



MR NICHOLAS RAE
29-30 KINGS MEWS
LONDON
WC1N 2JB

70BP@

Your account number
06368-91588

Your water and wastewater bill.

Total amount due by instalments **£361.72**

No action is required, your Direct Debit is set up.

For the supply of water and wastewater services to:

29-30, KINGS MEWS, LONDON, WC1N2JB from
01 April 2017 to 31 March 2018.

The remaining instalments from your previous bill,
totalling **£30.15**, will be collected as agreed.

Your Direct Debit instalment plan

We will collect your payments from:

Account no: XXXX7210 **Sort code:** XX-XX-10
Your Direct Debit customer reference 0636891588

Payments to make

14 Apr 2017 - £30.18	14 May 2017 - £30.14
14 Jun 2017 - £30.14	14 Jul 2017 - £30.14
14 Aug 2017 - £30.14	14 Sep 2017 - £30.14
14 Oct 2017 - £30.14	14 Nov 2017 - £30.14
14 Dec 2017 - £30.14	14 Jan 2018 - £30.14
14 Feb 2018 - £30.14	14 Mar 2018 - £30.14

Payments made

14 Mar 2016 - £29.24	14 Apr 2016 - £30.24
16 May 2016 - £30.15	14 Jun 2016 - £30.15
14 Jul 2016 - £30.15	15 Aug 2016 - £30.15
14 Sep 2016 - £30.15	14 Oct 2016 - £30.15
14 Nov 2016 - £30.15	14 Dec 2016 - £30.15





It's easier online.

- Manage your account
- Request a water meter
- Order water-saving freebies

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

Payments made

16 Jan 2017 - £30.15

14 Feb 2017 - £30.15

If your bank details have changed or you wish to change your Direct Debit details visit thameswater.co.uk/direct or call us.

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 £225.00 To supply water, we charge you 72.15 pence for each £1 of chargeable value	£162.34
We also charge a fixed amount for supplying water services	£32.19
Total	£194.53
Wastewater	
The chargeable value of your property is £225.00 To supply wastewater services, we charge you 50.75 pence for each £1 of chargeable value	£114.19
We also charge a fixed amount for supplying wastewater services	£53.00
Total	£167.19
Total charges	£361.72

Account activity

Amount due at last bill (dated 15 February 2016)	£391.13
Payments made since last bill – thank you	-£360.98
Payments yet to make from previous plan	-£30.15
Total new charges for this period	£361.72
Total amount due	£361.72

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.**

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

Moving home.

If you're moving please let us know once your move date is less than 28 days away. You'll need your account number, new address and meter reading. Please give us at least two days notice of your move date to avoid having to pay more.

thameswater.co.uk/move

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.

Our annual report: To see our annual report and other financial statements, including regulatory accounts, please visit thameswater.co.uk/annualreport.

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.

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, Clearwater Court, Vastern Road, Reading RG1 8DB. Company number: 02366661.
VAT Registration no GB 537-4569-15.

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.

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



MR NICHOLAS RAE
29-30 KINGS MEWS
LONDON
WC1N 2JB

70BP@

Your account number
06368-91588

Your water and wastewater bill

Total amount due by instalments **£361.89**

For the supply of water and wastewater services to:

29-30, KINGS MEWS, LONDON, WC1N2JB from
01 April 2016 to 31 March 2017.

The remaining instalments from your previous bill,
totalling **£29.24**, will be collected as agreed.

No action is needed as you pay by Direct Debit

We will collect your payments from:

Account no: **XXXX7210** Sort code: **XX-XX-10**
Your Direct Debit customer reference **0636891588**



Payments to make

14 Apr 2016 - £30.24	14 May 2016 - £30.15
14 Jun 2016 - £30.15	14 Jul 2016 - £30.15
14 Aug 2016 - £30.15	14 Sep 2016 - £30.15
14 Oct 2016 - £30.15	14 Nov 2016 - £30.15
14 Dec 2016 - £30.15	14 Jan 2017 - £30.15
14 Feb 2017 - £30.15	14 Mar 2017 - £30.15

Payments made

16 Mar 2015 - £28.75	14 Apr 2015 - £29.32
14 May 2015 - £29.24	15 Jun 2015 - £29.24
14 Jul 2015 - £29.24	14 Aug 2015 - £29.24
14 Sep 2015 - £29.24	14 Oct 2015 - £29.24
16 Nov 2015 - £29.24	14 Dec 2015 - £29.24
14 Jan 2016 - £29.24	15 Feb 2016 - £29.24

If your bank details have changed or you wish to change your Direct Debit details visit thameswater.co.uk/direct or call us.

