



Mr Harry Shuttleworth  
40 Sterling Road  
ENFIELD  
EN2 0LN



**Account number**  
900060578043



**For help, visit**  
[thameswater.co.uk/bill](https://thameswater.co.uk/bill)



**Bill date**  
10 January 2022



**Billing period**  
2 August 2021  
– 9 January 2022



**Supply address**  
40 Sterling Road,  
ENFIELD, Middlesex, EN2  
0LN



**Additional account holder(s)**  
Ms Ilona Valpola-Walker

## Your latest bill



What to pay

£154.73



When to pay by

28 January 2022

## What's in this bill

### Section 1:

#### Your water use

A breakdown of your water use over the last 161 days

### Section 2:

#### Your charges

How we've calculated your payment

### Section 3:

#### How to pay

Ways to pay, including how to get financial support if you need it

### Section 4:

#### More help

Website links and phone numbers if you need a helping hand

## How to pay

### Break your bill into instalments with Direct Debit



Completely automatic, so you won't need to do anything once set up



Fully flexible, so you choose what day to pay each month



Reaches us instantly, so you'll never miss a payment

Sign up through your online account at [thameswater.co.uk/myaccount](https://thameswater.co.uk/myaccount)

For other ways to pay, turn to section 3.

# 1 Your water use

How much water you've used for meter number 310250734

Move-in meter reading:

602m<sup>3</sup>

Estimated on 2 Aug 2021



Latest meter reading:

651m<sup>3</sup>

Reading taken on 9 Jan 2022



Total water used:

49m<sup>3</sup>



That's the same as about...



196,000  
cups of tea

or



653  
showers

or



613  
baths



## Track your water use

Why wait until your next bill?

As you have a smart meter, you can use your online account to view your daily water use whenever you want:

[thameswater.co.uk/myaccount](https://thameswater.co.uk/myaccount)

## Save water, get rewards

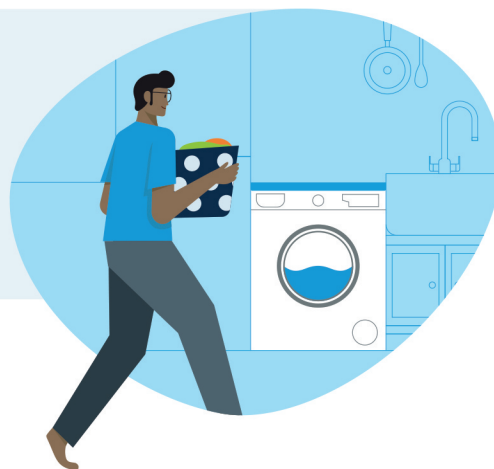
Sign up to our Greenredeem scheme and the water you save becomes points, which you can use to enter prize draws, donate to charity or redeem gift cards.

Find out more at

[greenredeem.co.uk/tw](https://greenredeem.co.uk/tw)

## Help us care for water

It's more important than ever that we all take care of our most precious resource. You can help by following our water-saving tips at [thameswater.co.uk/savewater](https://thameswater.co.uk/savewater)



2

## Your charges

You've used 49m<sup>3</sup> of water – here's how that breaks down in your charges

**2 Aug 2021 to 9 Jan 2022 (161 days)**

Fresh water		Wastewater	
Charge for water used	m <sup>3</sup> : 49 x rate: £1.4828 = £72.66	Charge for waste removed	m <sup>3</sup> : 49 x rate: £0.9051 = £44.35
Fixed charge	+ £8.97	Fixed charge	+ £28.75
<b>Subtotal</b>	<b>= £81.63</b>	<b>Subtotal</b>	<b>= £73.10</b>



Total charges for this period

= £154.73

You're spending an average of **£0.96** a day

### Summary

Opening balance 2 August 2021	£0.00
Total charges from 2 Aug 2021 to 9 Jan 2022	+ £154.73



What to pay

£154.73



You're spending an average of **£0.96** a day



### Your metered charges explained

We charge you separately for fresh water, which comes out of your taps, and wastewater, which goes down your drains.

Your fresh water charges pay for sourcing, storing and delivering water to your home. Your wastewater charges pay for removing, cleaning and returning that water safely to the environment after you've used it.

