

Roger Boustred

From: billing.enquiry@thameswater.co.uk
Sent: 22 November 2019 09:02
To: Roger Boustred
Subject: RefTicket 611977 - FWD: 11 Bisham Gardens London N6 6DJ



Dear Mr Boustred

Thanks for contacting us about these accounts for 11 and 11A Bisham Gardens London N6 6DJ

What's an RV?

If your property doesn't have a water meter, we base your bill on your property's Rateable value (RV). RVs were fixed in 1990 by the Valuation Office, which is now part of Her Majesty's Revenue and Customs or HMRC. They looked at things like the location of your property and the availability of local amenities to estimate its annual rental value. Note these rental values are not related to council tax bandings.

How we charge these flats

If your property is made bigger or split into flats, for example, the RV no longer works so we have to look at a different way of charging for water. This could be by fitting a water meter if possible or setting a charge based on single occupancy or the number of bedrooms of property has, and this is called Average Household Charge (AHC). Both properties you have enquired about (#11 and #11A Bisham Gardens London N6 6DJ) are on a shared supply and can't be metered so they are on AHC. Please refer to our website for the difference in charges

Number 11 has been on this charge since the year 2000, and 11A since June 2008.

I hope this information provided will answer all your enquiry.

Getting in touch

If there's anything else we can help with, please let us know. You can send us an email using our online form at thameswater.co.uk/contactus or you can call us on 0800 980 8800. Our lines are open Monday to Friday from 8am to 8pm and from 8am to 6pm on Saturday.

Yours sincerely

Ginette Hancock

Customer Service Agent



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