



MISS EVDOKIYA PAUNOVA
3 PEASMEAD TER
NEW RD
LONDON
E4 6NU

70BP@

Bill date

12 February 2016

Your account number

22424-96422

Your water and wastewater bill

Total amount due

£344.74

For the supply of water and wastewater services to:

3, PEASMEAD TER, LONDON, E4 6NU from
01 April 2016 to 31 March 2017.

Direct Debit is the easiest way to pay

For easy budgeting set up a Direct Debit now at thameswater.co.uk/direct

Pay your bill online

You can pay online using your debit or credit card at thameswater.co.uk/pay
Other payment options are at the end of this bill.

Do it
all online



- Pay your bill
- Switch to Direct Debit
- Move home
- Switch to a meter
- See common queries

thameswater.co.uk

Your account and bill
0800 980 8800

Weekdays 8am to 8pm, Sat 8am to 6pm
Textphone: 0800 316 6899

Water and wastewater services
0800 316 9800

Lines always open
Textphone: 0800 316 9898

How we work out your bill

Charges

For the period from 01 April 2016 to 31 March 2017 (365 days)

Water supply	
The chargeable value of your property is £211.00	£150.27
To supply water, we charge you 71.22 pence for each £1 of chargeable value	
We also charge a fixed amount for supplying water	£31.30
Total	£181.57
<p>Your bill is based on the chargeable value of your property. This system was introduced before council tax banding and is based on factors including the size of your home and where you live. If you would like your bill to be based on the actual volume of water you use instead, please get in touch to request a water meter at thameswater.co.uk/watermeter.</p>	
Wastewater services	
The chargeable value of your property is £211.00	£108.12
To supply wastewater services, we charge you 51.24 pence for each £1 of chargeable value	
We also charge a fixed amount for supplying wastewater services	£55.05
Total	£163.17
<p>Wastewater charges include the cost for us to take away and treat everything that goes down your sink, toilet and drains. Your fixed charge includes the cost of us dealing with surface water and highway drainage.</p>	
Total charges	£344.74

Moving home

If you're moving please let us know once your move date is less than 28 days away. You'll just need your account number and new address.

thameswater.co.uk/move

Money-saving freebies

We have a range of free water and energy-saving gadgets that fit to taps, toilets and showers without affecting performance. By using less hot water you can save money on your energy bill. What's more, if you decide to switch to a water meter you could save even more money.

thameswater.co.uk/freebies

See if you could save money on a water meter.

thameswater.co.uk/watermeter

Understanding your bill

Find out more about what each section of your bill means with our online interactive bill.

thameswater.co.uk/understand

Fixed charges

This includes the costs of sending out bills, handling enquiries and dealing with surface water (rain water).

If surface water from your property doesn't drain into our sewers you may be able to claim a reduction of £26.19 for this bill.

thameswater.co.uk/fixe

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

1 payment a year 2 payments a year 8 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 01 February 2016)	£344.74
Cancelled charges to allow issue of revised bill	-£344.74
Total new charges for this period	£344.74
Total amount due	£344.74


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.</p> <p>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.
PayPoint	5 days	You can pay your full bill or instalment with cash at any shop with a PayPoint terminal. Please have your bill and Thames Water instalment payment card with you.
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.
Cash	5 days	Fill in the Giro pay slip from your bill and take it to any bank.
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. 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

Help if you are struggling to 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

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 on 0300 068 6400 or visit dwi.defra.gov.uk/consumers.

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.

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.

To improve the service we give you your call may be recorded.

To view our annual report and financial statements, including regulatory accounts, please visit thameswater.co.uk/annualreport.

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

Manhole safety advice

Manholes can become dangerous if the cover is damaged or removed. If you have one on your property that belongs to us and you believe the cover needs replacing please contact us.

 thameswater.co.uk/manhole