



LOUISE THOMSON GLYNN
FLAT 5
136 FORDWYCH ROAD
LONDON
NW2 3PB

Your account number

Named account holders
LOUISE THOMSON GLYNN

Your bill for water and wastewater services

Total amount due by 1 Apr 2013 **£274.27**

For the supply of water and wastewater services to:

FLAT 5, 136, FORDWYCH RD, LONDON, NW2 3PB from **01 April 2013 to 31 March 2014**

(You can see how we worked out your bill overleaf)

Your payment of **£274.27** needs to reach us by **01 April 2013.**

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.

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

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 GAA
Reference (customer account number) Credit account number Standard fee payable at PO Counter

138	[Redacted]	[Redacted]	£ 274.27
32	[Redacted]	[Redacted]	

Cheque **NOT** acceptable at Post Office

Commence (08/02)

Cashier's stamp and initials

Items Fee

Signature Date

LOUISE THOMSON GLYNN
FLAT 5
136 FORDWYCH ROAD
NW2 3PB

NatWest
Collection Account
Thames Water
Utilities Ltd

Cash	
Cheques	
£	[Redacted]

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



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 To supply fresh water, we charge you 71.82 pence for each £1 of chargeable value.	£125.69
We also charge a fixed amount for supplying water.	£31.00
Total	£156.69
<p>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.</p>	
Wastewater services	
The chargeable value of your property is £175.00 To supply wastewater services, we charge you 40.90 pence for each £1 of chargeable value.	£71.58
We also charge a fixed amount for supplying wastewater services.	£46.00
Total	£117.58
<p>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.</p>	
Total charges	£274.27

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

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



Originator's
identification
952459

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

Account activity

Amount due at last bill (dated 06 February 2012)	£257.19
Payments made since last bill – thank you	-£257.19
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.



LOUISE THOMSON GLYNN
FLAT 5
136 FORDWYCH ROAD
LONDON
NW2 3PB

Your account number



Your bill for water and wastewater services

Total amount due by 1 Apr 2014 **£286.27**

For the supply of water and wastewater services to:

FLAT 5, 136, FORDWYCH RD, LONDON, NW2 3PB from:

01 April 2014 to 31 March 2015

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

Your payment of **£286.27** needs to reach us by **01 April 2014**.

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.

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

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		Boothle Merseyside GIR GAA	Credit account number	Standard fee payable at PO Counter
Reference (customer account number)				
138	[Redacted]			£ 286.27
32	[Redacted]			

Cheque **NOT** acceptable at Post Office

Commence (0800)

Cashier's stamp and initials

Items

Fee

Signature

LOUISE THOMSON GLYNN
FLAT 5
136 FORDWYCH ROAD
NW2 3PB

Date

NatWest
Collection Account
Thames Water
Utilities Ltd

Cash	
Cheques	
£	[Redacted]

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

[Redacted] X

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
<p>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.</p>	
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
<p>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.</p>	
Total charges	£286.27

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

Account activity

Amount due at last bill (dated 01 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.



LOUISE THOMSON GLYNN
FLAT 5
136 FORDWYCH ROAD
LONDON
NW2 3PB

Your account number



Your bill for water and wastewater services

Total amount due by 1 Apr 2015 **£291.62**

For the supply of water and wastewater services to:

FLAT 5, 136, FORDWYCH RD, LONDON, NW2 3PB from:

01 April 2015 to 31 March 2016

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

Your payment of **£291.62** needs to reach us by
01 April 2015.

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.

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

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

						bank giro credit							
<small>CORPORATE BANKING Bootle Merseyside GIR 0AA</small>		<small>Reference (customer account number)</small>		<small>Credit account number</small>		<small>Standard fee payable at PO Counter</small>							
<input type="text" value="138"/>	<input type="text" value="32"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="£ 291.62"/>		<small>Cheque NOI acceptable at Post Office</small>							
<small>Commence (09/02)</small>	<small>Cashier's stamp and initials</small>	<small>Signature</small>	<small>Date</small>										
		LOUISE THOMSON GLYNN FLAT 5 136 FORDWYCH ROAD NW2 3PB			NatWest Collection Account Thames Water Utilities Ltd								
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Cash													
Cheques													
£	<input type="text"/>												
<small>Items</small>	<small>Fee</small>	<small>Please do not write or mark below this line and do not fold this counterfoil</small>											



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
<p>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.</p>	
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
<p>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.</p>	
Total charges	£291.62

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

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

Account activity

Amount due at last bill (dated 05 February 2014)	£286.27
Payments made since last bill – thank you	-£286.27
Total new charges for this period	£291.62
Total amount due	£291.62

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 587 0036 • 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
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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

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.

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.

