



Mr Mohamed Ben Mira
13b York Road
GUILDFORD
Surrey
GU1 4DR

Your new account number is
9000 2980 6943
as we've upgraded our systems
to improve our service to you

Your new bill and payment plan.

Account balance **£475.46**

We'll collect your payments by Direct Debit

For the supply of water and wastewater services to:
13b York Road, GUILDFORD, Surrey, GU1 4DR from
01 April 2020 to 31 March 2021.

The remaining instalments from your previous bill,
totalling **£35.84**, will be collected as agreed.

Your first payment of **£36.69** on your new plan is due
on **2 April 2020**.

After this, you'll pay **£36.63** on the 2nd of each month
starting from **2 May 2020**.

Your Direct Debit details

We will collect your payments from:

Account no: XXXX8059 **Sort code:** XX-XX-26
Your Direct Debit customer reference 4396637544



Payments made

02 Dec 2019 - **£35.84** 02 Jan 2020 - **£35.84**
04 Feb 2020 - **£35.84**

If your bank details have changed or you wish to change your Direct Debit details
visit [thameswater.co.uk/direct](https://www.thameswater.co.uk/direct)

Question about your bill?
[thameswater.co.uk/billhelp](https://www.thameswater.co.uk/billhelp)

Want paperless bills?
[thameswater.co.uk/register](https://www.thameswater.co.uk/register)

Struggling to pay?
[thameswater.co.uk/help-paying](https://www.thameswater.co.uk/help-paying)

Your charges explained.

As you don't have a water meter, we've worked out your bill using your property's chargeable value - this is based on its location and size. We add a fixed charge to cover the cost of maintaining our network, treating water, producing bills and answering queries. Find out more at thameswater.co.uk/charges

Charges

For the period from 01 April 2020 to 31 March 2021 (365 days)

Water	
The chargeable value of your property is £198.00	£200.00
We charge 101.01p for each £1 of your property's chargeable value $£198.00 \times 1.0101 = £200.00$	
Fixed charge	£35.26
Total	£235.26

Wastewater	
The chargeable value of your property is £198.00	£143.15
We charge 72.30p for each £1 of your property's chargeable value $£198.00 \times 0.7230 = £143.15$	
Fixed charge	£61.21
Total	£204.36

Total new charges	£439.62
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Adjustments

Transferred balance (owed)	£143.36
Total adjustment	£143.36

Account summary

Payments made since last bill – thank you	-£107.52
Total adjustment	£143.36
Total new charges	£439.62
Total amount due	£475.46
Payments yet to make from previous plan	-£35.84
Total amount due by instalments	£439.62

Our commitment to you

We committed to reducing leaks from our network last year. As we didn't hit our targets, we've reduced our charges to give you the equivalent of 18 days of water for free. So even if your bill's gone up overall, it's less than it otherwise would've been. We're sorry we didn't deliver on our leakage commitment for you. We're doing all we can to meet future targets.

Can I get a water meter?

Only paying for the water you use could help you save money. Depending on your property, we may be able to install a water meter for free. Request yours at thameswater.co.uk/meter

Can I claim money back?

If rainwater from your property drains into a stream, river or soakaway instead of into a sewer, you may be able to get £26.40 back. Apply for a surface water drainage rebate at thameswater.co.uk/swd

Moving home?

Please give us at least two days' notice at thameswater.co.uk/move

Contacting us

- thameswater.co.uk/contactus
- Your account and bill:
0800 980 8800
Weekdays 8am-8pm and
Saturdays 8am-6pm
- Water and wastewater services:
0800 316 9800 Lines open 24/7
- If your hearing or speech is impaired, please contact us using the Next Generation Text Service (NGTS)
- Please be ready to quote your account number from the front page of your bill

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

Our commitment to you: We promise to give you at least 24 hours' notice for cancelled appointments; respond to written queries or complaints about your bill or service within 10 working days; respond to written requests to change how you pay within 5 working days; respond to written enquiries about our extra care services within 5 working days; give you at least 48 hours' notice for any planned work that may 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 appropriate water pressure at your property; and protect your property from flooding from our sewers. If we fail to meet these standards or if we ever ask you not to use your water because of problems with our supply, we'll compensate you. Find out more at thameswater.co.uk/compensation

Free independent advice: If you've followed our complaints process but would like more support, please contact the Consumer Council for Water. Visit ccwater.org.uk, call 0300 034 2222 or write to Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ

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

Your water quality: You can check the water quality in your area at thameswater.co.uk/waterquality

Your data: 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

To update your details, visit thameswater.co.uk/update

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