



Bill date
5 June 2008
 Account Number
58724-83385

Water Services Bill
Tel: 0845 9200 805

You can now pay this bill online today at www.thameswater.co.uk, it's secure, quick and easy to use. Just go to our website and follow the simple instructions.

Why not sign-up for paperless billing via your Internet bank account, receiving and paying your bills electronically saves time and paper. Full details on our website.

??BN??P??DN??P??SNP??

49743 045 9



MS JULIA CHRISTINE BOOKER
 FLAT 23
 CHARLBERT COURT
 CHARLBERT ST
 LONDON
 NW8 7BX

Property Address: FLAT 2, 136 FORDWYCH ROAD, NW2 3PB.

Your new payment plan, starting July 2008

1st instalment 1st July 08	2nd instalment 7th October 08	Total payable	The payments shown will be collected by Direct Debit from the account you have selected on or shortly after the 7th of the month
£96.80	£96.80	£193.60	

Total outstanding Total outstanding on 5th June 2008 £193.60

Your Direct Debit details...

We will collect payments from the following account:
 207463 23050181
 If this is wrong, please let us know by calling
 0845 9200 805

The Direct Debit Guarantee



The Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the scheme is monitored and protected by your own Bank or Building Society.

If the amounts to be paid or the payment dates change Thames Water will notify you 10 days in advance of your account being debited or as otherwise agreed.

If an error is made by Thames Water or your Bank or Building Society you are guaranteed a full and immediate refund from your branch of the amount paid. You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.



Paper free billing

For more details on paper free bills go to www.thameswater.co.uk/payingyourbill.

Visit www.thameswater.co.uk/movinghome

Update your account details

To make sure that we keep your account up to date, please let us know if any of your personal or property details change. Please note under the Data Protection Act, we can only discuss or change account details with people named on the account.

Have you thought about a water meter?

Being charged through a water meter means you will only ever pay for what you use and many households find their bills are cheaper.

To request a water meter, simply visit www.thameswater.co.uk/requestameter or call our automated system on 0845 9200 888. Please make sure you have your account number to hand.

Contact Us

Visit www.thameswater.co.uk to check out our online services



Emergencies - 0845 9200 800

Open 24hrs a day

Online www.thameswater.co.uk

- Answer your billing enquiries
- View a bill explanation
- Tell us you are moving home
- Request a water meter
- Submit a meter read
- View and print literature



Billing - 0845 9200 805

8am to 8pm (Monday - Friday)
8am to 1pm (Saturday)
Closed on Sundays and Bank Holiday

Outside the UK on ++44 1793 366011
To use **Minicom** or **Typetalk** call 0845 7200 899.



If you prefer, you can write to us at:

Thames Water Utilities Ltd, PO Box 286,
Swindon, SN38 2RA

Commitment to our customers

We publish several Codes of Practice including a guarantee standards scheme. Visit www.thameswater.co.uk

Thames Water Utilities Ltd; Registered in England and Wales no 2366661; Registered Office, Clearwater Ct, Vastern Rd, Reading, RG1 8DB; Part of Thames Water plc group; Vat registration no GB 537 4569 15

Our ExtraCare services include large print, Braille, talking bills, CD, Minicom, doorstep password scheme and Language Line interpreter service. Contact us for further details.



Bill date
6 May 2008
Account Number
58724-83385

Water Services Bill
Tel: 0845 9200 888

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Why not sign-up for paperless billing via your Internet bank account, receiving and paying your bills electronically saves time and paper. Full details on our website.

??BN??DN??SNP??

49743 045 2 
MS JULIA CHRISTINE BOOKER
FLAT 23
CHARLBERT COURT
CHARLBERT ST
LONDON
NW8 7BX

Property Address: FLAT 2, 136 FORDWYCH ROAD, NW2 3PB.

Your new payment plan, starting June 2008

Total payable

Please pay the total shown by 1st June 08.

£193.60

See below

Service charges 2 May 2008 - 31 March 2009 (334 days)

This is your first bill for this property

	Chargeable value/rate per £	Supply charge £	Fixed charge £	Totals £
Water	175 @ 56.27p	90.11	23.79	113.90
Wastewater	175 @ 30.34p	48.59	31.11	79.70
			Charges	£193.60



Trans cash



bank giro credit 

COMMERCIAL BANK Bootle Merseyside GIR 0AA
Reference (customer account number)

9826 9274 0158 7248 3385 7

Credit account number

Standard fee payable at PO Counter

138

58724 83385 9

257 2753

£ 193.60

Cheque NOT acceptable at Post Office

32

Cashiers stamp and initials

Signature

Date

MS JULIA CHRISTINE BOOKER
FLAT 2
136 FORDWYCH ROAD
NW2 3PB

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

58724833859 V4322572753 000193607 74 X

Understanding your bill

Water and wastewater charges

We apply a 'rate per pound' to the chargeable value of your home. The rates you pay depend on where you live.

To help us continually improve the quality of our service we record all calls

Fixed charges

These are annual charges payable for water and wastewater services provided and include the costs for surface and highway drainage.

If surface water from your property does not drain to our sewers, you may be able to claim a reduction of £17.39 for this bill. For more details please visit www.thameswater.co.uk/swd

Ways to pay your bill

Visit www.thameswater.co.uk/payingyourbill



Paper free billing

For more details on paper free bills go to www.thameswater.co.uk/payingyourbill.



At a bank

Cash or cheques made payable to 'Thames Water Utilities Ltd' with your account number 58724833859 written on the back. Some banks may charge for this option.