If you need help understanding your charges, please head to [thameswater.co.uk/bill](https://thameswater.co.uk/bill)

### What's a fixed charge?

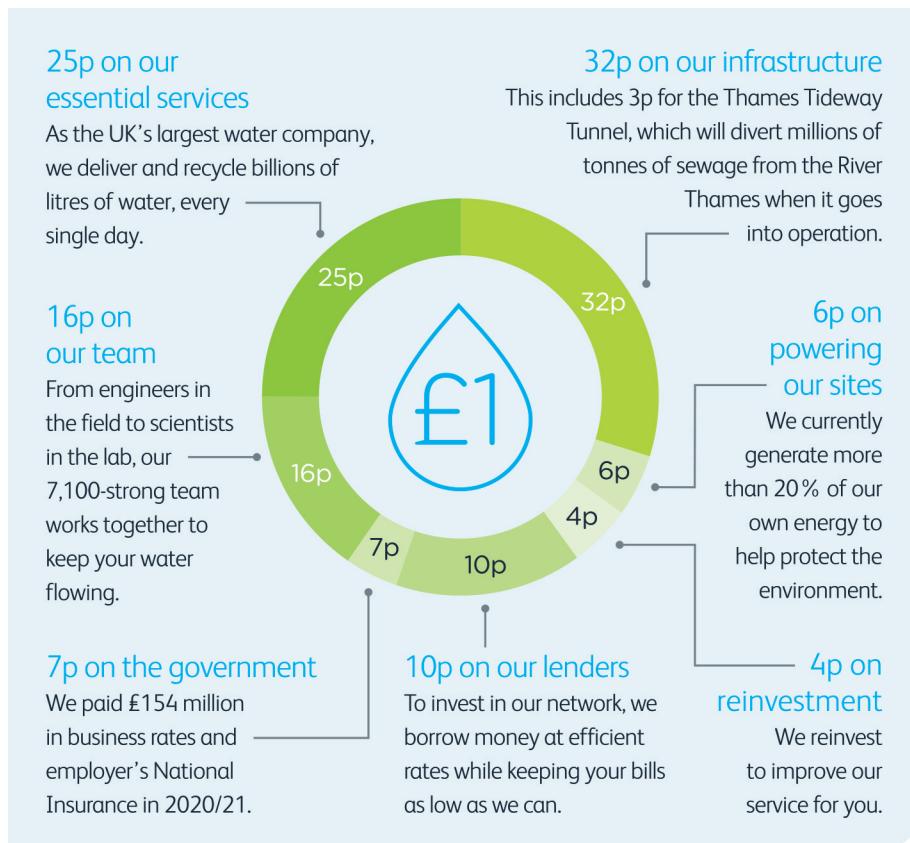
Your fixed charge helps to cover some of our essential running costs, like maintaining pipes and handling enquiries.

### 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://thameswater.co.uk/swd)

You could also make savings if more than 10% of the water you use doesn't return to our sewer system. Find out more at [thameswater.co.uk/abatement](https://thameswater.co.uk/abatement)

## For every £1 you spend, we spend...



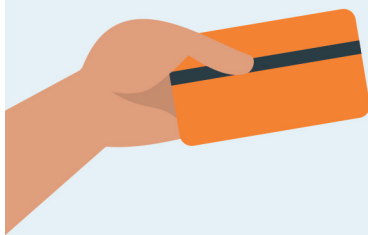
## Changes to our charges

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 2021/22 charges to give you the equivalent of three days of water for free. On average, our metered charges went up by 4.5% 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](https://thameswater.co.uk/value)

Some bills we sent during 2021 had an error in the above information. We're sorry about this - we've now put it right.

## 3 How to pay



Take control of your payments with **Direct Debit**, or pay instantly by **debit or credit card**.

We accept Visa and Mastercard.

Log in at [thameswater.co.uk/myaccount](https://thameswater.co.uk/myaccount) or call 0800 980 8800

## > 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](https://thameswater.co.uk/help-paying)

Alternatively, use any of the following options, which take up to five days to clear:



#### Pay with online banking

Bank account no.: 00286125

Sort-code: 57-27-53

Reference: your Thames Water account no. 900060578043



#### Pay by cash

Pop to the post office with your bill, pay the processing fee and ask for a receipt



#### Fill in our GIRO slip

Fill in the GIRO slip on the back of this bill and take it to a bank that accepts them



#### Write a cheque

Payable to: Thames Water Utilities Ltd

Send it to: Thames Water, PO Box 234, Swindon, SN38 3TW

Write your Thames Water account number 900060578043 on the back. Please don't post-date your cheque.



#### Prefer to pay in instalments?

It's easy to set up a payment plan at [thameswater.co.uk/myaccount](https://thameswater.co.uk/myaccount)



## More help



Update incorrect details or tell us you're moving:

[thameswater.co.uk/myaccount](https://thameswater.co.uk/myaccount)



Sign up for an extra helping hand when you need it most:

[thameswater.co.uk/priorityservices](https://thameswater.co.uk/priorityservices)



#### Don't wait too late

Please leave enough time for your payment to reach us. Missing a payment or paying late may affect your credit rating.

