



Bill date
11 September 2012
Account Number
54262-88196

For all account enquiries, you can
also call us on 0845 9200 888

74116 230 9
MISS YEN YEN TEH
8 HATTON PLACE
LONDON
EC1N 8RU

74116 230 9

MISS YEN YEN TEH
8 HATTON PLACE
LONDON
EC1N 8RU

www.thameswater.co.uk

You can contact us, pay your bill,
tell us you're moving and more.

Your new payment plan, starting October 2012

Total
payable

Please pay the total shown by
1st October 12.

£496.18

See below

Service charges 1 April 2011 - 31 March 2013 (731 days)

This is your first bill for this property

	Chargeable value/rate per £	Supply charge £	Fixed charge £	Totals £
Water	175 @ 68.22p	232.16	59.00	291.16
Wastewater	175 @ 37.60p	125.02	80.00	205.02
			Charges	£496.18

* We work out your average daily usage using the new rate. Before 1 April we used the old rate of 64.44p for water and 33.84p for wastewater.



Trans
cash

bank giro credit



CORPORATE BANKING Bootle Merseyside GIR OAA
Reference (customer account number)

9826 9274 0154 2628 8196 0

Credit account number

Standard fee payable at PO Counter

138

54262 88196 8

257 2753

£ 496.18

Cheque NOT acceptable at Post Office

Cashiers
stamp and initials

Signature

Date

MISS YEN YEN TEH
8 HATTON PLACE
LONDON
EC1N 8RU

NatWest
Collection Account
Thames Water
Utilities Ltd

Cash

Cheques

£

57-27-53

Please do not write or mark below this line and do not fold this counterfoil

54262881968 V4322572753 000496189 74 X



MISS YEN YEN TEH
8 HATTON PLACE
LONDON
EC1N 8RU

Your account number

54262-88196

Named account holders

MISS YEN YEN TEH

Your bill for water and wastewater services

Total amount due by instalments **£274.27**

For the supply of water and wastewater services to:

8, HATTON PL, LONDON, EC1N8RU from **01 April 2013** to **31 March 2014**
(You can see how we worked out your bill overleaf)

Amount of £137.14 is to be paid by 01 Apr 2013. The remaining £137.13 should be paid by 01 Oct 2013 and we will send you a reminder nearer the time.

You can pay the whole bill now if you prefer. If making full payment, please change the amount due box on the giro slip to **£274.27**

You can pay your bill online at www.thameswater.co.uk/pay using your debit or credit card. For more information on all our payment options, please see the **Ways to pay** section on this bill.

Manage your account online at a time to suit you. From paying your bill to getting advice on common queries - it's easy online.

www.thameswater.co.uk

Account and billing enquiries

0845 9200 888

Lines are open 8am to 8pm Monday to Friday & 8am to 1pm on Saturday

Textphone: 0845 7200 899

Water and wastewater services enquiries

0845 9200 800

Lines are open 24 hours a day

Textphone: 0845 7200 898



bank giro credit



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

Credit account number

Standard fee payable at PO Counter

138

54262 88196 8

257 2753

£ 137.14

Cheque **NOT** acceptable at Post Office

32

Communis (0802)

Cashier's stamp and initials

Signature

Date

MISS YEN YEN TEH
8 HATTON PLACE
LONDON
EC1N 8RU

NatWest
Collection Account
Thames Water
Utilities Ltd

Cash

Cheques

£



Items

Fee

57-27-53

Please do not write or mark below this line and do not fold this counterfoil

54262881968 V4322572753 000137146 74 X

Alternatively, switch to Direct Debit for easy budgeting. Just go to www.thameswater.co.uk/directdebit.

Problems paying your bill? Call us now on **0845 9200 888** to discuss. Please don't ignore the problem, we're here to help.

How we work out your bill Charges

For the period from 01 April 2013 to 31 March 2014 (365 days)

Fresh water supply

The chargeable value of your property is £175.00	£125.69
To supply fresh water, we charge you 71.82 pence for each £1 of chargeable value.	
We also charge a fixed amount for supplying water.	£31.00
Total	£156.69

Chargeable value: What it means

Chargeable values were originally assessed by the Valuation Office, on behalf of the Inland Revenue, and are based on many factors including the size of your home, the amenities you have, number of rooms and where you live. The amount of water you use does not affect your charges.