By Post - cheques only

Made payable to 'Thames Water Utilities Ltd' with your account number 58724-83385 written on the back. Please send your cheque and the payment slip overleaf to Thames Water Utilities Ltd, PO Box 234, Swindon, SN38 3TW. Thames Water does not accept post dated cheques; any cheques received will be processed on the date of receipt.



Online & Telephone Banking

Log on to or call your own bank and quote your account number 58724833859 and the Thames Water account number 00286125 and sort code 57-27-53



PayPoint

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 - cash only

Before 1 April 2008 there will be no charge to you, the customer. From this date the Post Office will charge you at their current rate (minimum £2.20). Please ask for a receipt.

Update your account details

To make sure that we keep your account up to date, please let us know if any of your personal or property details change. Please note under the Data Protection Act, we can only discuss or change account details with people named on the account.

Have you thought about a water meter?

Being charged through a water meter means you will only ever pay for what you use and many households find their bills are cheaper.

To request a water meter, simply visit www.thameswater.co.uk/requestameter or call our automated system on 0845 9200 888. Please make sure you have your account number to hand.

Visit www.thameswater.co.uk/movinghome

Contact Us

Visit www.thameswater.co.uk to check out our online services



Emergencies - 0845 9200 800

Open 24hrs a day

Online www.thameswater.co.uk

Answer your billing enquiries
View a bill explanation
Tell us you are moving home
Request a water meter
Submit a meter read
View and print literature



Billing - 0845 9200 888

8am to 8pm (Monday - Friday)
8am to 1pm (Saturday)
Closed on Sundays and Bank Holiday

Outside the UK on ++44 1793 366011
To use **Minicom** or **Typetalk** call 0845 7200 899.



If you prefer, you can write to us at:

Thames Water Utilities Ltd, PO Box 286, Swindon, SN38 2RA

Commitment to our customers

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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

 5 8 7 2 4 8 3 3 8 5

Name and full postal address of your Bank or Building Society

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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 Banks/Building Societies may not accept Direct Debit instructions for some types of account



**DIRECT
Debit**

**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 Number
58724-83385

Water Services Bill
Tel: 0845 9200 805

If you like the convenience of using online services, you can pay your bill, tell us you're moving and more, simply log on to www.thameswater.co.uk

??BN??DN??SN??

49743 939 1



MS JULIA CHRISTINE BOOKER
FLAT 23
CHARLBERT COURT
CHARLBERT ST
LONDON
NW8 7BX

Property Address: FLAT 2, 136 FORDWYCH ROAD, NW2 3PB.

Your water services bill for the year 1 April 2009 to 31 March 2010

Current charges

Thank you for arranging to pay by Direct Debit.

£220.85

See below

The total shown will be collected in 2 instalments from the account you have chosen on or shortly after the dates shown

£110.43 by 7th April 09 and
£110.42 by 7th October 09

Service charges 1 April 2009 - 31 March 2010

	Chargeable value/rate per £	Supply charge £	Fixed charge £	Totals £
Water	175 @ 58.35p	102.11	27.00	129.11
Wastewater	175 @ 31.85p	55.74	36.00	91.74
			Charges	£220.85

Your Direct Debit details...

We will collect payments from the following account:
207463 23050181
If this is wrong, please let us know by calling
0845 9200 805

Understanding your bill

Water and wastewater charges

We apply a 'rate per pound' to the chargeable value of your home. The rates you pay depend on where you live.

To help us continually improve the quality of our service we record all calls

Fixed charges

These are annual charges payable for water and wastewater services provided and include the costs for surface and highway drainage.

If surface water from your property does not drain to our sewers, you may be able to claim a reduction of £20.00 for this bill. For more details please visit www.thameswater.co.uk/swd

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Paper free billing

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Update your account details

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Have you thought about a water meter?

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Contact Us

Visit www.thameswater.co.uk to check out our online services



Emergencies - 0845 9200 800

Open 24hrs a day

Online www.thameswater.co.uk

Answer your billing enquiries
View a bill explanation
Tell us you are moving home
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Submit a meter read
View and print literature



Billing - 0845 9200 805

8am to 8pm (Monday - Friday)
8am to 1pm (Saturday)
Closed on Sundays and Bank Holiday

Outside the UK on ++44 1793 366011
To use **Minicom** or **Typetalk** call 0845 7200 899.



If you prefer, you can write to us at:

Thames Water Utilities Ltd, PO Box 286,
Swindon, SN38 2RA

Commitment to our customers

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Account Number
58724-83385

Water Services Bill
Tel: 0845 9200 805

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68643 633 1



MS JULIA CHRISTINE BOOKER
FLAT 23
CHARLBERT COURT
CHARLBERT ST
LONDON
NW8 7BX

Property Address: FLAT 2, 136 FORDWYCH ROAD, NW2 3PB.

Your water services bill for the year 1 April 2010 to 31 March 2011

Current charges

Thank you for arranging to pay by Direct Debit.

£226.31

See below

The total shown will be collected in 2 instalments from the account you have chosen on or shortly after the dates shown

£113.16 by 7th April 10 and
£113.15 by 7th October 10

Service charges 1 April 2010 - 31 March 2011

	Chargeable value/rate per £	Supply charge £	Fixed charge £	Totals £
Water	175 @ 62.03p	108.55	28.00	136.55
Wastewater	175 @ 30.72p	53.76	36.00	89.76
			Charges	£226.31

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

Understanding your bill

Water and wastewater charges

We apply a 'rate per pound' to the chargeable value of your home. The rates you pay depend on where you live.

To help us continually improve the quality of our service we record all calls

Fixed charges

These are annual charges payable for water and wastewater services provided and include the costs for surface and highway drainage.

