



Mr Wesley White
21 Turnham Way
AYLESBURY
HP19 7FR



Account number
900067595512



For help, visit
thameswater.co.uk/bill



Bill date
3 August 2022



Billing period
6 July 2022
– 2 August 2022



Supply address
21 Turnham Way,
AYLESBURY,
Buckinghamshire, HP19
7FR



Additional account holder(s)
Miss Charlotte Elkins

Your latest bill



Your monthly payment is

£45.00



We'll continue to take payment
on or after the 1st of the month



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 2.

We'll take your payments from:

Bank account number: XXXX5263 **Sort code:** XX-XX-04

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

What's in this bill

Section 1:

Estimated water use

A breakdown of your water use over the last 28 days

Section 2:

Your charges

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

Section 3:

More help

Links and phone numbers if you need help or financial support

1

Estimated water use

Meter number:	Previous meter readings:	Latest meter readings:	Water used:
99M033393 Old meter	1673m ³ Estimated on 5 Jul 2022	1673m ³ Final reading taken on 27 Jul 2022	0m ³
311970156 New meter	0m ³ Initial reading taken on 27 Jul 2022	1m ³ Estimated on 2 Aug 2022	+ 1m ³
Estimated total water used:			1m ³



We've estimated your readings

As we haven't been able to read all of your meters, we've estimated your latest readings based on the average amount of water you use.

Next time we send you a bill, we'll check if you've over or underpaid and adjust what you owe accordingly.

Don't think our estimate is quite right?

If it's safe to check your meters yourself, you can submit readings at thameswater.co.uk/myaccount using our handy tips on locating and reading your meters correctly.

Once we've got your new readings, we'll send you a revised bill.

That's the same as about...



4,000
cups of tea

or



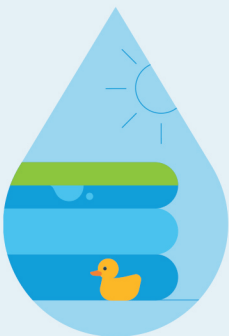
13
showers

or



13
baths

You can help save water any time, any place



Rinse and repeat that paddling pool fun

Don't pour away your paddling pool water on day one – cover it with an old fitted sheet and save the water for the next round of splashing.



Clean your car the caring way

Swap the hose for a bucket to keep your car clean. Hoses use up to 1,000 litres of water an hour – that's more than 12 baths.



For more ways to do your bit go to thameswater.co.uk/savewater

2

Your charges

You've used 1m³ of water – here's how that breaks down in your charges

6 Jul 2022 to 2 Aug 2022 (28 days)

Fresh water		Wastewater	
Charge for water used	m ³ : 1 x rate: £1.5415 = £1.54	Charge for waste removed	m ³ : 1 x rate: £0.9488 = £0.95
Fixed charge	+ £1.61	Fixed charge	+ £4.87
Subtotal	= £3.15	Subtotal	= £5.82



Total charges for this period

= £8.97

Summary

What you owed for your bill dated 12 July 2022	£85.45
What you've paid	- £45.00
1 Aug 2022: £45.00	
Total charges from 6 Jul 2022 to 2 Aug 2022	+ £8.97

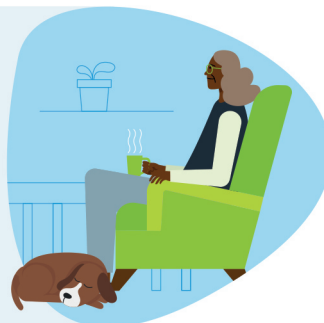


Current account balance

£49.42

You don't need to do anything

We'll continue to collect your payments by Direct Debit. We'll check if the amount you're paying is enough to cover the water you've used when we review your payment plan around January. Please submit a meter reading if you'd like a more accurate bill.