Wastewater services

The chargeable value of your property is £175.00	£71.58
To supply wastewater services, we charge you 40.90 pence for each £1 of chargeable value.	
We also charge a fixed amount for supplying wastewater services.	£46.00
Total	£117.58

Wastewater services: What it means

Wastewater charges cover the cost of removing and treating the used water from your sinks, toilets, plumbed appliances, surface water and highway drainage.

Managing your account

Keep us up to date

Please tell us if any of your details change - this includes changes to your bank and Direct Debit details. You can do this on our website, by calling us, or writing to us at: **Thames Water, PO Box 286, Swindon SN38 2RA.**

If you're moving...

Before telling us you're moving, your confirmed move date should be less than 28 days away. You can register your change of address online at www.thameswater.co.uk/move or by phone. You'll need your existing account number, be able to tell us your new property details and any meter readings. If you are a metered customer and you don't give us at least 2 days notice of your move, you may be liable for the first occurring of the following criteria: charges for up to 28 days after we find you're no longer responsible for the account, the date the meter is normally read (the end of the charging period) or the date a new occupier tells us they've moved in.

Commitment to our customers

There's lots of useful information in our Codes of Practice. You can download copies on our website, www.thameswater.co.uk/codesofpractice, or call us and we'll post one to you.

We work closely with the Consumer Council for Water (CCWater), who represent water and wastewater customers in England and Wales. For further information and details of how to contact them visit www.ccwater.org.uk

Understanding your bill

Fixed charges

These charges are applied according to the size of your pipes and include the costs of treating water from highway and surface water drains, billing and enquiries. The charge for surface water and highway drainage is included in the wastewater fixed charge. If surface water from your property does not drain to our sewers, you may be able to claim a reduction of **£25.00** for this bill. For more details please visit www.thameswater.co.uk/swd or call on **0845 9200 888**

We want to keep on improving the service we give to you. For this reason, your call may be recorded.

Instruction to your Bank or Building Society to pay Direct Debits

Details of your Bank/Building Society account

Name(s) of account holders

Branch sort code

 - -

Bank/Building Society account no.

Thames Water reference number

Name and full postal address of your Bank or Building Society

Instruction to your Bank/Building Society

Please pay Thames Water Utilities Ltd Direct Debits from the account detailed on this instruction subject to the safeguards assured by the Direct Debit Guarantee. 'I understand that this instruction may remain with the originator mentioned above and details may be passed electronically to my Bank/Building Society.'

Signature(s)

Date

Please note Bank/Building Societies may not accept Direct Debit instructions for some types of account



Originator's
identification
952459

Instruction to Thames Water

This does not form part of the instruction to your Bank/Building Society

I would like to make payments as below - please tick one box

1 payment a year

☐

2 payments a year

☐

8 payments a year

☐

Please send this completed form to: Thames Water Utilities Ltd, PO Box 223, Swindon SN38 2TW

Total charges**£274.27****Account activity**

Amount due at last bill (dated 11 September 2012)	£496.18
Payments made since last bill – thank you	-£496.18
Total new charges for this period	£274.27
Total amount due	£274.27

Ways to pay

Payment type	Time to allow	How
Direct Debit	0 days	Direct Debit – the easiest way to pay: <ul style="list-style-type: none"> • Online: www.thameswater.co.uk/pay • Phone: Call us on 0800 5870 036 • Fill in the Direct Debit mandate and send it back to us indicating your choice of payment amounts.
Debit or Credit Card	2 days	Debit/Credit Card Payment: you can pay by Visa, Mastercard, or Maestro in these two ways: <ul style="list-style-type: none"> • Online: www.thameswater.co.uk/pay • Phone: Call our automated system 24hrs a day by dialling the account and billing enquiries phone number shown on the front page of your bill All you need is your 10 digit Thames Water account number to hand.
Internet or phone banking	5 days	You need to provide your 10 digit Thames Water account number as your reference. Payment should be made to sort code 57–27–53, account number 00286125.
PayPoint	5 days	You can pay your full bill or instalment with cash, free of charge, at any shop with a PayPoint terminal. Please have your bill and Thames Water instalment payment card with you.
Post Office	5 days	Post Office – cash only. Please take your bill with you. The Post Office will charge you a processing fee. Please remember to ask for a receipt.
Cash	5 days	Fill in the Giro pay slip from your bill and take it to any bank.
Cheque	5 days	Make your cheque payable to ‘Thames Water Utilities Ltd’ and write your 10 digit account number on the back, but please don’t post-date the cheque. You can then: <ul style="list-style-type: none"> • Take your cheque and giro slip from the bill to any bank • Or, send us your cheque and giro slip to Thames Water Utilities Ltd, PO Box 234, Swindon SN38 3TW

Our Extra Care services include large print, braille, talking bills, CD, textphone, doorstep password scheme and Language Line interpreter service. Contact us for further details on phone number 0845 6410 068.