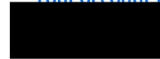
If surface water from your property does not drain to our sewers, you may be able to claim a reduction of **£25.00** for this bill. For more details please visit www.thameswater.co.uk/swd or call us on **0800 980 8800**

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



MISS LOUISE THOMSON GLYNN
FLAT 5
136 FORDWYCH ROAD
LONDON
NW2 3PB

Your account number



Your water and wastewater bill

Total amount due by 1 Apr 2016 **£300.66**

For the supply of water and wastewater services to:

FLAT 5, 136, FORDWYCH RD, LONDON, NW2 3PB from
01 April 2016 to 31 March 2017.

Your payment of **£300.66** needs to reach us by
01 April 2016.

Direct Debit is the easiest way to pay

For easy budgeting set up a Direct Debit now at thameswater.co.uk/direct

Pay your bill online

You can pay online using your debit or credit card at thameswater.co.uk/pay
Other payment options are at the end of this bill.

Do it
all online



- Pay your bill
- Switch to Direct Debit
- Move home
- Switch to a meter
- See common queries

thameswater.co.uk

Your account and bill
0800 980 8800

Weekdays 8am to 8pm, Sat 8am to 6pm
Textphone: 0800 316 6899

Water and wastewater services
0800 316 9800

Lines always open
Textphone: 0800 316 9898



bank giro credit



CORPORATE BANKING Bootle Merseyside GIR 0AA
Reference (customer account number) Credit account number Standard fee payable at PO Counter

138	[Redacted]	[Redacted]	£ 300.66
32	[Redacted]	[Redacted]	

Cheque **NOI** acceptable at Post Office

Comments (0/20)

Cashier's stamp and initials

Items Fee

Signature

MISS LOUISE THOMSON GLYNN
FLAT 5
136 FORDWYCH ROAD
NW2 3PB

Date

NatWest
Collection Account
Thames Water
Utilities Ltd

Cash

Cheques

£

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



How we work out your bill

Charges

For the period from 01 April 2016 to 31 March 2017 (365 days)

Water supply	
The chargeable value of your property is £175.00	£124.64
To supply water, we charge you 71.22 pence for each £1 of chargeable value	
We also charge a fixed amount for supplying water	£31.30
Total	£155.94
Your bill is based on the chargeable value of your property. This system was introduced before council tax banding and is based on factors including the size of your home and where you live. If you would like your bill to be based on the actual volume of water you use instead, please get in touch to request a water meter at thameswater.co.uk/watermeter .	
Wastewater services	
The chargeable value of your property is £175.00	£89.67
To supply wastewater services, we charge you 51.24 pence for each £1 of chargeable value	
We also charge a fixed amount for supplying wastewater services	£55.05
Total	£144.72
Wastewater charges include the cost for us to take away and treat everything that goes down your sink, toilet and drains. Your fixed charge includes the cost of us dealing with surface water and highway drainage.	
Total charges	£300.66

Moving home

If you're moving please let us know once your move date is less than 28 days away. You'll just need your account number and new address.

thameswater.co.uk/move

Money-saving freebies

We have a range of free water and energy-saving gadgets that fit to taps, toilets and showers without affecting performance. By using less hot water you can save money on your energy bill. What's more, if you decide to switch to a water meter you could save even more money.

thameswater.co.uk/freebies

See if you could save money on a water meter.

thameswater.co.uk/watermeter

Understanding your bill

Find out more about what each section of your bill means with our online interactive bill.

thameswater.co.uk/understand

Fixed charges

This includes the costs of sending out bills, handling enquiries and dealing with surface water (rain water).

If surface water from your property doesn't drain into our sewers you may be able to claim a reduction of £26.19 for this bill.

thameswater.co.uk/fixd

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

Account activity

Amount due at last bill (dated 09 February 2015)	£291.62
Payments made since last bill – thank you	-£291.62
Total new charges for this period	£300.66
Total amount due	£300.66

Ways to pay

Payment type	Time to allow	How
Direct Debit	0 days	<ul style="list-style-type: none"> Online: thameswater.co.uk/direct Phone: 0800 587 0036 Fill in the Direct Debit mandate and send it back to us indicating your choice of payment amounts.
Debit or credit card	2 days	<p>You can pay by Visa, Mastercard, or Maestro. Please have your 10-digit Thames Water account number to hand</p> <ul style="list-style-type: none"> Online: thameswater.co.uk/pay Phone: 0800 980 8800 (automated system available 24 hours a day)
Online 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 at any shop with a PayPoint terminal. Please have your bill and Thames Water instalment payment card with you.
Post Office	5 days	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	<p>Make 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:</p> <ul style="list-style-type: none"> Take your cheque and giro slip from the bill to any bank (or) Send your cheque and giro slip to Thames Water Utilities Ltd, PO Box 234, Swindon SN38 3TW

Help if you are struggling to pay

If you're finding it hard to pay your water bill, let us try to help.

We have a range of support available from spreading bills and arrears into affordable amounts to our tariff to support customers in hardship.

thameswater.co.uk/support

For services including large print, braille and interpreters visit thameswater.co.uk/extracare 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 and 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.

