Mr Rajeshkanna Mangudi
Devoran
Morland Avenue
CROYDON
CR0 6EA

Date
21 July 2021

Your account number
9000 4304 5091

Additional account holder(s)
Mr Periyasamy Makkanmangudi

Your new bill.

Account balance (in credit) **£18.76**

No action is needed, this bill is for information.

For the supply of water and wastewater services to:

Devoran, Morland Avenue, CROYDON, CR0 6EA from
01 April 2021 to **18 July 2021**.

This is the closing statement of your account up to the installation of your meter. Future bills will be charged on a metered basis.

Your Direct Debit details

Account no: XXXX8469 **Sort code:** XX-XX-66
Your Direct Debit customer reference 9000 4304 5091

Payments made

15 Mar 2021 - **£41.38**
15 Apr 2021 - **£45.03**
17 May 2021 - **£45.03**
15 Jun 2021 - **£45.03**
15 Jul 2021 - **£45.03**

If your bank details have changed or you wish to change your Direct Debit details visit thameswater.co.uk/myaccount

Question about your bill?
thameswater.co.uk/billhelp

Want paperless bills?
thameswater.co.uk/register

Struggling to pay?
thameswater.co.uk/helppaying

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 2021 to 18 July 2021 (109 days)

Water

The chargeable value of your property is **£285.00** We charge **93.98**p for each **£1** of your property's chargeable value (£285.00 x 0.9398)/365 x 109 = £79.99 We've adjusted your bill total as your bill period is 109 days instead of a full year	£79.99
Fixed charge	£11.21
Total	£91.20

Wastewater

The chargeable value of your property is **£285.00** We charge **60.41**p for each **£1** of your property's chargeable value (£285.00 x 0.6041)/365 x 109 = £51.41 We've adjusted your bill total as your bill period is 109 days instead of a full year	£51.41
Fixed charge	£18.75
Total	£70.16

Total new charges	£161.36

Account summary

Amount due at last bill (dated 12 February 2021)	£581.74
Payments made since last bill – thank you	-£221.50
Cancelled charges to allow issue of revised bill	-£540.36
Total new charges	£161.36
Total amount (in credit)	**£18.76**

Changes to our charges

We commit to reducing leaks from our network every year, and we met our target in 2019/20. Because we haven't met our targets in previous years, we're including a discount in our charges to give customers the equivalent of three days of water for free. On average, our charges will go up by 4.5% on 1 April 2021. This increase is mainly because we gave a larger discount for leakage last year. 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

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

Surface water drainage rebate

As rainwater from your property doesn't flow into our sewers, we've reduced your bill. Find out more 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
  Mon-Fri 8am-8pm, Sat 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 Relay UK
- 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.