MISS YEN YEN TEH
8 HATTON PLACE
LONDON
EC1N 8RU

Your account number

54262-88196

Your bill for water and wastewater services

Total amount due by instalments **£286.27**

For the supply of water and wastewater services to:

8, HATTON PL, LONDON, EC1N8RU from:

01 April 2014 to 31 March 2015

(Please turn over to see how we worked out your bill)

Amount of £143.14 is to be paid by 01 Apr 2014. The remaining £143.13 should be paid by 01 Oct 2014 and we will send you a reminder nearer the time.

You can pay the whole bill now if you prefer. If making full payment, please change the amount due box on the giro slip to **£286.27**

You can pay your bill online at www.thameswater.co.uk/pay using your debit or credit card. For more information on all our payment options, please see the **Ways to pay** section on this bill.

Manage your account online at a time to suit you. From paying your bill to getting advice on common queries - it's easy online.

www.thameswater.co.uk

Account and billing enquiries

0845 9200 888

Lines are open 8am to 8pm Monday to Friday & 8am to 1pm on Saturday

Textphone: 0845 7200 899

Water and wastewater services enquiries

0845 9200 800

Lines are open 24 hours a day

Textphone: 0845 7200 898



bank giro credit



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

Credit account number

Standard fee payable at PO Counter

138

54262 88196 8

257 2753

£ 143.14

Cheque **NOT** acceptable at Post Office

32

Communis (0802)

Cashier's stamp and initials

Signature

Date

MISS YEN YEN TEH
8 HATTON PLACE
LONDON
EC1N 8RU

NatWest
Collection Account
Thames Water
Utilities Ltd

Cash

Cheques

£

57-27-53

Items

Fee

Please do not write or mark below this line and do not fold this counterfoil

Alternatively, switch to Direct Debit for easy budgeting. Just go to www.thameswater.co.uk/directdebit.

Problems paying your bill? Call us now on **0845 9200 888** to discuss. Please don't ignore the problem, we're here to help.

How we work out your bill

Charges

For the period from 01 April 2014 to 31 March 2015 (365 days)

Fresh water supply

The chargeable value of your property is **£175.00**
To supply fresh water, we charge you **74.33** pence
for each **£1** of chargeable value **£130.08**

We also charge a fixed amount for supplying water **£32.17**

Total **£162.25**

Chargeable value: what it means

Chargeable values were originally assessed by the Valuation Office, on behalf of the Inland Revenue, and are based on many factors including the size of your home, the amenities you have, number of rooms and where you live. The amount of water you use does not affect your charges.

Wastewater services

The chargeable value of your property is **£175.00**
To supply wastewater services, we charge you **43.37** pence
for each **£1** of chargeable value **£75.90**

We also charge a fixed amount for supplying wastewater services **£48.12**

Total **£124.02**

Wastewater services: what it means

Wastewater charges cover the cost of removing and treating the used water from your sinks, toilets, plumbed appliances, surface water and highway drainage.

Managing your account

Keep us up to date

Please tell us if any of your details change - this includes changes to your bank and Direct Debit details. You can do this on our website, by calling us, or writing to us at: **Thames Water, PO Box 286, Swindon SN38 2RA.**

If you're moving...

Before telling us you're moving, your confirmed move date should be less than 28 days away. You can register your change of address online at www.thameswater.co.uk/move or by phone. You'll need your existing account number, be able to tell us your new property details and any meter readings. If you are a metered customer and you don't give us at least 2 days notice of your move, you may be liable for the first occurring of the following criteria: charges for up to 28 days after we find you're no longer responsible for the account; charges up to the date the meter is normally read (the end of the charging period); or charges up to the date a new occupier tells us they've moved in.

Commitment to our customers

There's lots of useful information in our Codes of Practice. You can download copies at www.thameswater.co.uk/codesofpractice, or call us and we'll post one to you.

We work closely with the Consumer Council for Water (CCWater), who represent water and wastewater customers in England and Wales. For further information and details of how to contact them visit www.ccwater.org.uk

Could you save money with a water meter?

Find out more at www.thameswater.co.uk/meter or by calling 0845 9200 888

Instruction to your Bank or Building Society to pay Direct Debits

Details of your Bank/Building Society account

Name(s) of account holders

Branch sort code

 - -

Bank/Building Society account no.

