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MR P LIEWSKI
2ND FLR
40 GLEDSTANES ROAD
LONDON
W14 9HU

Your bill for water and wastewater services

Total amount due by 1 Apr 2014 **£347.47**

For the supply of water and wastewater services to:

2ND FLR, 40, GLEDSTANES RD, LONDON, W14 9HU from:

01 April 2014 to 31 March 2015

(Please turn over to see how we worked out your bill)

No action is needed as you pay by Direct Debit

We will collect your payment from:

Account no: XXXX4878

Sort code: XX-XX-22

Your Direct Debit customer reference is 2399018012



Payments to make

01 Apr 2014 - **£347.47**

Payments made

02 Apr 2013 - **£332.87**

If your bank details have changed or you wish to change your Direct Debit details visit our website at www.thameswater.co.uk/directdebit or call us on **0845 9200 888**.

Your account number
23990-18012

Manage your account online at a time to suit you. From paying your bill to getting advice on common queries - it's easy online.

www.thameswater.co.uk

Account and billing enquiries

0845 9200 888

Lines are open 8am to 8pm Monday to Friday
& 8am to 1pm on Saturday

Textphone: 0845 7200 899

Water and wastewater services enquiries

0845 9200 800

Lines are open 24 hours a day

Textphone: 0845 7200 898

It's easy to
tell us you're
moving home



We've made it simple to transfer your account when you move home.

Just go to www.thameswater.co.uk/move
or call us on 0845 9200 888

How we work out your bill

Charges

For the period from 01 April 2014 to 31 March 2015 (365 days)

Fresh water supply	
The chargeable value of your property is £227.00	£168.73
To supply fresh water, we charge you 74.33 pence for each £1 of chargeable value	
We also charge a fixed amount for supplying water	£32.17
Total	£200.90

Chargeable value: what it means

Chargeable values were originally assessed by the Valuation Office, on behalf of the Inland Revenue, and are based on many factors including the size of your home, the amenities you have, number of rooms and where you live. The amount of water you use does not affect your charges.

Wastewater services	
The chargeable value of your property is £227.00	£98.45
To supply wastewater services, we charge you 43.37 pence for each £1 of chargeable value	
We also charge a fixed amount for supplying wastewater services	£48.12
Total	£146.57

Wastewater services: what it means

Wastewater charges cover the cost of removing and treating the used water from your sinks, toilets, plumbed appliances, surface water and highway drainage.

Total charges	£347.47
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Account activity

Amount due at last bill (dated 22 February 2013)	£332.87
Payments made since last bill – thank you	-£332.87
Total new charges for this period	£347.47
Total amount due	£347.47

Our Extra Care services include large print, braille, talking bills, CD, textphone, doorstep password scheme and Language Line interpreter service. Contact us for further details on 0845 6410 068 or visit www.thameswater.co.uk/extracare

If you would like to view our Annual Report and Financial Statements, including Regulatory Accounts, please visit www.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 Limited group. VAT Registration no GB 537-4569-15.

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.**

If you're moving...

Before telling us you're moving, your confirmed move date should be less than 28 days away. You can register your change of address online at www.thameswater.co.uk/move or by phone. You'll need your existing account number, be able to tell us your new property details and any meter readings. If you are a metered customer and you don't give us at least 2 days notice of your move, you may be liable for the first occurring of the following criteria: charges for up to 28 days after we find you're no longer responsible for the account; charges up to the date the meter is normally read (the end of the charging period); or charges up to the date a new occupier tells us they've moved in.

Commitment to our customers

There's lots of useful information in our Codes of Practice. You can download copies at www.thameswater.co.uk/codesofpractice, or call us and we'll post one to you.

We work closely with the Consumer Council for Water (CCWater), who represent water and wastewater customers in England and Wales. For further information and details of how to contact them visit www.ccwater.org.uk

Could you save money with a water meter?

Find out more at www.thameswater.co.uk/meter or by calling 0845 9200 888

Understanding your bill

Fixed charges

These charges are applied according to the size of your pipes and include the costs of treating water from highway and surface water drains, billing and enquiries. The charge for surface water and highway drainage is included in the wastewater fixed charge.

If surface water from your property does not drain to our sewers, you may be able to claim a reduction of **£25.00** for this bill. For more details please visit www.thameswater.co.uk/swd or call us on **0845 9200 888**

We want to keep on improving the service we give to you. For this reason, your call may be recorded.