



MS JILL WRIGHT
THE HOME
VILLAGE
TOWN
COUNTY
POSTCODE

Date

14 February 2018

Your account number

99999-33333

Additional account holders

MR JACK WRONG

Your revised water bill.

Total amount due

£108.26**Your bill is due now**

For the supply of water services to:

CORNER, HOUSE. from

01 July 2017 to 01 February 2018.

To pay by Standing Order, please fill in the form below and send it to your Bank/Building Society straight away.

Paying made easy.

- **Direct debit**

Direct debit is the easiest way to pay. It's simple, safe and quick to set up at

thameswater.co.uk/direct

It's
easier
online.



- Manage your account
- View your usage
- Make payments easily

thameswater.co.uk

Your account and bill

0800 980 8800

Weekdays 8am to 8pm, Sat 8am to 6pm

Textphone: 0800 316 6899

Water services

0800 316 9800

Lines always open

Textphone: 0800 316 9898

Instructions to your bank to pay by Standing Order

Bank name
and address

Post Code

By order of

For the credit of
Thames Water
Utilities Ltd

MISS JILL WRIGHT
THE HOME
VILLAGE
SN7 7QH

1payment of £108.26 on 01 March 2018

Thames Water
Reference Number

94949494949

Please cancel previous standing orders bearing the above reference

Bank account no.

--	--	--	--	--	--	--	--

Signature

Date

Branch sort code no.

			-				-			
--	--	--	---	--	--	--	---	--	--	--

Pay to:

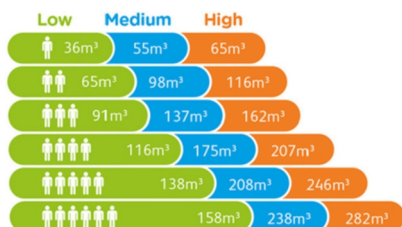
57-27-53 00286125

Natwest

Thames Water Utilities Ltd

Collection Account

**After completion please send
this form direct to your bank**



How do you compare?

You use around 293m³ of water a year. Use the table to see how you compare with the average household. Using less could mean lower water and energy bills.
thameswater.co.uk/savewater

Your charges explained.

Meter reading

For FARMHOUSE & PADDOCK, THE HOME.

Meter No: 01N940913

Volume used		
	Type of reading	Reading
New reading on 09 February 2018	Actual	9000
Previous reading on 19 July 2017	Actual	8000
Total volume used		103m³

Charges

For the period from 19 July 2017 to 08 February 2018 (205 days).

Water supply			
	Volume m³	Pence per m³	Charges
Water used	103.0000	128.97	£999.51
Fixed charge			£20.72
Total			£999.23

Total charges **£999.23**

What is a cubic metre?

A cubic metre (1m³) is 1,000 litres or about 220 gallons. This works out at around 12 baths or 20 showers.

Managing your account.

Keep us up to date

Please tell us if any of your details change - this includes changes to your bank and Direct Debit details. You can do this on our website, by calling us, or writing to us at: **Thames Water, PO Box 286, Swindon SN38 2RA.**

Understanding your bill.

You can download our charges scheme from our website.

Water charges

These are based on the amount of water you use. Our current charges, including new charges are available for download from our website. Or call us and we'll post a leaflet to you.

Fixed charges

These charges include the costs of billing, enquiries and metering. The charge for surface water and highway drainage is included in the wastewater fixed charge.

Instruction to your Bank or Building Society to pay Direct Debits

Details of your Bank/Building Society account

Name(s) of account holders

Branch sort code

 - -

Bank/Building Society account no.

Thames Water reference number

Name and full postal address of your Bank or Building Society

Instruction to your Bank/Building Society

Please pay Thames Water Utilities Ltd Direct Debits from the account detailed on this instruction subject to the safeguards assured by the Direct Debit Guarantee. 'I understand that this instruction may remain with the originator mentioned above and details may be passed electronically to my Bank/Building Society.'

Signature(s)

Date

Please note Bank/Building Societies may not accept Direct Debit instructions for some types of account



Originator's identification
952459

Instruction to Thames Water

This does not form part of the instruction to your Bank/Building Society

I would like to make payments as below - please tick one box
 Pay each bill when it is due ☐ 12 payments a year ☐

Please send this completed form to: Thames Water Utilities Ltd, PO Box 223, Swindon SN38 2TW

Account activity

Amount due at last bill (dated 31 January 2018)	£189.11
Cancelled charges to allow issue of revised bill	-£999.98
Total new charges for this period	£103.23
Total amount due	£199.16

Ways to pay.

