



Mr Sant Singh  
3a Bannockburn Road  
PLUMSTEAD  
SE18 1ET



**Account number**  
900075942331



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



**Bill date**  
26 July 2025



**Billing period**  
19 January 2025  
– 16 July 2025



**Supply address**  
3 Bannockburn Road,  
LONDON, SE18 1ET



**Additional account holder(s)**  
Ms Monika Dangol



**Your tariff**  
Metered – Smart

## Your bill and payment plan



### How to pay

Pay each instalment online at [thameswater.co.uk/myaccount](https://thameswater.co.uk/myaccount)  
For other ways to pay, turn to section 3.

For a full list of your payment amounts and dates, turn to section 2.

If you'd like to pay each instalment automatically, sign up for a Direct Debit at [thameswater.co.uk/myaccount](https://thameswater.co.uk/myaccount)

## What's in this bill

### Section 1:

#### Your water use

A breakdown of your water use over the last 179 days

### Section 2:

#### Your charges

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

### 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

# 1 Your water use

How much water you've used for meter number 310259304

Previous meter reading:

3365m<sup>3</sup>

Reading taken on 18 Jan 2025

Latest meter reading:

3506m<sup>3</sup>

Reading taken on 16 Jul 2025

Total water used:

141m<sup>3</sup>

That's the same as about...



564,000  
cups of tea

or



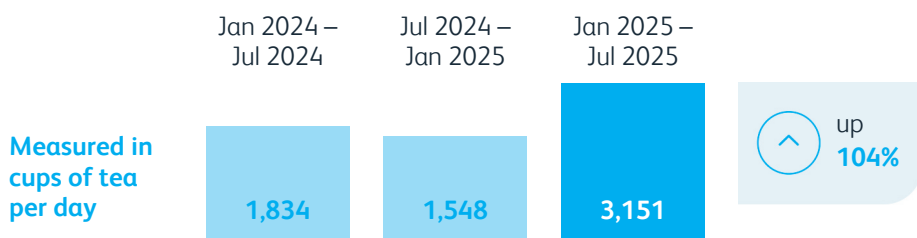
1,880  
showers

or



1,763  
baths

Here's how your daily water use has changed



Your water use has gone up

For tips on using less water visit  
[thameswater.co.uk/watersaving](https://thameswater.co.uk/watersaving)

Think it could be a leak?  
Find out what to do at  
[thameswater.co.uk/customerleak](https://thameswater.co.uk/customerleak)



> 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)


> To show how much water you've used, this is what **141m<sup>3</sup>** looks like in cups of tea, showers and baths!


## 2 Your charges

You've used 141m<sup>3</sup> of water – here's how that breaks down in your charges

| 19 Jan 2025 to 31 Mar 2025 (72 days)           |                                                         |                          |                                                        |
|------------------------------------------------|---------------------------------------------------------|--------------------------|--------------------------------------------------------|
| These charges are based on our 2024/2025 rates |                                                         |                          |                                                        |
| Fresh water                                    |                                                         | Wastewater               |                                                        |
| Charge for water used                          | m <sup>3</sup> : 56.715<br>x rate: £1.9145<br>= £108.58 | Charge for waste removed | m <sup>3</sup> : 56.715<br>x rate: £1.1537<br>= £65.43 |
| Fixed charge                                   | + £5.75                                                 | Fixed charge             | + £16.53                                               |
| <b>Subtotal</b>                                | <b>= £114.33</b>                                        | <b>Subtotal</b>          | <b>= £81.96</b>                                        |
| <b>Total charges for this period</b>           |                                                         | <b>= £196.29</b>         |                                                        |

| 1 April 2025 to 16 July 2025 (107 days)        |                                                         |                          |                                                         |
|------------------------------------------------|---------------------------------------------------------|--------------------------|---------------------------------------------------------|
| These charges are based on our 2025/2026 rates |                                                         |                          |                                                         |
| Fresh water                                    |                                                         | Wastewater               |                                                         |
| Charge for water used                          | m <sup>3</sup> : 84.285<br>x rate: £2.4743<br>= £208.55 | Charge for waste removed | m <sup>3</sup> : 84.285<br>x rate: £1.5480<br>= £130.47 |
| Fixed charge                                   | + £18.75                                                | Fixed charge             | + £38.17                                                |
| <b>Subtotal</b>                                | <b>= £227.30</b>                                        | <b>Subtotal</b>          | <b>= £168.64</b>                                        |
| <b>Total charges for this period</b>           |                                                         | <b>= £395.94</b>         |                                                         |