If surface water from your property does not drain to our sewers, you may be able to claim a reduction of £20.00 for this bill. For more details please call us or visit www.thameswater.co.uk/swd.

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Paper free billing

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Update your account details

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Contact Us

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Online www.thameswater.co.uk

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Account Number
58724-83385

Do it online
Pay your bill, tell us you're moving,
submit a meter reading and more. Simply log on to
www.thameswater.co.uk

??BN??DN??SN??

77223 211 2 

MS JULIA CHRISTINE BOOKER
FLAT 23
CHARLBERT COURT
CHARLBERT ST
LONDON
NW8 7BX

Property Address: FLAT 2, 136 FORDWYCH ROAD, NW2 3PB.

Your water services bill for the year 1 April 2011 to 31 March 2012

Current
charges

Thank you for arranging to pay
by Direct Debit.

£238.99

See below

The total shown will be collected
in 2 instalments from the
account you have chosen on or
shortly after the dates shown

£119.50 by 7th April 11 and
£119.49 by 7th October 11

Service charges	1 April 2011 - 31 March 2012 (366 days)		Fixed charge £	Totals £
	Chargeable value/rate per £	Supply charge £		
Water	175 @ 64.44p	112.77	29.00	141.77
Wastewater	175 @ 33.84p	59.22	38.00	97.22
			Charges	£238.99

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

Understanding your bill

Water and wastewater charges

We apply a 'rate per pound' to the chargeable value of your home. The rates you pay depend on where you live.

To help us continually improve the quality of our service we record all calls

Fixed charges

These are annual charges payable for water and wastewater services provided and include the costs for surface and highway drainage.

If surface water from your property does not drain to our sewers, you may be able to claim a reduction of £21.00 for this bill. For more details please call us or visit www.thameswater.co.uk/swd.

The Direct Debit Guarantee



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Paper free billing

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Update your account details

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Have you thought about a water meter?

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Contact Us

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Emergencies - 0845 9200 800

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Account Number
58724-83385

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

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77223 117 5



MS JULIA CHRISTINE BOOKER
FLAT 23
CHARLBERT COURT
CHARLBERT ST
LONDON
NW8 7BX

www.thameswater.co.uk

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

Property Address: FLAT 2, 136 FORDWYCH ROAD, NW2 3PB.

Your water services bill for the year 1 April 2012 to 31 March 2013

Current
charges

Thank you for arranging to pay
by Direct Debit.

£257.19

See below

The total shown will be collected
in 2 instalments from the
account you have chosen on or
shortly after the dates shown

£128.60 by 7th April 12 and
£128.59 by 7th October 12

Service charges 1 April 2012 - 31 March 2013

	Chargeable value/rate per £	Supply charge £	Fixed charge £	Totals £
Water	175 @ 68.22p	119.39	30.00	149.39
Wastewater	175 @ 37.60p	65.80	42.00	107.80
			Charges	£257.19

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

Understanding your bill

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Water and wastewater charges

We apply a 'rate per pound' to the chargeable value of your home. The rates you pay depend on where you live.

Fixed charges

These are annual charges payable for water and wastewater services provided and include the costs for surface and highway drainage.

If surface water from your property does not drain to our sewers, you may be able to claim a reduction of £23.00 for this bill. For more details please call us or visit www.thameswater.co.uk/swd.

The Direct Debit Guarantee



The Guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits.

If you receive a refund you are not entitled to, you must pay it back when Thames Water Utilities Ltd asks you to.

If there are any changes to the amount, date or frequency of your Direct Debit, Thames Water Utilities Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Thames Water Utilities Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit by Thames Water Utilities Ltd, your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



Paperless Billing

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Online www.thameswater.co.uk

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8am to 8pm (Monday - Friday)
8am to 1pm (Saturday)
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MS JULIA CHRISTINE BOOKER
 FLAT 23
 CHARLBERT COURT
 CHARLBERT ST
 LONDON
 NW8 7BX

Your bill for water and wastewater services

Total amount due by instalments **£274.27**

For the supply of water and wastewater services to:

FLAT 2, 136, FORDWYCH RD, LONDON, NW2 3PB from **01 April 2013** to **31 March 2014**

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

No action is needed as you pay by Direct Debit

We will collect your payments from:

Account no: **XXXX0181** Sort code: **XX-XX-63**
 Your Direct Debit customer reference is **5872483385**



Payments to make

07 Apr 2013 - **£137.14** 07 Oct 2013 - **£137.13**

Payments made

10 Apr 2012 - **£128.60** 08 Oct 2012 - **£128.59**

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**.

Your account number

58724-83385

Named account holders

MS JULIA CHRISTINE BOOKER

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

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

Account activity

Amount due at last bill (dated 21 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

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.

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.



MS JULIA CHRISTINE BOOKER
FLAT 23
CHARLBERT COURT
CHARLBERT ST
LONDON
NW8 7BX

Your bill for water and wastewater services

Total amount due by instalments **£286.27**

For the supply of water and wastewater services to:

FLAT 2, 136 FORDWYCH ROAD, NW2 3PB. from:

01 April 2014 to 31 March 2015

(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: XXXX0181

Sort code: XX-XX-63

Your Direct Debit customer reference is 5872483385



Payments to make

07 Apr 2014 - £143.14 07 Oct 2014 - £143.13

Payments made

08 Apr 2013 - £137.14 07 Oct 2013 - £137.13

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**.

Your account number

58724-83385

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

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

Account activity

Amount due at last bill (dated 19 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

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

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.



