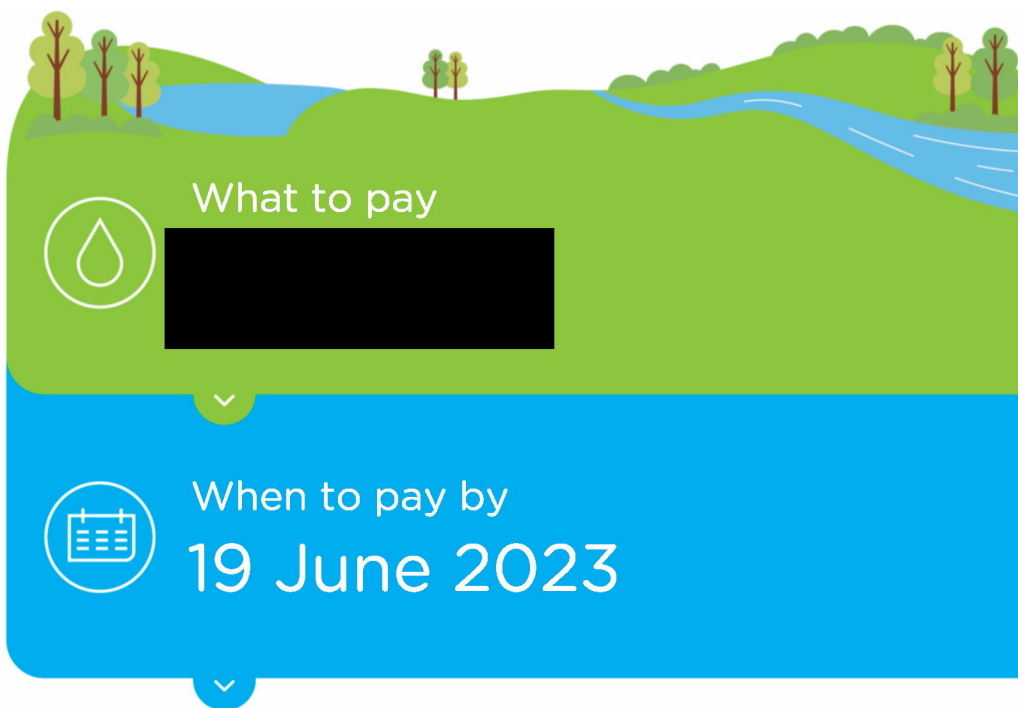


Billing period
1 February 2023
– 26 May 2023



Supply address
16 Eldon Grove,
LONDON, NW3 5PT

Your latest bill



How to pay

Break your bill into instalments with Direct Debit



Completely automatic, so you won't need to do anything once set up



Fully flexible, so you choose what day to pay each month



Reaches us instantly, so you'll never miss a payment

Sign up through your online account at thameswater.co.uk/myaccount

For other ways to pay, turn to section 3.

What's in this bill

Section 1:

Estimated water use

A breakdown of your water use over the last 115 days

Section 2:

Your charges

How we've calculated your payment

Section 3:

How to pay

Ways to pay, including how to get financial support if you need it

Section 4:

More help

Website links and phone numbers if you need a helping hand

1

Estimated water use

Meter number:	Move-in meter readings:	Latest meter readings:	Water used:
92M047863	4773m ³ Estimated on 1 Feb 2023	4783m ³ Estimated on 26 May 2023	10m ³
92M047861	6723m ³ Estimated on 1 Feb 2023	6733m ³ Estimated on 26 May 2023	+ 10m ³
Estimated total water used:			20m ³

That's the same as about...



80,000
cups of tea

or



267
showers

or



250
baths

You can help save water any time, any place



Re-using rainwater is refreshing

You can collect up to 5,000 litres of rain a year with a water butt – that's enough to fill 500 watering cans.



The wonders of watering cans

In just 30 minutes, the average hose uses enough water for 550 large cups of coffee – your plants will be just as refreshed with a sprinkle from a watering can.



For more ways to do your bit go to thameswater.co.uk/savewater



We've estimated your readings

As we haven't been able to read all of your meters, we've estimated your readings.

Next time we send you a bill, we'll check if you've over or underpaid and adjust what you owe accordingly.

Don't think our estimate is quite right?