|                                                                                     |                                |           |
|-------------------------------------------------------------------------------------|--------------------------------|-----------|
|  | Total charges for both periods | = £592.23 |
|-------------------------------------------------------------------------------------|--------------------------------|-----------|

| Summary                                                                                                         |                  |
|-----------------------------------------------------------------------------------------------------------------|------------------|
| What you owed for your bill dated 20 January 2025                                                               | £17.20           |
| What you've paid                                                                                                | - £255.00        |
| 5 Mar 2025: £169.00      18 May 2025: £86.00                                                                    |                  |
| Total charges from 19 Jan 2025 to 16 Jul 2025                                                                   | + £592.23        |
| <b>Amount currently owed on your account</b>                                                                    | <b>= £354.43</b> |
| The cost of what we think you'll use over the next 7 months<br>We've worked this out based on your previous use | + £775.44        |
|  What you need to pay        | £1,129.87        |

>

### 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.

### What we think you'll use

We've calculated your usage over 7 months, based on an average daily use of £3.69. We predict the cost of what you'll use by the end of your plan will be £775.44.

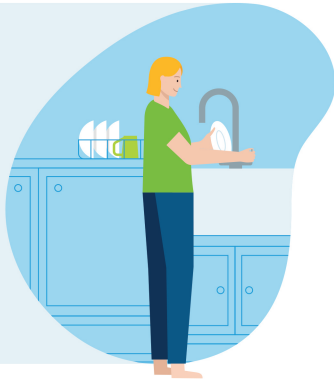
### Could you save on your wastewater?

You could save £50.16 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)

### How we work out your payment plan

We base your plan on how much water we think you'll use over the next 7 months. We've put your payments up to make sure they cover your bill. We'll review your plan in February to check your payments cover the water you've used. We'll look at your plan twice a year and send a new bill.



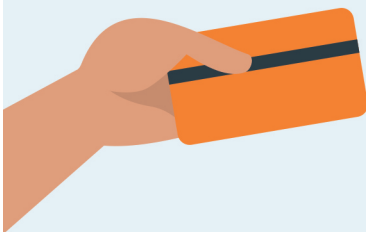
### Your upcoming payments

**We've spread £1,129.87 over 7 payments, which includes one payment from your old plan. Payments are rounded to the nearest £1.**

|            |         |            |         |            |         |
|------------|---------|------------|---------|------------|---------|
| 1 Aug 2025 | £43.00  | 1 Sep 2025 | £181.00 | 1 Oct 2025 | £181.00 |
| 1 Nov 2025 | £181.00 | 1 Dec 2025 | £181.00 | 1 Jan 2026 | £181.00 |
| 1 Feb 2026 | £181.00 |            |         |            |         |

Please continue to make payment by the 1st of the month until we next review your plan.

## 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

### Changes to our charges

Our charges are subject to change each year. On average, our charges went up by 40.7% on 1 April 2025. This change is likely to increase your payment plan. This includes inflation, which is affected by energy prices, and revenue allowances permitted by Ofwat. 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)

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

### 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.

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

**Use your Thames Water payment card**

Pay in instalments or in full at your local PayPoint or Payzone outlet

**Pay with online banking**

Bank account no.: 00286125  
Sort-code: 57-27-53  
Reference: your Thames Water account no. 900075942331

**Pay by cash**

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

**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 900075942331 on the back. Please don't post-date your cheque.

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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

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

We aim to get things right first time, but if things do go wrong we want to fix them quickly for you.

- To get helpful information or to report any issues, visit [thameswater.co.uk/contact-us](https://thameswater.co.uk/contact-us) or give us a call and quote your account number: 900075942331
- 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)

or call us on 0800 980 8800 (Mon-Fri 8am-8pm, Sat 8am-6pm). We will respond to written queries and complaints about your bill or service within 10 working days. If you're still not happy, please get back in touch with us.

**If you're not satisfied with the final outcome from the first two stages of our complaints process or your issue is over eight weeks old** and would like free, trusted, independent advice you can call the Consumer Council for Water (CCW), the independent voice for water consumers in England, on 0300 034 2222 or use their online form at [www.ccwater.org.uk/contact-us](https://www.ccwater.org.uk/contact-us)

**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.

## 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)

## 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)

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