MS JULIA CHRISTINE BOOKER
FLAT 23
CHARLBERT COURT
CHARLBERT ST
LONDON
NW8 7BX

Your bill for water and wastewater services

Total amount due by instalments **£291.62**

For the supply of water and wastewater services to:

FLAT 2, 136 FORDWYCH ROAD, NW2 3PB. 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: XXXX0181

Sort code: XX-XX-63

Your Direct Debit customer reference is 5872483385



Payments to make

07 Apr 2015 - £145.81

07 Oct 2015 - £145.81

Payments made

07 Apr 2014 - £143.14

07 Oct 2014 - £143.13

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

58724-83385

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	£122.08
To supply fresh water, we charge you 69.76 pence for each £1 of chargeable value	
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	£85.59
To supply wastewater services, we charge you 48.91 pence for each £1 of chargeable value	
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 18 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

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.



MS JULIA CHRISTINE BOOKER
FLAT 23
CHARLBERT COURT
CHARLBERT ST
LONDON
NW8 7BX

Your account number
58724-83385

Your water and wastewater bill

Total amount due by instalments **£300.66**

For the supply of water and wastewater services to:

FLAT 2, 136 FORDWYCH ROAD, NW2 3PB. from
01 April 2016 to 31 March 2017.

No action is needed as you pay by Direct Debit

We will collect your payments from:

Account no: **XXXX0181** Sort code: **XX-XX-63**
Your Direct Debit customer reference **5872483385**



Payments to make

07 Apr 2016 - **£150.33** 07 Oct 2016 - **£150.33**

Payments made

07 Apr 2015 - **£145.81** 07 Oct 2015 - **£145.81**

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 £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
<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 £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
<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	£300.66

Account activity

Amount due at last bill (dated 19 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

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/fixed

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



MS JULIA CHRISTINE BOOKER
 FLAT 23
 CHARLBERT COURT
 CHARLBERT ST
 LONDON
 NW8 7BX

Your account number
58724-83385

Your water and wastewater bill.

Total amount due by instalments **£300.26**

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

For the supply of water and wastewater services to:

FLAT 2, 136 FORDWYCH ROAD, NW2 3PB. from
01 April 2017 to 31 March 2018.

Your Direct Debit instalment plan

We will collect your payments from:

Account no: XXXX0181 **Sort code:** XX-XX-63
Your Direct Debit customer reference 5872483385

Payments to make

07 Apr 2017 - £150.13 07 Oct 2017 - £150.13

Payments made

07 Apr 2016 - £150.33 07 Oct 2016 - £150.33

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





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

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 To supply water, we charge you 72.15 pence for each £1 of chargeable value	£126.26
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 To supply wastewater services, we charge you 50.75 pence for each £1 of chargeable value	£88.81
We also charge a fixed amount for supplying wastewater services	£53.00
Total	£141.81

Total charges	£300.26
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Account activity

Amount due at last bill (dated 22 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

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.

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



MS JULIA CHRISTINE BOOKER
 FLAT 23
 CHARLBERT COURT
 CHARLBERT ST
 LONDON
 NW8 7BX

Your account number
58724-83385

Your water and wastewater bill.

Total amount due by instalments **£307.57**

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

For the supply of water and wastewater services to:

FLAT 2, 136 FORDWYCH ROAD, NW2 3PB. from
01 April 2018 to 31 March 2019.

Your Direct Debit instalment plan

We will collect your payments from:

Account no: XXXX0181 **Sort code:** XX-XX-63
Your Direct Debit customer reference 5872483385

Payments to make

07 Apr 2018 - **£153.79** 07 Oct 2018 - **£153.78**

Payments made

07 Apr 2017 - **£150.13** 09 Oct 2017 - **£150.13**

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




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

Your charges explained.

Charges

For the period from 01 April 2018 to 31 March 2019 (365 days)

Water supply	
The chargeable value (CV) of your property is £175.00	£126.82
We charge 72.47p for each £1 of CV, then divide this by a year and multiply it by days of use. (£175.00x0.7247)/365x365 = £126.82	
We also charge a fixed amount for supplying water services	£32.63
Total	£159.45
Wastewater	
The chargeable value (CV) of your property is £175.00	£93.07
We charge 53.18p for each £1 of CV, then divide this by a year and multiply it by days of use. (£175.00x0.5318)/365x365 = £93.07	
We also charge a fixed amount for supplying wastewater services	£55.05
Total	£148.12
Total charges	£307.57

Account activity

Amount due at last bill (dated 27 February 2017)	£300.26
Payments made since last bill – thank you	-£300.26
Total new charges for this period	£307.57
Total amount due	£307.57

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 by visiting 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.

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 £25.15 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



MS JULIA CHRISTINE BOOKER
 FLAT 23
 CHARLBERT COURT
 CHARLBERT ST
 LONDON
 NW8 7BX

Your account number
58724-83385

Your water and wastewater bill.

Total amount due by instalments **£322.47**

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

For the supply of water and wastewater services to:

FLAT 2, 136 FORDWYCH ROAD, NW2 3PB. from
01 April 2019 to 31 March 2020.

Your Direct Debit instalment plan

We will collect your payments from:

Account no: XXXX0181 **Sort code:** XX-XX-63
Your Direct Debit customer reference 5872483385

Payments to make

07 Apr 2019 - **£161.24** 07 Oct 2019 - **£161.23**

Payments made

09 Apr 2018 - **£153.79** 08 Oct 2018 - **£153.78**

If your bank details have changed or you wish to change your Direct Debit details visit [thameswater.co.uk/direct](https://www.thameswater.co.uk/direct) or call us.





It's easier online.

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

[thameswater.co.uk](https://www.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

Your charges explained.