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

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 £0.00 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

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

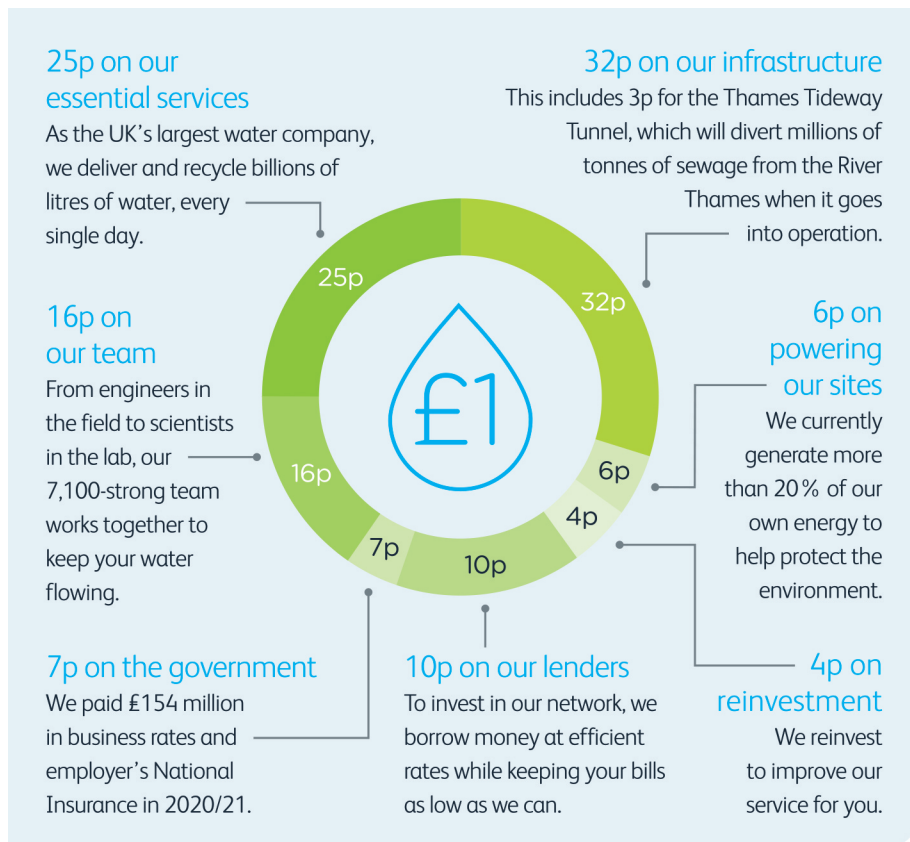


Your upcoming payments

1 Sep 2022	£45.00	1 Oct 2022	£45.00	1 Nov 2022	£45.00
1 Dec 2022	£45.00	1 Jan 2023	£45.00		

We'll continue to take payment on or after the 1st of the month until we next review your plan.

For every £1 you spend, we spend...



Changes to our charges

Our charges are subject to change each year. On average, our charges went up by 3.1% 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

3 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.

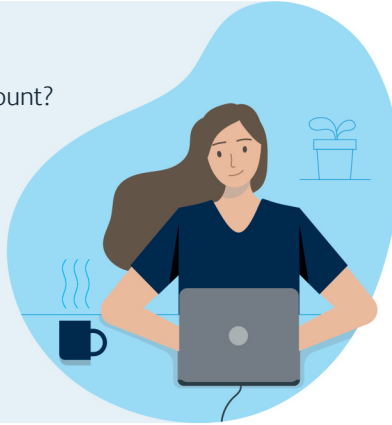
Access your account on the go

Are you making the most of your online account?

Don't forget you can:

- Submit your own meter readings
- 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



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

- For helpful information or to report any issues, visit thameswater.co.uk/contact-us or give us a call and quote your account number: 900067595512
- 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 or call us on 0800 980 8800 (Mon-Fri 8am-8pm, Sat 8am-6pm)

If you need to escalate a complaint: If you're unhappy with the outcome of our complaints process and would like free independent advice 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.

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

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

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