If it's safe to check your meters yourself, you can submit readings at thameswater.co.uk/myaccount using our handy tips on locating and reading your meters correctly.

Once we've got your new readings, we'll send you a revised bill.

2

Your charges

You've used 20m³ of water - here's how that breaks down in your charges

1 Feb 2023 to 31 Mar 2023 (59 days)

These charges are based on our 2022/2023 rates

Fresh water

Charge for water used

Fixed charge

Subtotal

Wastewater

Charge for waste removed

Fixed charge

Subtotal

Total charges for this period

1 April 2023 to 26 May 2023 (56 days)

These charges are based on our 2023/2024 rates

Fresh water

Charge for water used

Fixed charge

Subtotal

Wastewater

Charge for waste removed

Fixed charge

Subtotal

Total charges for this period



Total charges for both periods

Summary

Opening balance 1 February 2023 £0.00

Total charges from 1 Feb 2023 to 26 May 2023



What to pay



You're spending an average of [redacted] a day



Your metered charges explained

We charge you separately for fresh water, which comes out of your taps, and wastewater, which goes down your drains.

Your fresh water charges pay for sourcing, storing and delivering water to your home. Your wastewater charges pay for removing, cleaning and returning that water safely to the environment after you've used it.

If you need help understanding your charges, please head to thameswater.co.uk/bill

What's a fixed charge?

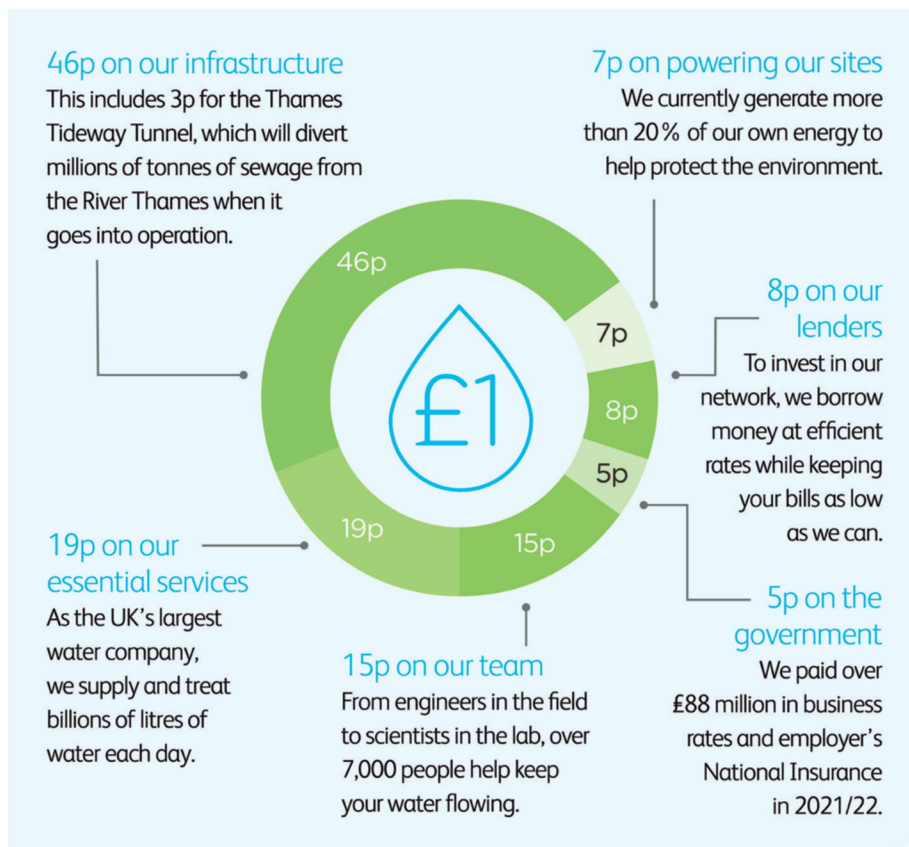
Your fixed charge helps to cover some of our essential running costs, like maintaining pipes and handling enquiries.

Could you save on your wastewater?