Do it
all online

- Move home
- Manage your account
- 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

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 £225.00	£160.25
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	£191.55
<p>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.</p>	
Wastewater services	
The chargeable value of your property is £225.00	£115.29
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	£170.34
<p>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.</p>	
Total charges	£361.89

Account activity

Amount due at last bill (dated 04 March 2015)	£379.71
Payments made since last bill – thank you	-£350.47
Payments yet to make from previous plan	-£29.24
Total new charges for this period	£361.89
Total amount due	£361.89

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

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/fixe

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: 02366661.
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



MR NICHOLAS RAE
FLAT 2
30A KINGS MEWS
LONDON
WC1N 2JB

Your bill for water and wastewater services

Total amount due by instalments **£350.96**

For the supply of water and wastewater services to:

FLAT 2, 30A, KINGS MEWS, LONDON, WC1N2JB from:

01 April 2015 to 31 March 2016

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

The remaining instalments from your previous bill, totalling **£28.75**, will be collected as agreed.

No action is needed as you pay by Direct Debit

We will collect your payments from:

Account no: XXXX7210

Sort code: XX-XX-10

Your Direct Debit customer reference is 0636891588



Payments to make

14 Apr 2015 - £29.32	14 May 2015 - £29.24
14 Jun 2015 - £29.24	14 Jul 2015 - £29.24
14 Aug 2015 - £29.24	14 Sep 2015 - £29.24
14 Oct 2015 - £29.24	14 Nov 2015 - £29.24
14 Dec 2015 - £29.24	14 Jan 2016 - £29.24
14 Feb 2016 - £29.24	14 Mar 2016 - £29.24

Payments made

14 Mar 2014 - £27.55	14 Apr 2014 - £28.86
14 May 2014 - £28.75	16 Jun 2014 - £28.75
14 Jul 2014 - £28.75	14 Aug 2014 - £28.75
15 Sep 2014 - £28.75	14 Oct 2014 - £28.75
14 Nov 2014 - £28.75	15 Dec 2014 - £28.75
14 Jan 2015 - £28.75	16 Feb 2015 - £28.75

Your account number

06368-91588

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

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**.

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 **£225.00**
To supply fresh water, we charge you **69.76** pence
for each **£1** of chargeable value **£156.96**

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

Total **£187.66**

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 **£225.00**
To supply wastewater services, we charge you **48.91** pence
for each **£1** of chargeable value **£110.05**

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

Total **£163.30**

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 **£350.96**

Account activity

Amount due at last bill (dated 24 February 2014) **£372.66**

Payments made since last bill – thank you **-£343.91**

Payments yet to make from previous plan **-£28.75**

Total new charges for this period **£350.96**

Total amount due **£350.96**

Managing your account

Keep us up to date

Before telling 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.

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.



MR NICHOLAS RAE
FLAT 2
30A KINGS MEWS
LONDON
WC1N 2JB

Your bill for water and wastewater services

Total amount due by instalments **£345.11**

For the supply of water and wastewater services to:

FLAT 2, 30A, KINGS MEWS, LONDON, WC1N2JB from:

01 April 2014 to 31 March 2015

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

The remaining instalments from your previous bill, totalling **£27.55**, will be collected as agreed.

No action is needed as you pay by Direct Debit

We will collect your payments from:

Account no: XXXX7210

Sort code: XX-XX-10

Your Direct Debit customer reference is 0636891588



Payments to make

14 Apr 2014 - £28.86	14 May 2014 - £28.75
14 Jun 2014 - £28.75	14 Jul 2014 - £28.75
14 Aug 2014 - £28.75	14 Sep 2014 - £28.75
14 Oct 2014 - £28.75	14 Nov 2014 - £28.75
14 Dec 2014 - £28.75	14 Jan 2015 - £28.75
14 Feb 2015 - £28.75	14 Mar 2015 - £28.75

Payments made

14 Feb 2013 - £25.84	14 Mar 2013 - £25.84
15 Apr 2013 - £27.58	14 May 2013 - £27.55
14 Jun 2013 - £27.55	15 Jul 2013 - £27.55
14 Aug 2013 - £27.55	16 Sep 2013 - £27.55
14 Oct 2013 - £27.55	14 Nov 2013 - £27.55
16 Dec 2013 - £27.55	14 Jan 2014 - £27.55
14 Feb 2014 - £27.55	

Your account number

06368-91588

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

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**.