Thames Water reference number

Name and full postal address of your Bank or Building Society

Instruction to your Bank/Building Society

Please pay Thames Water Utilities Ltd Direct Debits from the account detailed on this instruction subject to the safeguards assured by the Direct Debit Guarantee. 'I understand that this instruction may remain with the originator mentioned above and details may be passed electronically to my Bank/Building Society.'

Signature(s)

Date

Please note Bank/Building Societies may not accept Direct Debit instructions for some types of account



Originator's
identification
952459

Instruction to Thames Water

This does not form part of the instruction to your Bank/Building Society

I would like to make payments as below - please tick one box
1 payment a year 2 payments a year 8 payments a year

☐
☐
☐

Please send this completed form to: Thames Water Utilities Ltd, PO Box 223, Swindon SN38 2TW

Total charges**£286.27****Account activity**

Amount due at last bill (dated 04 February 2013)	£274.27
Payments made since last bill – thank you	-£274.27
Total new charges for this period	£286.27
Total amount due	£286.27

Ways to pay

Payment type	Time to allow	How
Direct Debit	0 days	Direct Debit - the easiest way to pay: <ul style="list-style-type: none"> • Online: www.thameswater.co.uk/pay • Call us on 0800 5870 036 • Fill in the Direct Debit mandate and send it back to us indicating your choice of payment amounts
Debit or credit card	2 days	Debit/credit card payment: you can pay by Visa, Mastercard, or Maestro in these two ways: <ul style="list-style-type: none"> • Online: www.thameswater.co.uk/pay • Phone: Call our automated system 24 hours a day by dialling the account and billing enquiries phone number shown on the front page of your bill All you need is your 10 digit Thames Water account number
Internet or phone banking	5 days	You need to provide your 10 digit Thames Water account number as your reference. Payment should be made to sort code 57-27-53, account number 00286125
PayPoint	5 days	You can pay your full bill or instalment with cash, free of charge, at any shop with a PayPoint terminal. Please have your bill and/or Thames Water instalment payment card with you
Post Office	5 days	Post Office – cash only. Please take your bill with you. The Post Office will charge you a processing fee. Please remember to ask for a receipt
Cash	5 days	Fill in the Giro pay slip from your bill and take it to any bank
Cheque	5 days	Make your cheques payable to 'Thames Water Utilities Ltd' and write your 10 digit account number on the back, but please don't post-date the cheque. You can then: <ul style="list-style-type: none"> • Take your cheque and giro slip from the bill to any bank • Or, send us your cheque and giro slip to Thames Water Utilities Ltd, PO Box 234, Swindon SN38 3TW

Our Extra Care services include large print, braille, talking bills, CD, textphone, doorstep password scheme and Language Line interpreter service. Contact us for further details on 0845 6410 068 or visit www.thameswater.co.uk/extracare

If you would like to view our Annual Report and Financial Statements, including Regulatory Accounts, please visit www.thameswater.co.uk/annualreport

Registered address: Thames Water Utilities Limited, Clearwater Court, Vastern Road, Reading RG1 8DB.
Company number: 02366661. Thames Water Utilities Limited is part of the Thames Water Limited group. VAT Registration no GB 537-4569-15.

Understanding your bill**Fixed charges**

These charges are applied according to the size of your pipes and include the costs of treating water from highway and surface water drains, billing and enquiries. The charge for surface water and highway drainage is included in the wastewater fixed charge.

If surface water from your property does not drain to our sewers, you may be able to claim a reduction of **£25.00** for this bill. For more details please visit www.thameswater.co.uk/swd or call us on **0845 9200 888**

We want to keep on improving the service we give to you. For this reason, your call may be recorded.



MISS YEN YEN TEH
8 HATTON PLACE
LONDON
EC1N 8RU

Your payment plan for water and wastewater services

Total amount due by instalments **£286.27**

For the supply of water and wastewater services to:

8, HATTON PL, LONDON, EC1N8RU

(Please turn over to see how we worked out your payment plan)

No action is needed as you pay by Direct Debit

We will collect your payments from:

Account no: XXXX2499

Sort code: XX-XX-28

Your Direct Debit customer reference is 5426288196



Payments to make

27 May 2014 - £26.07	27 Jun 2014 - £26.02
27 Jul 2014 - £26.02	27 Aug 2014 - £26.02
27 Sep 2014 - £26.02	27 Oct 2014 - £26.02
27 Nov 2014 - £26.02	27 Dec 2014 - £26.02
27 Jan 2015 - £26.02	27 Feb 2015 - £26.02
27 Mar 2015 - £26.02	

If your bank details have changed or you wish to change your Direct Debit details visit our website at www.thameswater.co.uk/directdebit or call us on **0845 9200 888**.