Your water quality: If you have concerns about your water quality please contact us or visit thameswater.co.uk/waterquality. A free report for your area can be made available within seven days. If this remains unresolved you can contact the Drinking Water Inspectorate on 0300 068 6400 or visit dwi.defra.gov.uk/consumers.

The 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 ccwater.org.uk, call them on 0300 034 2222, or write to them at Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham B2 4AJ.

We share your information with, and receive information from credit reference agencies. We do this in order to help us maintain up-to-date customer records 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 improve the service we give you your call may be recorded.

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: 02366561. Thames Water Utilities Limited is part of the Thames Water Plc group. VAT Registration no GB 537-4569-15.

Manhole safety advice

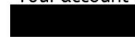
Manholes can become dangerous if the cover is damaged or removed. If you have one on your property that belongs to us and you believe the cover needs replacing please contact us.

thameswater.co.uk/manhole



MISS LOUISE THOMSON GLYNN
 FLAT 5
 136 FORDWYCH ROAD
 LONDON
 NW2 3PB

Your account number



Your water and wastewater bill.

Total amount due **£300.26**

Your payment needs to reach us by **01 April 2017.**

For the supply of water and wastewater services to:
 FLAT 5, 136, FORDWYCH RD, LONDON, NW2 3PB from
01 April 2017 to 31 March 2018.

Your payment of **£300.26** needs to reach us by
01 April 2017.

Paying made easy

- **Direct debit**
 Direct debit is the easiest way to pay. It's simple, safe and quick to set up at thameswater.co.uk/direct

It's easier online.

- Manage your account
- Make payments easily
- Request a water meter

thameswater.co.uk

Your account and bill
0800 980 8800
 Weekdays 8am to 8pm, Sat 8am to 6pm
 Textphone: 0800 316 6899

Water and wastewater services
0800 316 9800
 Lines always open
 Textphone: 0800 316 9898

Trans cash

bank giro credit

CORPORATE BANKING Bootle Merseyside GIR 0AA

Reference (customer account number)

138

32

Credit account number

[REDACTED]

Standard fee payable at PO Counter

£ 300.26

Cheque **NOI** acceptable at Post Office

Commence (0800)

Cashier's stamp and initials

Items Fee

Signature

MISS LOUISE THOMSON GLYNN
 FLAT 5
 136 FORDWYCH ROAD
 NW2 3PB

Date

NatWest

Collection Account
 Thames Water
 Utilities Ltd

Cash

Cheques

£

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

- **Pay online**

You can pay online using your debit or credit card at thameswater.co.uk/pay

Your charges explained.

Charges

For the period from 01 April 2017 to 31 March 2018 (365 days)

Water supply	
The chargeable value of your property is £175.00	£126.26
To supply water, we charge you 72.15 pence for each £1 of chargeable value	
We also charge a fixed amount for supplying water services	£32.19
Total	£158.45
Wastewater	
The chargeable value of your property is £175.00	£88.81
To supply wastewater services, we charge you 50.75 pence for each £1 of chargeable value	
We also charge a fixed amount for supplying wastewater services	£53.00
Total	£141.81
Total charges	£300.26

Account activity

Amount due at last bill (dated 04 February 2016)	£300.66
Payments made since last bill – thank you	-£300.66
Total new charges for this period	£300.26
Total amount due	£300.26

Managing your account.

Keep us up to date

Please tell us if any of your details change. Use thameswater.co.uk

Understanding your bill.

You can download our charges scheme from our website.

Water charges

Your bill is based on the chargeable value of your property. This system was introduced before council tax banding and is based on factors including the size of your home and where you live. If you would like your bill to be based on the actual volume of water you use instead, please get in touch to request a water meter at thameswater.co.uk/watermeter

Wastewater charges

Wastewater charges include the cost for us to take away and treat everything that goes down your sink, toilet and drains. Your fixed charge includes the cost of us dealing with surface water and highway drainage.

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 £24.00 for this bill. For more details please visit thameswater.co.uk/swd or call us on 0800 980 8800

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Branch sort code

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Bank/Building Society account no.

Thames Water reference number

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Ways to pay.

Payment type Time to allow How

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Credit reference agencies: We share your information with, and receive information from credit reference agencies. We do this in order to help us maintain up-to-date customer records 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.

Registered address: Thames Water Utilities Limited, Cleanwater Court, Vastern Road, Reading RG1 8DB. Company number: 02366661. VAT Registration no: GB 537-4569-15.

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thameswater.co.uk/move

Money-saving freebies.

Our free gadgets fit taps, toilets and showers to save water without affecting performance. This means you can fit them, forget about them and save money on your water bill. Using less hot water could also save you even more money on your energy bills as it costs more to heat water than the cost of the water itself. Order your freebies now.

thameswater.co.uk/freebies

Helping you pay.

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thameswater.co.uk/support