Charges

For the period from 01 April 2019 to 31 March 2020 (366 days)

Water supply	
The chargeable value (CV) of your property is £175.00 We charge 76.09p for each £1 of CV, then divide this by a year and multiply it by days of use. (£175.00x0.7609)/365x366 = £133.16	£133.16
We also charge a fixed amount for supplying water services	£34.26
Total	£167.42
Wastewater	
The chargeable value (CV) of your property is £175.00 We charge 55.83p for each £1 of CV, then divide this by a year and multiply it by days of use. (£175.00x0.5583)/365x366 = £97.70	£97.70
We also charge a fixed amount for supplying wastewater services	£57.35
Total	£155.05
Total charges	£322.47

Account activity

Amount due at last bill (dated 27 February 2018)	£307.57
Payments made since last bill – thank you	-£307.57
Total new charges for this period	£322.47
Total amount due	£322.47

Leakage rebate for water services

Your water bill for this year has been reduced by 3% because we did not achieve the leakage reductions we had committed to deliver for our customers. Our average bill for customers who do not have a water meter has reduced by £8, to £226 per year. This bill reduction means that 10 days of your water supply will be free of charge. We are working hard to get back on track and meet our leakage commitments by 2020.

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 £26.40 for this bill. For more details please visit thameswater.co.uk/swd or call us on **0800 980 8800**

Moving home.

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thameswater.co.uk/move

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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, 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

Your data.

Visit us online to find out how we use and store your information, and how you can request access to it.

thameswater.co.uk/yourdata



Ms Julia Christine Booker
Flat 23 Charlbert Court
Charlbert Street
LONDON
NW8 7BX

Your new account number is
9000 3095 4934
as we've upgraded our systems
to improve our service to you

Your new bill and payment plan.

Account balance **£330.58**

We'll collect your payments by Direct Debit

For the supply of water and wastewater services to:

Flat 2, 136 Fordwych Road, LONDON, NW2 3PB from
01 April 2020 to 31 March 2021.

Your first payment of **£165.29** is due on **7 April 2020** by
Direct Debit.

Your second payment of **£165.29** is due on **7 October**
2020.

Your Direct Debit details

We will collect your payments from:

Account no: XXXX0181 **Sort code:** XX-XX-63
Your Direct Debit customer reference 5872483385



If your bank details have changed or you wish to change your Direct Debit details
visit [thameswater.co.uk/direct](https://www.thameswater.co.uk/direct)

Question about your bill?
[thameswater.co.uk/billhelp](https://www.thameswater.co.uk/billhelp)

Want paperless bills?
[thameswater.co.uk/register](https://www.thameswater.co.uk/register)

Struggling to pay?
[thameswater.co.uk/help-paying](https://www.thameswater.co.uk/help-paying)

Your charges explained.

As you don't have a water meter, we've worked out your bill using your property's chargeable value - this is based on its location and size. We add a fixed charge to cover the cost of maintaining our network, treating water, producing bills and answering queries. Find out more at thameswater.co.uk/charges

Charges

For the period from 01 April 2020 to 31 March 2021 (365 days)

Water	
The chargeable value of your property is £175.00	£137.60
We charge 78.63p for each £1 of your property's chargeable value £175.00 x 0.7863= £137.60	
Fixed charge	£35.26
Total	£172.86

Wastewater	
The chargeable value of your property is £175.00	£96.51
We charge 55.15p for each £1 of your property's chargeable value £175.00 x 0.5515= £96.51	
Fixed charge	£61.21
Total	£157.72

Total new charges	£330.58
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Account summary

Total new charges	£330.58
Total amount due	£330.58

Our commitment to you

We committed to reducing leaks from our network last year. As we didn't hit our targets, we've reduced our charges to give you the equivalent of 18 days of water for free. So even if your bill's gone up overall, it's less than it otherwise would've been. We're sorry we didn't deliver on our leakage commitment for you. We're doing all we can to meet future targets.

Can I get a water meter?

Only paying for the water you use could help you save money. Depending on your property, we may be able to install a water meter for free. Request yours at thameswater.co.uk/meter

Can I claim money back?

If rainwater from your property drains into a stream, river or soakaway instead of into a sewer, you may be able to get £26.40 back. Apply for a surface water drainage rebate at thameswater.co.uk/swd

Moving home?

Please give us at least two days' notice at thameswater.co.uk/move

Contacting us

- thameswater.co.uk/contactus
- Your account and bill:
0800 980 8800
Weekdays 8am-8pm and
Saturdays 8am-6pm
- Water and wastewater services:
0800 316 9800 Lines open 24/7
- If your hearing or speech is impaired, please contact us using the Next Generation Text Service (NGTS)
- Please be ready to quote your account number from the front page of your bill

For services including large print, braille and interpreters visit thameswater.co.uk/extracare or call 0800 009 3652.

Our commitment to you: We promise to give you at least 24 hours' notice for cancelled appointments; respond to written queries or complaints about your bill or service within 10 working days; respond to written requests to change how you pay within 5 working days; respond to written enquiries about our extra care services within 5 working days; give you at least 48 hours' notice for any planned work that may 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; maintain appropriate water pressure at your property; and protect your property from flooding from our sewers. If we fail to meet these standards or if we ever ask you not to use your water because of problems with our supply, we'll compensate you. Find out more at thameswater.co.uk/compensation

Free independent advice: If you've followed our complaints process but would like more support, please contact the Consumer Council for Water. Visit ccwater.org.uk, call 0300 034 2222 or write to Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ

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

Your water quality: You can check the water quality in your area at thameswater.co.uk/waterquality

Your data: To help maintain up-to-date records and manage our debt collection process, we share information with and receive information from credit reference agencies. To find out more about how we use, store and protect your data as well as how you can request access to it, please visit thameswater.co.uk/yourdata

To update your details, visit thameswater.co.uk/update

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



Ms Julia Christine Booker
Flat 23 Charlbert Court
Charlbert Street
LONDON
NW8 7BX



Account number
900030954934



For help, visit
thameswater.co.uk/bill



Bill date
19 February 2021



Billing period
1 April 2021
– 31 March 2022



Supply address
Flat 2, 136 Fordwych
Road, LONDON, NW2
3PB

Your latest bill



We're changing
your payments to: **£172.73**

We're making
this change from: **7 April 2021**

You don't need to do anything

You're on a Direct Debit payment plan. For a full list of your payment dates, turn to section 1.

