



Miss Iliana Deevska
50b Delancey Street
LONDON
NW1 7RY



Account number
900026480338



For help, visit
thameswater.co.uk/bill



Bill date
19 February 2024



Billing period
1 April 2024
– 31 March 2025



Supply address
50b Delancey Street,
LONDON, NW1 7RY



Additional account holder(s)
Mr Karan Gupta

Your bill and payment plan

We're changing
your payment to: **£40.42**

Followed by 11 monthly payments of £40.31



We're making
this change from: **1 April 2024**



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 1.

We'll take your payments from:

Bank account number: XXXX9290 **Sort code:** XX-XX-41

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

What's in this bill

Section 1: Your charges

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

Section 2: More help

Links and phone numbers if you need help or financial support

1 Your charges

Our calculation:

Rateable value (RV) \times our rate = **your charge**

1 April 2024 to 31 March 2025 (365 days)

Fresh water				Wastewater			
Water used	RV	rate	charge	Waste removed	RV	rate	charge
	194	£1.0892	£211.30		194	£0.7097	£137.68
Fixed charge			+ £51.92	Fixed charge			+ £82.93
Subtotal			= £263.22	Subtotal			= £220.61
Total new charges for this period				£483.83			

Summary

What you owed for your bill dated 17 February 2023			£462.43
What you've paid			- £426.57
1 Mar 2023: £32.10	3 Apr 2023: £35.87	2 May 2023: £35.86	
1 Jun 2023: £35.86	3 Jul 2023: £35.86	1 Aug 2023: £35.86	
1 Sep 2023: £35.86	2 Oct 2023: £35.86	1 Nov 2023: £35.86	
1 Dec 2023: £35.86	2 Jan 2024: £35.86	1 Feb 2024: £35.86	
Amount carried forward			= £35.86
Payment of £35.86 due by Direct Debit on or after 1 Mar 2024			
Total new charges from 1 April 2024 to 31 March 2025			+ £483.83
What you owe			£519.69

We'll take payments on or after:					
1 Mar 2024	£35.86	1 Apr 2024	£40.42	1 May 2024	£40.31
1 Jun 2024	£40.31	1 Jul 2024	£40.31	1 Aug 2024	£40.31
1 Sep 2024	£40.31	1 Oct 2024	£40.31	1 Nov 2024	£40.31
1 Dec 2024	£40.31	1 Jan 2025	£40.31	1 Feb 2025	£40.31
1 Mar 2025	£40.31				

> Your charges explained

Because you don't have a meter, we calculate your charges based on your property's **rateable value (RV)** of 194, which we then multiply by our rates.

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

What's a fixed charge?

Your fixed charge helps to cover some of our essential running costs, like maintaining pipes and handling enquiries.

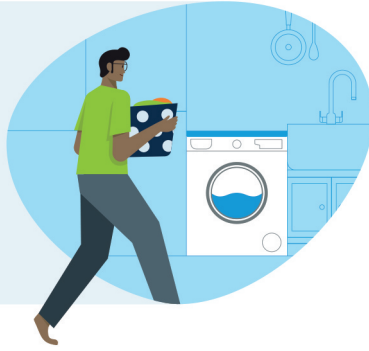
Could you save on your wastewater?

You could save £37.38 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

Take control of your bill

Prefer to only pay for what you use? With a water meter, you can keep track of every drop and hopefully save money, too!

Request yours now at
thameswater.co.uk/meter



Changes to our charges

Our charges are subject to change each year. On average, our charges will go up by 12 % on 1 April 2024. This includes inflation, which is affected by energy prices, and adjustments for our past performance. 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

For every £1 you spend, we spend...

6p on the government

We paid over £118 million in business rates and employer's National Insurance in 2022/23.

3p on our lenders

To invest in our network, we borrow money at efficient rates while keeping your bills as low as we can.

15p on our team

From engineers in the field to scientists in the lab, over 7,000 people help keep your water flowing.

8p on powering our sites

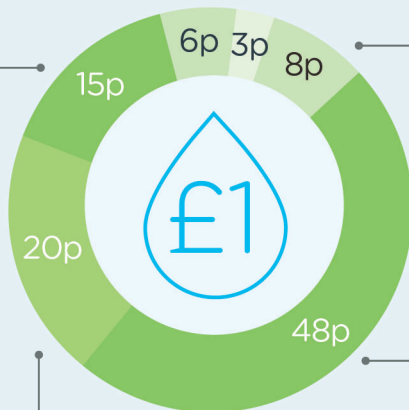
We currently generate more than 20 % of our own energy to help protect the environment.

20p on essential services

As the UK's largest water company, we supply and treat billions of litres of water each day.

48p on our infrastructure

This includes 3p for the Thames Tideway Tunnel, which will divert millions of tonnes of sewage from the River Thames when it goes into operation.



2

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:

- Download bills for proof of address
- Update your contact details instantly
- Add additional account holders
- 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

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 or give us a call and quote your account number: 900026480338
- 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). 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

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.

Learning about us

To find out more about our performance as a company, visit 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

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