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 **£225.00**
To supply fresh water, we charge you **74.33** pence
for each **£1** of chargeable value **£167.24**

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

Total **£199.41**

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 **£225.00**
To supply wastewater services, we charge you **43.37** pence
for each **£1** of chargeable value **£97.58**

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

Total **£145.70**

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 **£345.11**

Account activity

Amount due at last bill (dated 13 February 2013) **£382.31**

Payments made since last bill – thank you **-£354.76**

Payments yet to make from previous plan **-£27.55**

Total new charges for this period **£345.11**

Total amount due **£345.11**

Managing your account

Keep us up to date

Before telling 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

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.

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.



MR NICHOLAS RAE
FLAT 2
30A KINGS MEWS
LONDON
WC1N 2JB

Your bill for water and wastewater services

Total amount due by instalments **£330.63**

For the supply of water and wastewater services to:

FLAT 2, 30A, KINGS MEWS, LONDON, WC1N2JB from **01 April 2013** to **31 March 2014**

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

Your previous instalments of **£51.68** will be collected as agreed.

No action is needed as you pay by Direct Debit

We will collect your payments from:

Account no: XXXX7210 Sort code: XX-XX-10

Your Direct Debit customer reference is 0636891588



Payments to make

14 Apr 2013 - £27.58	14 May 2013 - £27.55
14 Jun 2013 - £27.55	14 Jul 2013 - £27.55
14 Aug 2013 - £27.55	14 Sep 2013 - £27.55
14 Oct 2013 - £27.55	14 Nov 2013 - £27.55
14 Dec 2013 - £27.55	14 Jan 2014 - £27.55
14 Feb 2014 - £27.55	14 Mar 2014 - £27.55

Payments made

14 Mar 2012 - £64.94	16 Apr 2012 - £25.86
14 May 2012 - £25.84	14 Jun 2012 - £25.84
16 Jul 2012 - £25.84	14 Aug 2012 - £25.84
14 Sep 2012 - £25.84	15 Oct 2012 - £25.84
14 Nov 2012 - £25.84	14 Dec 2012 - £25.84
14 Jan 2013 - £25.84	

Your account number

06368-91588

Named account holders

MR NICHOLAS RAE

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

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**.

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 **£225.00**
To supply fresh water, we charge you **71.82** pence
for each **£1** of chargeable value. **£161.60**

We also charge a fixed amount for supplying water. **£31.00**

Total **£192.60**

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 **£225.00**
To supply wastewater services, we charge you **40.90** pence
for each **£1** of chargeable value. **£92.03**

We also charge a fixed amount for supplying wastewater services. **£46.00**

Total **£138.03**

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 **£330.63**

Account activity

Amount due at last bill (dated 15 February 2012) **£375.04**

Payments made since last bill – thank you **-£323.36**

Payments yet to make from previous plan **-£51.68**

Total new charges for this period **£330.63**

Total amount due **£330.63**

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.

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.



Account Number
06368-91588

For all account enquiries, you can also call us on 0845 9200 805

75113 616 7



MR NICHOLAS RAE
FLAT 2
30A KINGS MEWS
LONDON
WC1N 2JB

www.thameswater.co.uk

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

Your new payment plan, starting April 2012

1st instalment
14th April 12

11 instalments
14th May 12
to 14th March 13

Current
charges

Your new payment plan covers your water services bill for the year 1 April 2012 - see below

£25.86

£25.84

£310.10

The payments shown will be collected by Direct Debit from the account you have selected on or shortly after the 14th of the month

Service charges 1 April 2012 - 31 March 2013

	Chargesable value/rate per £	Supply charge £	Fixed charge £	Totals £
Water	225 @ 68.22p	153.50	30.00	183.50
Wastewater	225 @ 37.60p	84.60	42.00	126.60
			Charges	£310.10

Your Direct Debit details...

If your bank details have changed or you wish to change your direct debit details call us on 0845 9200 805