Bill date

28 April 2014

Your account number

54262-88196

Manage your account online at a time to suit you. From paying your bill to getting advice on common queries - it's easy online.

www.thameswater.co.uk

Account and billing enquiries

0845 9200 888

Lines are open 8am to 8pm Monday to Friday & 8am to 1pm on Saturday

Textphone: 0845 7200 899

Water and wastewater services enquiries

0845 9200 800

Lines are open 24 hours a day

Textphone: 0845 7200 898

It's easy to tell us you're moving home



We've made it simple to transfer your account when you move home.

Just go to www.thameswater.co.uk/move or call us on 0845 9200 888

Account activity

Amount due at last bill (dated 05 February 2014)	£286.27
Total amount due	£286.27

Our Extra Care services include large print, braille, talking bills, CD, textphone, doorstep password scheme and Language Line interpreter service. Contact us for further details on 0845 6410 068 or visit www.thameswater.co.uk/extracare

If you would like to view our Annual Report and Financial Statements, including Regulatory Accounts, please visit www.thameswater.co.uk/annualreport

Registered address: Thames Water Utilities Limited, Clearwater Court, Vastern Road, Reading RG1 8DB.
Company number: 02366661. Thames Water Utilities Limited is part of the Thames Water Limited group. VAT Registration no GB 537-4569-15.

Managing your account

Keep us up to date

Please tell us if any of your details change - this includes changes to your bank and Direct Debit details. You can do this on our website, by calling us, or writing to us at: **Thames Water, PO Box 286, Swindon SN38 2RA.**

If you're moving...

Before telling us you're moving, your confirmed move date should be less than 28 days away. You can register your change of address online at www.thameswater.co.uk/move or by phone. You'll need your existing account number, be able to tell us your new property details and any meter readings. If you are a metered customer and you don't give us at least 2 days notice of your move, you may be liable for the first occurring of the following criteria: charges for up to 28 days after we find you're no longer responsible for the account; charges up to the date the meter is normally read (the end of the charging period); or charges up to the date a new occupier tells us they've moved in.

Commitment to our customers

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We work closely with the Consumer Council for Water (CCWater), who represent water and wastewater customers in England and Wales. For further information and details of how to contact them visit www.ccwater.org.uk

Could you save money with a water meter?

Find out more at www.thameswater.co.uk/meter or by calling 0845 9200 888

We want to keep on improving the service we give to you. For this reason, your call may be recorded.



MISS YEN YEN TEH
8 HATTON PLACE
LONDON
EC1N 8RU

Your bill for water and wastewater services

Total amount due **£200.52**

For the supply of water and wastewater services to:

8, HATTON PL, LONDON, EC1N8RU from:

01 April 2015 to 31 March 2016

(Please turn over to see how we worked out your bill)

No action is needed as you pay by Direct Debit

We will collect your payments from:

Account no: XXXX2499

Sort code: XX-XX-28

Your Direct Debit customer reference is 5426288196



Payments to make

27 Apr 2015 - £16.71	27 May 2015 - £16.71
27 Jun 2015 - £16.71	27 Jul 2015 - £16.71
27 Aug 2015 - £16.71	27 Sep 2015 - £16.71
27 Oct 2015 - £16.71	27 Nov 2015 - £16.71
27 Dec 2015 - £16.71	27 Jan 2016 - £16.71
27 Feb 2016 - £16.71	27 Mar 2016 - £16.71

Payments made

28 Apr 2014 - £143.14	27 May 2014 - £26.07
27 Jun 2014 - £26.02	28 Jul 2014 - £26.02
27 Aug 2014 - £26.02	29 Sep 2014 - £26.02
27 Oct 2014 - £26.02	27 Nov 2014 - £26.02
29 Dec 2014 - £26.02	27 Jan 2015 - £26.02

If your bank details have changed or you wish to change your Direct Debit details visit our website at www.thameswater.co.uk/directdebit or call us on

0800 980 8800.