You could save £32.46 a year on your wastewater fixed charge if all the rainwater from your property drains into a soakaway, stream or river instead of our sewer. Find out more at thameswater.co.uk/swd

You could also make savings if more than 10% of the water you use doesn't return to our sewer system. Find out more at thameswater.co.uk/abatement

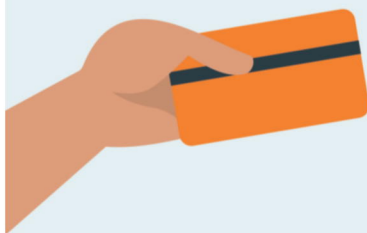
For every £1 you spend, we spend...



Changes to our charges

Our charges are subject to change each year. On average, our charges went up by 11.6% on 1 April 2023. This includes inflation, which is affected by energy prices, and adjustments for our past performance. We follow guidance from our regulator Ofwat and consult CCW, the voice for water consumers, on our charges. Learn more at thameswater.co.uk/value

3 How to pay



Take control of your payments with **Direct Debit**, or pay instantly by debit or credit card.

We accept Visa and Mastercard.

Log in at thameswater.co.uk/myaccount or call 0800 980 8800



Struggling to pay?

If you're worried about the cost of your bill, we'll do everything we can to help. Our support includes affordable payment plans, discounted tariffs, grants and more. For more information, visit thameswater.co.uk/help-paying

Alternatively, use any of the following options, which take up to five days to clear:



Pay with online banking

Bank account no.: 00286125

Sort-code: 57-27-53

Reference: your Thames Water account no. 900072760631



Pay by cash

Pop to the post office with your bill, pay the processing fee and ask for a receipt



Fill in our GIRO slip

Fill in the GIRO slip on the back of this bill and take it to a bank that accepts them



Write a cheque

Payable to: Thames Water Utilities Ltd

Send it to: Thames Water, PO Box 234, Swindon, SN38 3TW

Write your Thames Water account number 900072760631 on the back. Please don't post-date your cheque.



Prefer to pay in instalments?

It's easy to set up a payment plan at thameswater.co.uk/myaccount



Don't wait too late

Please leave enough time for your payment to reach us. Missing a payment or paying late may affect your credit rating.

If you fall behind on payments, find out what to do at thameswater.co.uk/debt

4

More help



Update incorrect details or tell us you're moving:

thameswater.co.uk/myaccount



Sign up for an extra helping hand when you need it most:

thameswater.co.uk/priorityservices

If you need this bill in large print or braille, or you need an interpreter, please visit thameswater.co.uk/extracare or call 0800 009 3652.

Ready to take control in just one click?

Activate your online account to:

- Submit your own meter readings
- Download bills for proof of address
- Update your contact details instantly
- Opt in to paperless bills
- Pay online if you want to

It's all at your fingertips – log in now at thameswater.co.uk/myaccount



If you need a helping hand

We aim to get things right first time, but if things do go wrong we want to fix them quickly for you.

- To get helpful information or to report any issues, visit thameswater.co.uk/contact-us or give us a call and quote your account number: 900072760631
- For billing enquiries, call 0800 980 8800 (Mon-Fri 8am-8pm, Sat 8am-6pm)
- In water or wastewater emergencies, call 0800 316 9800 (lines open 24/7)

If your hearing or speech is impaired, please contact us using Relay UK.

If you're unhappy with our service

We want to hear from you – please visit thameswater.co.uk/complaints

or call us on 0800 980 8800 (Mon-Fri 8am-8pm, Sat 8am-6pm). We will respond to written queries and complaints about your bill or service within 10 working days. If you're still not happy, please get back in touch with us.

If you're not satisfied with the final outcome from the first two stages of our complaints process or your issue is over eight weeks old and would like free, trusted, independent advice you can call the Consumer Council for Water (CCW). The independent voice for water consumers in England on 0300 034 2222 or use their online form at www.ccwater.org.uk/contact-us

Our commitment to you: We'll always make an appointment with you before we visit, turn up within the agreed appointment slot, and give you 24 hours' notice if we have to cancel; respond to written queries and complaints about your bill or service within 10 working days; let you know within five working days if we can't action a written request to change your payment arrangements; provide 48 hours' advance notice of planned work that might result in you having no water supply for four hours or more; restore your water supply within the time specified on the notice for planned work; restore your water supply within 12 hours of a burst water pipe; maintain an appropriate water pressure to your property; and protect your property from flooding from our sewers. If we fail to achieve this level of service, or if we have to issue you with a 'restriction of use' notice because of problems with our water supply or because of drought, we'll pay you as part of our Customer Guarantee Scheme. To view our compensation policy, visit thameswater.co.uk/compensation or call us and ask for a copy.