We'll take your payments from:
Bank account number: XXXX0181 Sort code: XX-XX-63

If you need to update your Direct Debit details or change your payment date, please log in at thameswater.co.uk/myaccount

What's in this bill

Section 1: Your charges

A breakdown of your charges and the payments you'll make

Section 2: More help

Links and phone numbers if you need help or financial support

1 Your charges

Our calculation:

Rateable value (RV) × our rate = **your charge**

1 April 2021 to 31 March 2022 (365 days)

Fresh water				Wastewater			
Water used	RV	rate	charge	Waste removed	RV	rate	charge
	175	£0.8437	£147.65		175	£0.5569	£97.46
Fixed charge			£37.56	Fixed charge			£62.79
Subtotal			£185.21	Subtotal			£160.25
Total new charges for this period						£345.46	

Summary

What you owed for your bill dated 14 February 2020	£330.58
What you've paid	- £330.58
7 Apr 2020: £165.29	7 Oct 2020: £165.29
Total new charges from 1 April 2021 to 31 March 2022	+ £345.46

What you owe **£345.46**

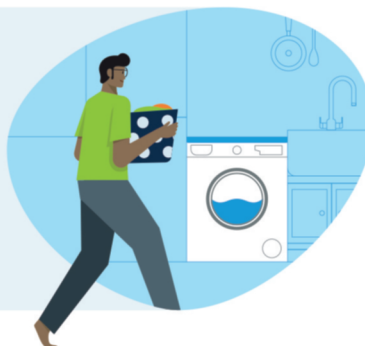
We'll take payments on or after:

7 Apr 2021	£172.73	7 Oct 2021	£172.73
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Take control of your bill

Prefer to only pay for what you use? With a water meter, you can keep track of every drop and hopefully save money, too!

Request yours now at
[thameswater.co.uk/meter](https://www.thameswater.co.uk/meter)



> Your charges explained

Because you don't have a meter we calculate your charges based on your property's **rateable value (RV)** of 175, which we then multiply by our rates.

The Government sets RV based on a property's location and size. It varies from house to house, so yours might be different from your next-door neighbour's.

We've allocated a notional RV to your property based on similar properties in your area. To find out more, visit [thameswater.co.uk/rv](https://www.thameswater.co.uk/rv)

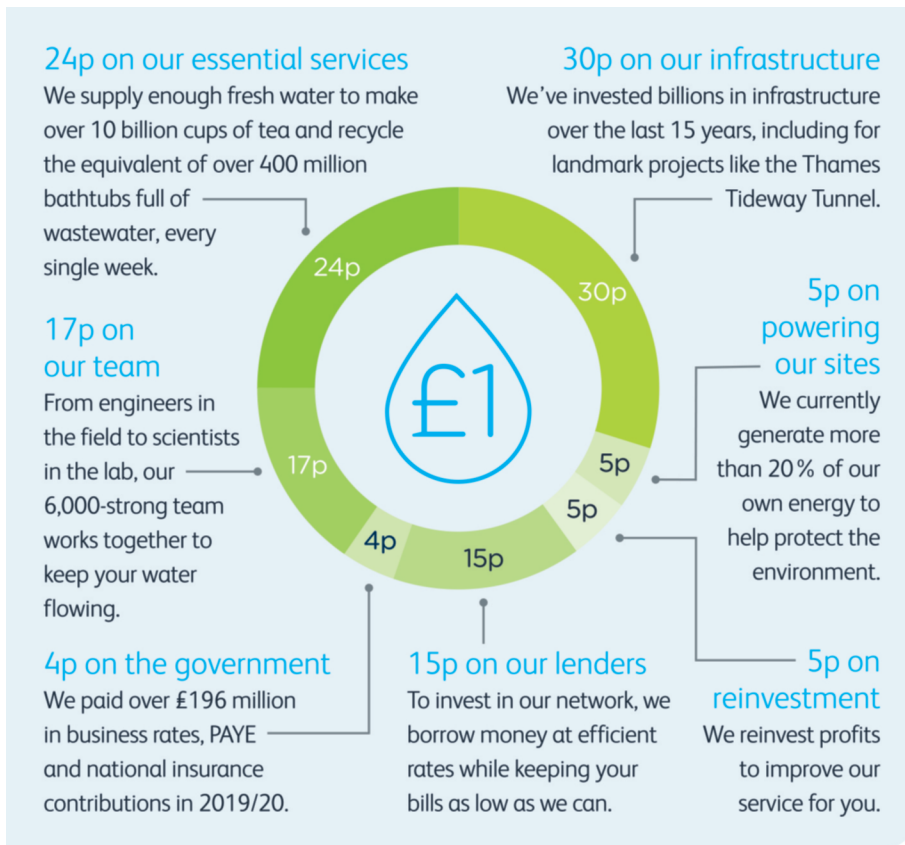
What's a fixed charge?

Your fixed charge helps to cover some of our essential running costs, like maintaining pipes and handling enquiries.

Could you save on your wastewater?