If you fall behind on payments, find out what to do at

[thameswater.co.uk/debt](https://thameswater.co.uk/debt)

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

## Access your account on the go

Are you making the most of your online account?

Don't forget you can:

- Review your water usage
- Download bills for proof of address
- Update your contact details instantly
- Pay online if you want to

It's all at your fingertips – log in now at [thameswater.co.uk/myaccount](https://thameswater.co.uk/myaccount)



## If you need a helping hand

- For helpful information or to report any issues, visit [thameswater.co.uk/contactus](https://thameswater.co.uk/contactus) or give us a call and quote your account number: 900060578043
- 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](https://thameswater.co.uk/complaints)

For free, independent advice on your water or wastewater services, visit [ccwater.org.uk](https://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](https://thameswater.co.uk/compensation) or call us and ask for a copy.

## Moving home

Please give us at least two days' notice before you move, otherwise you may be liable for charges after you've moved out.

## Taking care of your meter

We treat your meter readings as an accurate measurement of how much water you use so we can charge you correctly. If your meter readings seem unusually high or low, your meter could be faulty. If you're worried, you can ask us to test it for you and we'll replace it. If our tests show the old meter wasn't faulty, we'll charge you a fee of £70 + VAT. Find out more at [thameswater.co.uk/charges](https://thameswater.co.uk/charges)

It's an offence for you to tamper with, damage or remove your meter. Please make sure we can access it whenever needed.

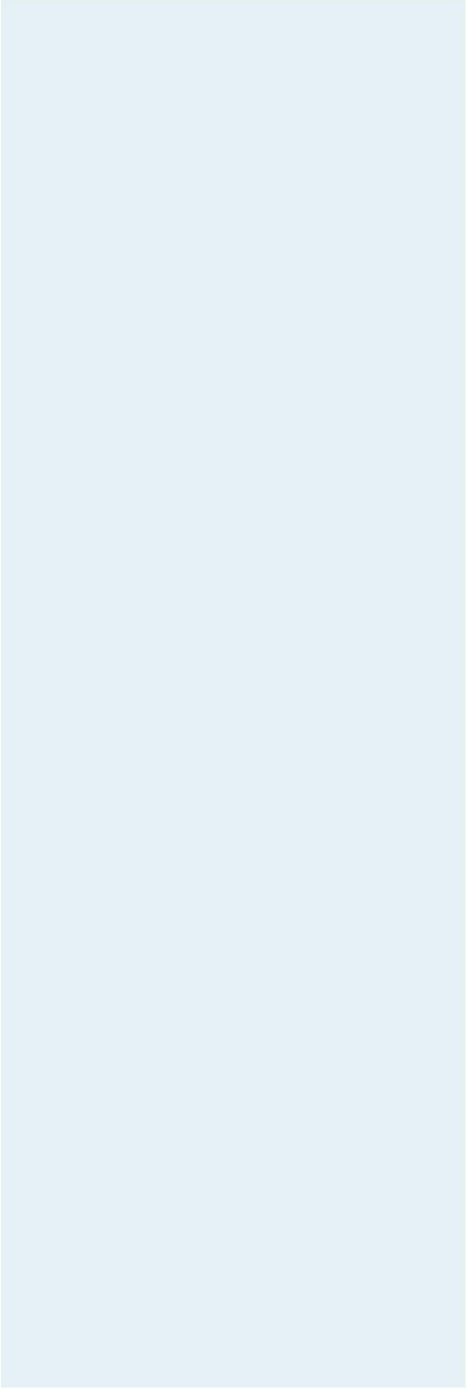
## Helping with leaks

If you think you may be losing water through a leak, find out what to do in our leakage procedure at [thameswater.co.uk/leaks](https://thameswater.co.uk/leaks)

## 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](https://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



Trans  
cash

9826 9274 0290 0060 5780 43 4

bank giro credit



CORPORATE BANKING Bootle Merseyside GIR 0AA  
Reference (customer account number)

Credit account number

Standard fee payable at PO Counter

138  
32

9000605780438

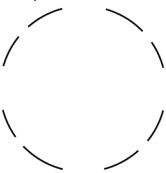
257 2753

£ 154.73

Cheque **NOT** acceptable at Post Office

Communiis (0802)

Cashier's  
stamp and initials



Signature

40 Sterling Road  
ENFIELD  
EN2 0LN

Date

**NatWest**  
Collection Account  
Thames Water  
Utilities Ltd

Cash

Cheques

<b>£</b>	

--	--

Items

Fee

57-27-53

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

9000605780438 V432 2572753 000154733 74 X