



Mr Wenxiang Luo  
Flat 4 2nd Fl  
3 Cromwell Crescent  
LONDON  
SW5 9QN



Account number  
900060530539



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



**Bill date**  
6 August 2021



**Billing period**  
3 August 2021  
– 31 March 2022



**Supply address**  
Flat 4 2nd Fl, 3 Cromwell  
Crescent, LONDON, SW5  
9QN



**Additional account  
holder(s)**  
Mr Chang Xing

## Your latest bill



What to pay

£526.38



When to pay by

26 August 2021

### 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 2.

### What's in this bill

#### Section 1:

##### Your charges

How we've calculated your  
payment

#### Section 2:

##### How to pay

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

#### Section 3:

##### More help

Website links and phone numbers  
if you need a helping hand

# 1 Your charges

## Our calculation:

Rateable value (RV)  $\times$  our rate  $\div$  365 days  $\times$  billing period (days) = **your charge**

3 Aug 2021 to 31 Mar 2022 (241 days)

Fresh water				Wastewater			
Water used	RV	rate	charge	Waste removed	RV	rate	charge
	638	£0.7045	£296.77		638	£0.3878	£163.36
Fixed charge			+ £24.80	Fixed charge			+ £41.45
<b>Subtotal</b>			= £321.57	<b>Subtotal</b>			= £204.81
Total new charges for this period				£526.38			

## Summary

Opening balance 3 August 2021	£0.00
Total new charges from 3 Aug 2021 to 31 Mar 2022	+ £526.38
<b>What to pay</b>	<b>£526.38</b>

## > Your charges explained

Because you don't have a meter, we calculate your charges based on your property's **rateable value (RV)** of 638, which we then multiply by our rates. We divide this by 365 to work out your daily rate and multiply it by the number of days in your billing period.

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.

The Government froze RV in 1990 after introducing council tax, so yours won't change. To find out more, visit [thameswater.co.uk/rv](https://thameswater.co.uk/rv)

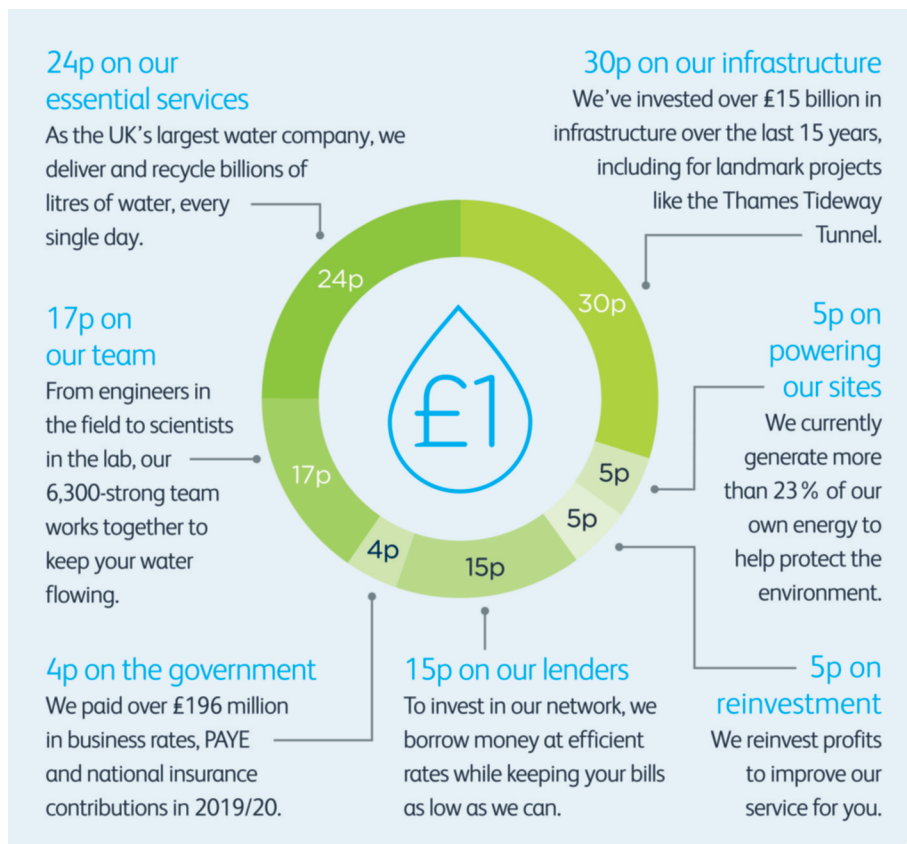
## What's a fixed charge?

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://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 went 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](https://thameswater.co.uk/value)

## 2 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/helpaying](https://thameswater.co.uk/helpaying)

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. 900060530539



#### Pay with a Thames Water payment card

Pay at your local shop - apply at [thameswater.co.uk/myaccount](https://thameswater.co.uk/myaccount)



#### 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 900060530539 on the back. Please don't post-date your cheque.



#### 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)

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## 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)

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



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.

## If you need a helping hand

You can find lots of helpful information at [thameswater.co.uk/contactus](https://thameswater.co.uk/contactus)

Or just give us a call and quote your account number: 900060530539

- 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.

### Learning about us

To find out more about our performance as a company, visit [thameswater.co.uk/annualreport](https://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](https://thameswater.co.uk/waterquality)

### 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 5305 39 8

bank giro credit



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

Credit account number

Standard fee payable at PO Counter

138

9000605305395

257 2753

£ 526.38

32

Cheque **NOT** acceptable at Post Office

Communiis (0602)

Cashier's  
stamp and initials

Signature

Date

Flat 4 2nd Fl  
3 Cromwell Crescent  
SW5 9QN

**NatWest**  
Collection Account  
Thames Water  
Utilities Ltd

Cash

Cheques

£



Items

Fee

57-27-53

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

9000605305395 V432 2572753 00052638X 74 X