You could save £26.66 a year on your wastewater fixed charge if all the rainwater from your property drains into a soakaway, stream or river instead of our sewer. Find out more at [thameswater.co.uk/swd](https://www.thameswater.co.uk/swd)

For every £1 you spend, we spend...



Changes to our charges

We commit to reducing leaks from our network every year, and we met our target in 2019/20. Because we haven't met our targets in previous years, we're including a discount in our charges to give you the equivalent of three days of water for free. On average, our rateable value charges will go up by 4.6% on 1 April 2021. This increase is mainly because we gave a larger discount for leakage last year.

We follow guidance from our regulator Ofwat and consult CCW, the voice for water consumers, on our charges. Learn more at thameswater.co.uk/value

2 More help



Update incorrect details or tell us you're moving: thameswater.co.uk/myaccount



Sign up for an extra helping hand when you need it most: thameswater.co.uk/priorityservices

If you need this bill in large print or braille, or you need an interpreter, please visit thameswater.co.uk/extracare or call 0800 009 3652.

Access your account on the go

Ready to take control in just one click?
Activate your online account and you can:

- Download bills for proof of address
- Update your contact details instantly
- Opt in to paperless bills
- Pay online if you want to

It's all at your fingertips – log in now at thameswater.co.uk/myaccount



Struggling to pay?

If you're worried about the cost of your bill, we'll do everything we can to help. Our support includes affordable payment plans, discounted tariffs, grants and more. For more information, visit thameswater.co.uk/help-paying

If you need a helping hand

You can find lots of helpful information at thameswater.co.uk/contact-us
Or just give us a call and quote your account number: 900030954934

- For billing enquiries, call 0800 980 8800 (Mon-Fri 8am-8pm, Sat 8am-6pm)
- In water or wastewater emergencies, call 0800 316 9800 (lines open 24/7)

If your hearing or speech is impaired, please contact us using Relay UK.

If you're unhappy with our service

We want to hear from you – please visit thameswater.co.uk/complaints

For free, independent advice on your water or wastewater services, visit ccwater.org.uk, call 0300 034 2222 or write to CCW - the voice for water consumers, 1F, Victoria Square House, Victoria Square, Birmingham, B2 4AJ

Our commitment to you: We'll always make an appointment with you before we visit, turn up within the agreed appointment slot, and give you 24 hours' notice if we have to cancel; respond to written queries and complaints about your bill or service within 10 working days; let you know within five working days if we can't action a written request to change your payment arrangements; 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; maintain an appropriate water pressure to your property; and protect your property from flooding from our sewers. If we fail to achieve this level of service, or if we have to issue you with a 'restriction of use' notice because of problems with our water supply or because of drought, we'll pay you as part of our Customer Guarantee Scheme. To view our compensation policy, visit thameswater.co.uk/compensation or call us and ask for a copy.

Learning about us

To find out more about our performance as a company, visit thameswater.co.uk/annualreport

Maintaining water quality

We test over 500,000 samples of our world-class water each year. To check the water quality in your area, visit thameswater.co.uk/waterquality

Managing debt

Missing a payment or paying late may affect your credit rating. If you fall behind on payments, find our debt recovery procedure at thameswater.co.uk/debt

Protecting your privacy

To help maintain up-to-date records and manage our debt collection process, we share information with and receive information from credit reference agencies. To find out more about how we use, store and protect your data as well as how you can request access to it, please visit thameswater.co.uk/yourdata

Thames Water Utilities Limited is a company registered in England and Wales with company number 02366661. Registered office address: Clearwater Court, Vastern Road, Reading, RG1 8DB. VAT registration number: GB 537-4569-15



Ms Julia Christine Booker
Flat 23 Charlbert Court
Charlbert Street
LONDON
NW8 7BX



Account number
900030954934



For help, visit
thameswater.co.uk/bill



Bill date
21 February 2022



Billing period
1 April 2022
– 31 March 2023



Supply address
Flat 2, 136 Fordwych
Road, LONDON, NW2
3PB

Your bill and payment plan

We're changing
your payments to: **£178.77**

We're making
this change from: **7 April 2022**

You don't need to do anything

You're on a Direct Debit payment plan. For a full list of your payment dates, turn to section 1.

We'll take your payments from:

Bank account number: XXXX0181 **Sort code: XX-XX-63**

If you need to update your Direct Debit details or change your payment date, please log in at thameswater.co.uk/myaccount

What's in this bill

Section 1: Your charges

A breakdown of your charges and the payments you'll make

Section 2: More help

Links and phone numbers if you need help or financial support

1 Your charges

Our calculation:

Rateable value (RV) \times our rate = **your charge**

1 April 2022 to 31 March 2023 (365 days)

Fresh water				Wastewater			
Water used	RV	rate	charge	Waste removed	RV	rate	charge
	175	£0.8772	£153.51		175	£0.5838	£102.17
Fixed charge			+ £39.05	Fixed charge			+ £62.81
Subtotal			= £192.56	Subtotal			= £164.98
Total new charges for this period						£357.54	

Summary

What you owed for your bill dated 19 February 2021	£345.46
What you've paid	- £345.46
7 Apr 2021: £172.73	7 Oct 2021: £172.73
Total new charges from 1 April 2022 to 31 March 2023	+ £357.54

What you owe **£357.54**

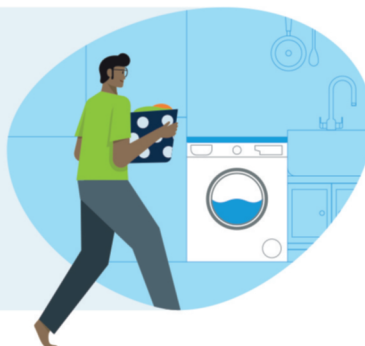
We'll take payments on or after:

7 Apr 2022	£178.77	7 Oct 2022	£178.77
------------	---------	------------	---------

Take control of your bill

Prefer to only pay for what you use? With a water meter, you can keep track of every drop and hopefully save money, too!

