



MR ANDY MINDEL
12 APOLLO STUDIOS
CHARLTON KINGS ROAD
LONDON
NW5 2SB

Date
3 June 2016

Account number



Your Thames Water account

Dear MR MINDEL

We hope your recent move went well. Now your account with us has been opened, there's some important information we need to give you.

Your bill

Sending you an accurate bill is important to us. So we'll take regular readings from your water meter to work out how much your bills will be. You'll get your first bill within six months of moving into your premises, and can check this by taking your own meter readings.

Please note that you should only try to read your meter if it's safe and accessible to do so. If you need any help with this, just give us a call on **0800 980 8800**. Lines are open weekdays from 8am to 8pm and from 8am to 6pm on Saturdays.

VAT

We've enclosed a leaflet about VAT. Inside it, you'll find a Standard Industrial Classification (SIC) Form, which we need you to complete and send back to us in the pre-paid envelope provided.

Please return this within ten working days so we can make sure you're charged the correct amount of VAT for your type of business. If we don't receive this form, HM Revenue and Customs ask us to charge you VAT at a default rate.

Direct Debit

Now your account is open, you might also like to set up a Direct Debit payment arrangement. It's easy to do – you, or your authorised representative, just need to have your bank details and Thames Water account number to hand – and it means one less thing for your business to remember. You can do it online at www.thameswater.co.uk/directdebit or by calling us on **0800 587 0036**.

We know it's a busy time when you move premises. But, it would be really helpful if you could get in touch with us in the next two weeks, so we can register your account as soon as possible.

Yours sincerely

Ian Cain
Managing Director, Customer Service.

Please find enclosed:
VAT on Water Service Charges, Pre-paid envelope