



Mr Ivaylo Korchev
Flat 67 Alington House
1 Mary Neuner Road
LONDON
N8 0ER



Account number
900058987977



For help, visit
thameswater.co.uk



Account and billing
0800 980 8800
Mon-Fri 8am-8pm, Sat 8am-6pm

Water and waste help
0800 316 9800 (24hrs)



Date
2 June 2021



Additional account name
Miss Thi Hai Anh
Nguyenova
Mr Nikolay Milushev



Dear Mr Ivaylo Korchev

We're happy to tell you that your Thames Water account's now open. You'll find your new account number at the top of this letter. We hope your move went well.

We take our role as the UK's largest provider of water and wastewater services very seriously, investing billions every year to improve our network. And we're glad to continue serving you world-class water. Please read on for a reminder about billing, managing your account and finding support.

A bit about your bill

Good news – your new home has a water meter. Meters record your usage so we can charge you for what you really use. Many customers find they use less water and save money on a meter.

We'll bill you twice a year, based on an up-to-date meter reading or an estimate. We usually take these readings ourselves, but we may ask you to submit one if we're unable to access your meter. We'll be back in touch if we need your help getting an up-to-date meter reading.

As we bill per property, rather than per customer, we've set you up a brand-new account, with new bills. Your first bill will be with you around August and will include a breakdown of your charges and advice on how to pay. You'll also soon receive the closing bill for your previous property. If you'd like to get a head-start on your payments, you can set up a monthly Direct Debit now in your online account (see blue box below). It'll be based on an estimate at first, but we'll charge according to your actual use once we start getting your meter readings.



Your account in your hands

It's easy and convenient to manage your account online. Register or sign in at thameswater.co.uk/myaccount to:

- Submit meter readings
- View, save and print your bills
- Switch to paperless billing (better for the planet!)
- Make and manage payments, including setting up a Direct Debit
- Update your details
- Add additional account holders

Where to get help

We always put you first. You can call us any time if there's an issue with your supply – just use the number at the top of this letter.

We also provide extra support through our priority services. Whether you're in later life, living with a medical condition or experiencing a change in your personal circumstances, we'll be on hand if your water ever stops flowing. And if you have specific communication needs, we'll make sure your bills read right for you.

To register or learn more, visit thameswater.co.uk/priority

How to find out more

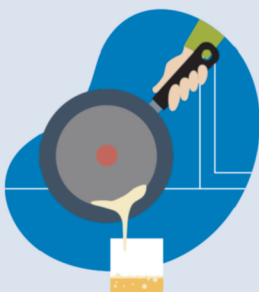
We hope you've found this letter useful. If you need any further information or advice, you'll find plenty on our website – including handy hints to help you save water at thameswater.co.uk/savewater

We look forward to serving you.

Best regards,

Thames Water Customer Services

Don't forget to follow our top tips to prevent blocked-up pipes . . .



Collect leftover cooking fats and oils in a spare jar to tip out with the rest of your rubbish



Pop wet wipes, nappies and sanitary items straight in the bin, as these contain plastic that doesn't break down