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Because you don't have a meter we calculate your charges based on your property's **rateable value (RV)** of 175, which we then multiply by our rates.

The Government sets RV based on a property's location and size. It varies from house to house, so yours might be different from your next-door neighbour's.

We've allocated a notional RV to your property based on similar properties in your area.

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What's a fixed charge?

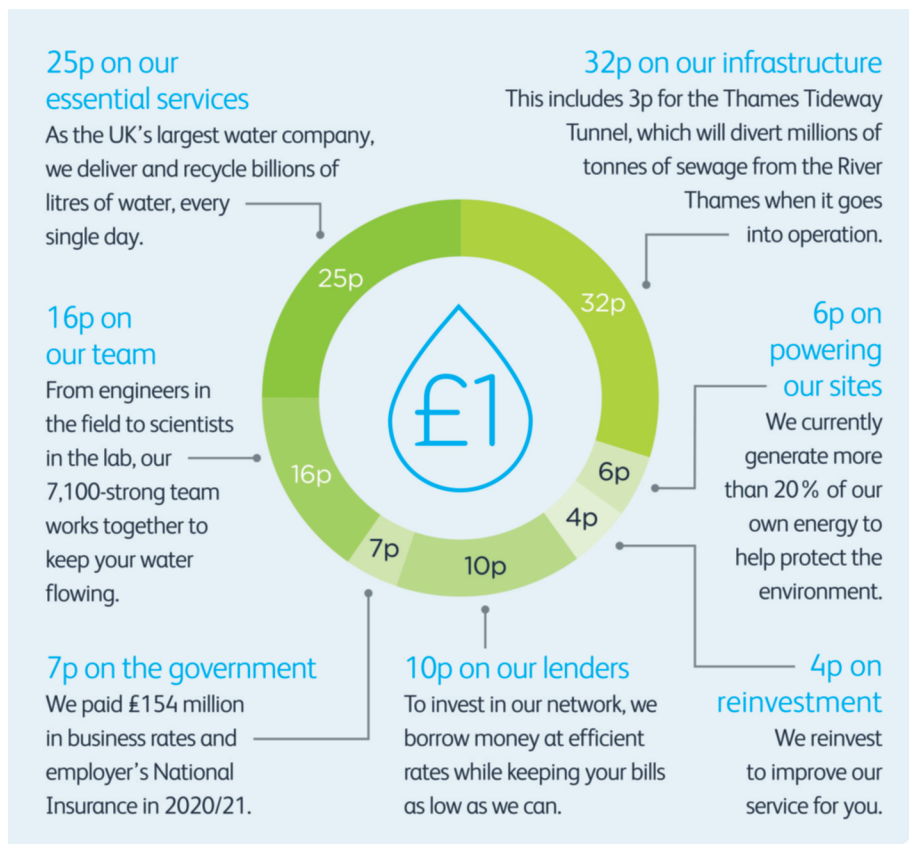
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You could save £27.95 a year on your wastewater fixed charge if all the rainwater from your property drains into a soakaway, stream or river instead of our sewer. Find out more at

[thameswater.co.uk/swd](https://www.thameswater.co.uk/swd)

For every £1 you spend, we spend...



Changes to our charges

Our charges are subject to change each year. On average, our charges will go up by 3.7% on 1 April 2022. We follow guidance from our regulator Ofwat and consult CCW, the voice for water consumers, on our charges. Learn more at thameswater.co.uk/value

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- Pay online if you want to

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If you need a helping hand

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- For billing enquiries, call 0800 980 8800 (Mon-Fri 8am-8pm, Sat 8am-6pm)
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We want to hear from you – please visit thameswater.co.uk/complaints

For free, independent advice on your water or wastewater services, visit ccwater.org.uk, call 0300 034 2222 or write to CCW – the voice for water consumers: 1F, Victoria Square House, Victoria Square, Birmingham, B2 4AJ

Our commitment to you: We'll always make an appointment with you before we visit, turn up within the agreed appointment slot, and give you 24 hours' notice if we have to cancel; respond to written queries and complaints about your bill or service within 10 working days; let you know within five working days if we can't action a written request to change your payment arrangements; 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; maintain an appropriate water pressure to your property; and protect your property from flooding from our sewers. If we fail to achieve this level of service, or if we have to issue you with a 'restriction of use' notice because of problems with our water supply or because of drought, we'll pay you as part of our Customer Guarantee Scheme. To view our compensation policy, visit thameswater.co.uk/compensation or call us and ask for a copy.

Learning about us

To find out more about our performance as a company, visit thameswater.co.uk/annualreport

Maintaining water quality

We test over 500,000 samples of our world-class water each year. To check the water quality in your area, visit thameswater.co.uk/waterquality

Managing debt

Missing a payment or paying late may affect your credit rating. If you fall behind on payments, find our debt recovery procedure at thameswater.co.uk/debt

Protecting your privacy

To help maintain up-to-date records and manage our debt collection process, we share information with and receive information from credit reference agencies. To find out more about how we use, store and protect your data as well as how you can request access to it, please visit thameswater.co.uk/yourdata

Thames Water Utilities Limited is a company registered in England and Wales with company number 02366661. Registered office address: Clearwater Court, Vastern Road, Reading, RG1 8DB. VAT registration number: GB 537-4569-15