MR JASON BOURNE
FLAT 3-2
11-13 POLLEN STREET
LONDON
W1S 1NH

7OBP@

Date
2 March 2023
Your account number
12345-67890
Additional account holders
MS JANE EVANS

Your water and wastewater bill.

Account balance **£19.57**

No action is required, your Direct Debit is set up.

For the supply of water and wastewater services to:
FLAT 3-2 11-13 POLLEN ST LONDON W1S 1NH from
29 August 2022 to **28 February 2023.**

This bill is for information only. We will continue to collect your agreed payment plan instalments by Direct Debit.

Your Direct Debit instalment plan

Account no: XXXX5567 **Sort code:** XX-XX-86
Your Direct Debit customer reference 4357198008

Payments made

01 Sep 2022 - £26.00
02 Oct 2022 - £22.00
01 Nov 2022 - £22.00
01 Dec 2022 - £22.00
02 Jan 2023 - £22.00
01 Feb 2023 - £22.00
01 Mar 2023 - £22.00

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

How do you compare?
You use around 120m³ 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 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

Your charges explained.

Meter reading

For FLAT 3-2 11-13 POLLEN ST LONDON W1S 1NH

Meter No: 98M033681

Volume used

	Type of reading	Reading
New reading on 01 March 2018	Actual	1340
Previous reading on 29 August 2017	Actual	1280
Total volume used		**60m³**

Charges

For the period from 29 August 2017 to 28 February 2018 (184

Water supply

	Volume m³	Pence per m³	Charges
Water used	60.0000	128.97	£77.38
Fixed charge			£10.52
Total			£87.90

Wastewater

	Volume m³	Pence per m³	Charges
Used water disposal	60.0000	78.83	£47.30
Fixed charge			£34.29
Total			£81.59

Total charges **£169.49**

Account activity

Amount due at last bill (dated 29 August 2017)	£8.08
Payments made since last bill – thank you	-£158.00
Total new charges for this period	£169.49
Account balance	**£19.57**

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. 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 and wastewater charges

These are based on the amount of water and wastewater 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.
If surface water from your property doesn't drain to our sewers, you may be able to claim a reduction of £12.10 for this bill. For more details please visit thameswater.co.uk/swd or call us on 0800 980 8800.

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

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.

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