

Info: Hey, I'm your virtual assistant! Let me know how I can help. Tip: You can type a small, simple sentence on how I can help or select from the options below.

9:18, Mar 13

You: Other billing topics

9:18, Mar 13

Thames Water virtual assistant: << Sent Rich Content >>

9:19, Mar 13

You: A high bill

9:19, Mar 13

Thames Water virtual assistant: Let's take a look at your bill. I'm going to ask you a few quick questions to find your details.

9:19, Mar 13

Thames Water virtual assistant: << Sent Rich Content >>

9:19, Mar 13

You: Yes

9:19, Mar 13

Thames Water virtual assistant: In one message, can I have your first name and surname? For example: Taylor Smith

Please enter it as it appears on your bill (if you have one).

9:19, Mar 13

You: Nicholas Wright

9:19, Mar 13

Thames Water virtual assistant: Please enter your 12 digit account number without spaces. It's on the front of your bill and in your online account.

9:19, Mar 13

Thames Water virtual assistant: If you don't know it, type 'skip'.

9:19, Mar 13

You: 900021523128

9:19, Mar 13

Thames Water virtual assistant: << Sent Rich Content >>

9:19, Mar 13

You: Yes

9:19, Mar 13

Thames Water virtual assistant: Almost done. Can you confirm a phone number you registered with us? If it's a landline, please give your area code too.

9:20, Mar 13

You: 07866 312890

9:20, Mar 13

Thames Water virtual assistant: Some customers have a reduced payment plan. This means that instead of paying the full installments, they pay an affordable amount towards their bill and carry over any remaining balance to the next year.

9:20, Mar 13

Thames Water virtual assistant: << Sent Rich Content >>

9:20, Mar 13

You: No

9:20, Mar 13

Thames Water virtual assistant: Your bill is usually calculated based on the actual amount of water you've used. If we haven't been able to read your meter, or a read wasn't given, we'll estimate based on the typical amount of water you use.

9:20, Mar 13

Thames Water virtual assistant: Common things we see that impact bills are: - More people in the property - Using paddling pools - Installing hot tubs Don't worry if you've overpaid, your next bill will be adjusted automatically.

9:20, Mar 13

Thames Water virtual assistant: << Sent Rich Content >>

9:20, Mar 13

You: Yes

9:20, Mar 13

Thames Water virtual assistant: << Sent Rich Content >>

9:20, Mar 13

You: Same Thing

9:20, Mar 13

Thames Water virtual assistant: Thanks for your message! I'll connect you to one of the team to process your request as soon as they're free.

9:21, Mar 13

Nishanth: Hi, you are connected to Nishanth at Thames Water. I can see that you would like help with Bill. To ensure I can support you fully, I will need to access your account and do some investigation. Could you please confirm your full address and postal code?

9:21, Mar 13

You: 77 Branagh Court, Reading, RG30 2QY

9:22, Mar 13

Nishanth: Thank you for providing the details. Definitely, I'm here to help you with that.

9:24, Mar 13

You: I notice my water usage is high - 840 showers a year, the bill suggests.

9:24, Mar 13

You: But I haven't lived in that flat for a year, so that's highly unlikely.

9:25, Mar 13

You: Please could you confirm the ID for the meter you are reading from and the location?

9:26, Mar 13

Nishanth: Please allow me a moment.

9:28, Mar 13

Nishanth: Upon checking, the meter reads are based on water usage and in meter connection, the bill is based on water usages.

9:28, Mar 13

You: Yes, but no-one was living there, and I'm not aware of any leaks.

9:29, Mar 13

You: Especially not 840 showers worth.

9:31, Mar 13

Nishanth: Previous, the bill got generated within 3 months, but the bill got generated on March 12, 2024, for an amount of 253.31 pounds, and the billing period is from May 14, 2023, to May 31, 2024. 11.03.2024.

9:32, Mar 13

You: Are you responding to what I'm saying?

9:32, Mar 13

You: Are you a bot?

9:32, Mar 13

Nishanth: I am really sorry for the inconvenience caused to you. We certainly did not expect this to happen.

9:34, Mar 13

Nishanth: No one was staying this period at home from May 14, 2023, to March 11, 2024.

9:34, Mar 13

You: Not on a full term basis, no.

9:34, Mar 13

You: Perhaps 2 days in that entire period.

9:36, Mar 13

You: OFWAT says you can tell me where my meter is located.

9:36, Mar 13

You: Where is the meter located?

9:37, Mar 13

Nishanth: Yes. The meter serial number is 03M227608 and the location is 6 PORT IN VERGE R/H/S OF ARCHON OXFORD RD SIDE OPP 4TH WINDOW FROM FAR R/H/S.

9:38, Mar 13

You: Amazing, thank you. I will double check what it says.

9:40, Mar 13

Nishanth: Are you happy/satisfied with the service I've provided today?

9:40, Mar 13

You: I am thank you.

9:40, Mar 13

You: But I suspect there's been a problem somewhere and I will contact Thames Water again.

9:40, Mar 13

Nishanth: sure.