Moving home

Please give us at least two days' notice before you move, otherwise you may be liable for charges after you've moved out.

Learning about us

To find out more about our performance as a company, visit thameswater.co.uk/annualreport

Maintaining water quality

We test over 500,000 samples of our world-class water each year. To check the water quality in your area, visit thameswater.co.uk/waterquality

Taking care of your meter

We treat your meter readings as an accurate measurement of how much water you use so we can charge you correctly. If your meter readings seem unusually high or low, your meter could be faulty. If you're worried, you can ask us to test it for you and we'll replace it. If our tests show the old meter wasn't faulty, we'll charge you a fee of £70 + VAT. Find out more at thameswater.co.uk/charges

It's an offence for you to tamper with, damage or remove your meter. Please make sure we can access it whenever needed.

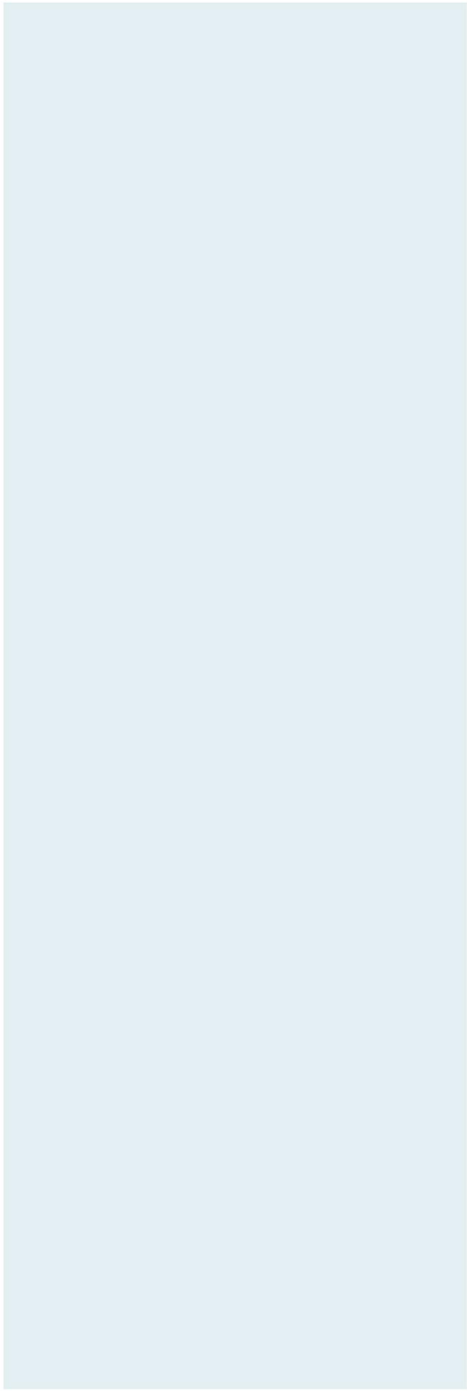
Helping with leaks

If you think you may be losing water through a leak, find out what to do in our leakage procedure at thameswater.co.uk/leaks

Protecting your privacy

To help maintain up-to-date records and manage our debt collection process, we share information with and receive information from credit reference agencies. To find out more about how we use, store and protect your data as well as how you can request access to it, please visit thameswater.co.uk/yourdata

Thames Water Utilities Limited is a company registered in England and Wales with company number 02366661. Registered office address: Clearwater Court, Vastern Road, Reading, RG1 8DB. VAT registration number: GB 537-4569-15



*Trans
cash*

9826 9274 0290 0072 7606 31 9

bank giro credit



CORPORATE BANKING Bootle Merseyside GIR 0AA
Reference (customer account number)

Credit account number

Standard fee payable at PO Counter

138
32



Cheque **NOT** acceptable at Post Office

Communis (0602)

Cashier's
stamp and initials



Items Fee

Signature

16 Eldon Grove
LONDON
NW3 5PT

Date

NatWest
Collection Account
Thames Water
Utilities Ltd

Cash

Cheques

Cash	
Cheques	
£	

57-27-53

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