Payment type Time to allow How

Direct Debit	0 days	<ul style="list-style-type: none"> Online: thameswater.co.uk/direct Phone: 0800 587 0036 Fill in the Direct Debit mandate and send it back to us indicating your choice of payment amounts.
Debit or credit card	2 days	<p>You can pay by Visa, Mastercard, or Maestro. Please have your 10-digit Thames Water account number to hand</p> <ul style="list-style-type: none"> Online: thameswater.co.uk/pay Phone: 0800 980 8800 (automated system available 24 hours a day)
Online or phone banking	5 days	You need to provide your 10-digit Thames Water account number as your reference. Payment should be made to sort code 57-27-53, account number 00286125.
Payment card	5 days	You can pay your bill in full or by instalments at a local shop – when you get your card, it will tell you where your nearest place to pay is. Find out more online thameswater.co.uk/pay or call us.
Post Office	5 days	Cash only. Please take your bill with you. The Post Office will charge you a processing fee. Please remember to ask for a receipt.
Giro slip	5 days	Fill in the GIRO pay slip on your bill and take it along to a bank – not all banks accept these, and some may charge a processing fee.
Cheque	5 days	<p>Make cheques payable to 'Thames Water Utilities Ltd' and write your 10-digit account number on the back, but please don't post-date the cheque.</p> <p>You can then:</p> <ul style="list-style-type: none"> Take your cheque and giro slip from the bill to any bank (or) Send your cheque and giro slip to Thames Water Utilities Ltd, PO Box 234, Swindon SN38 3TW

Moving home.

If you're moving please let us know once your move date is less than 28 days away. You'll need your account number, new address and meter reading. Please give us at least two days notice of your move date to avoid having to pay more.

thameswater.co.uk/move

Money-saving freebies.

Our free gadgets fit taps, toilets and showers to save water without affecting performance. This means you can fit them, forget about them and save money on your water bill. Using less hot water could also save you even more money on your energy bills as it costs more to heat water than the cost of the water itself. Order your freebies now.

thameswater.co.uk/freebies

Helping you pay.

If you're finding it hard to pay your water bill, let us try to help. We have a range of support available from spreading bills and arrears into affordable amounts to our tariff to support customers in hardship.

thameswater.co.uk/support

Your data.

Visit us online to find out how we use and store your information, and how you can request access to it.

thameswater.co.uk/yourdata

For services including large print, braille and interpreters visit thameswater.co.uk/extracare or call 0800 009 3652.

Our commitment to you: We will make payments as part of our Customer Guarantee Scheme if we fail to achieve the levels of service outlined here. We will keep appointments, respond to written queries and complaints about your bill or service within 10 working days, respond to written requests to change your payment arrangements within five working days if we are unable to make the change, respond to written enquiries about our extra care services within five working days, 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 (48 hours if it is a big one), maintain an appropriate water pressure to your property and protect your property from flooding from our sewers. We will also make a payment if we have to issue you with a 'restriction of use' notice, because of problems with our water supply. Find out more about this and our other standards at thameswater.co.uk/codesofpractice.

Your water quality: If you have concerns about your water quality please contact us or visit thameswater.co.uk/waterquality. A free report for your area can be made available within seven days. If this remains unresolved you can contact the Drinking Water Inspectorate by visiting dwi.defra.gov.uk/consumers.

Our annual report: To see our annual report and other financial statements, including regulatory accounts, please visit thameswater.co.uk/annualreport.

The Consumer Council for Water: If you have followed our complaints process but are still unhappy, the Consumer Council for Water offers free independent advice. You can visit their website ccwater.org.uk, call them on 0300 034 2222, or write to them at Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham B2 4AJ.

Meter testing: We can test your meter if you think it's faulty. We won't charge you if we find it is not working to the degree of accuracy required by law. In all other cases, we're entitled to recover all reasonable costs. It is an offence to tamper with a water meter.

Credit reference agencies: We share your information with, and receive information from credit reference agencies. We do this in order to help us maintain up-to-date customer records and as part of our debt collection process. For more information and our updated Privacy Policy please visit thameswater.co.uk/yourdata or contact us.

Registered address: Thames Water Utilities Limited, Clearwater Court, Vastern Road, Reading RG1 8DB. Company number: 02366661.
VAT Registration no GB 537-4569-15.