Your account number

54262-88196

Manage your account online at a time to suit you. From paying your bill to getting advice on common queries - it's easy online.

www.thameswater.co.uk

Account and billing enquiries

0800 980 8800

Lines are open 8am to 8pm Monday to Friday & 8am to 6pm on Saturday

Textphone: 0800 316 6899

Water and wastewater services enquiries

0800 316 9800

Lines are open 24 hours a day

Textphone: 0800 316 9898

It's easy to tell us you're moving home



We've made it simple to transfer your account when you move home.

Just go to www.thameswater.co.uk/move or call us on 0800 980 8800

How we work out your bill

Charges

For the period from 01 April 2015 to 31 March 2016 (366 days)

Fresh water supply

The chargeable value of your property is **£175.00**
To supply fresh water, we charge you **69.76** pence
for each **£1** of chargeable value **£122.08**

We also charge a fixed amount for supplying water **£30.70**

Total **£152.78**

Chargeable value: what it means

Chargeable values were originally assessed by the Valuation Office, on behalf of the Inland Revenue, and are based on many factors including the size of your home, the amenities you have, number of rooms and where you live. The amount of water you use does not affect your charges.

Wastewater services

The chargeable value of your property is **£175.00**
To supply wastewater services, we charge you **48.91** pence
for each **£1** of chargeable value **£85.59**

We also charge a fixed amount for supplying wastewater services **£53.25**

Total **£138.84**

Wastewater services: what it means

Wastewater charges cover the cost of removing and treating the used water from your sinks, toilets, plumbed appliances, surface water and highway drainage.

Total charges **£291.62**

Account activity

Amount due at last bill (dated 05 February 2014) **£286.27**

Payments made since last bill – thank you **-£377.37**

Total new charges for this period **£291.62**

Total amount due **£200.52**

Visit thameswater.co.uk/extracare for large print and extra care services or call 0800 009 3652.

Our commitment to you: We will make payments as part of our Customer Guarantee Scheme if we fail to achieve the levels of service outlined here. We will keep appointments; respond to written queries and complaints about your bill or service within 10 working days; respond to written requests to change your payment arrangements within five working days if we are unable to make the change; respond to written enquiries about our extra care services within five working days; 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 (48 hours if it is a big one); maintain an appropriate water pressure to your property; protect your property from flooding from our sewers. We will also make a payment if we have to issue you with a 'restriction of use' notice, because of problems with our water supply. Find out more about this and our other standards at thameswater.co.uk/codesofpractice.

We have changed the way we manage your personal details. This will now include sharing your information with, and receiving your information from, credit reference agencies. We do this to help us maintain up-to-date customer records, manage our customer debt risk, and as part of our debt collection process. For more information and our updated Privacy Policy please visit thameswater.co.uk/yourdata or contact us.

To view our annual report and financial statements, including regulatory accounts, please visit thameswater.co.uk/annualreport.

Registered address: Thames Water Utilities Limited, Clearwater Court, Vastern Road, Reading RG1 8DB. Company number: 02366661.

Thames Water Utilities Limited is part of the Thames Water Plc group. VAT Registration no GB 537-4569-15.

Managing your account

Keep us up to date

Please tell us if any of your details change - this includes changes to your bank and Direct Debit details. You can do this on our website, by calling us, or writing to us at: **Thames Water, PO Box 286, Swindon SN38 2RA.**

If you're moving...

Before telling us you're moving, your confirmed move date should be less than 28 days away. You can register your change of address online at www.thameswater.co.uk/move or by phone. You'll need your existing account number, be able to tell us your new property details and any meter readings. If you are a metered customer and you don't give us at least 2 days notice of your move, you may be liable for the first occurring of the following criteria: charges for up to 28 days after we find you're no longer responsible for the account; charges up to the date the meter is normally read (the end of the charging period); or charges up to the date a new occupier tells us they've moved in.

Consumer Council for Water

If you have followed our complaints process but are still unhappy, the Consumer Council for Water offers free independent advice. You can visit their website www.ccwater.org.uk, call them on 020 7931 8502, or write to them at 1st Floor, Victoria Square House, Birmingham B2 4AJ.

Could you save money with a water meter?

Find out more at www.thameswater.co.uk/meter or by calling 0800 980 8800

Understanding your bill

Fixed charges

These charges are applied according to the size of your pipes and include the costs of treating water from highway and surface water drains, billing and enquiries. The charge for surface water and highway drainage is included in the wastewater fixed charge.

If surface water from your property does not drain to our sewers, you may be able to claim a reduction of **£25.00** for this bill. For more details please visit www.thameswater.co.uk/swd or call us on **0800 980 8800**

We want to keep on improving the service we give to you. For this reason, your call may be recorded.