



MR SAM HOBAN
21A HAYNE RD
BECKENHAM
KENT
BR3 4JA

70BP@

Your account number
42294-84382

Additional account holders
MRS THUNYARAT
PETCHRUNGNAPA

Your water and wastewater bill.

Total amount due **£316.16**

Your payment needs to reach us by **01 April 2018.**

For the supply of water and wastewater services to:

21A, HAYNE RD, BECKENHAM, KENT, BR3 4JA from
01 April 2018 to 31 March 2019.

Your payment of **£316.16** needs to reach us by
01 April 2018.

Paying made easy.

- **Direct debit**

Direct debit is the easiest way to pay. It's simple, safe and quick to set up at
thameswater.co.uk/direct

It's easier online.

- Manage your account
- Make payments easily
- Request a water meter

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



bank giro credit



CORPORATE BANKING Bootle Merseyside GIR 0AA
Reference (customer account number)

Credit account number

Standard fee payable at PO Counter

138

42294 84382 2

257 2753

£ 316.16

Cheque **NOT** acceptable at Post Office

32

Communiss (0802)

Cashier's stamp and initials

Signature

Date

MR SAM HOBAN
21A HAYNE RD
BECKENHAM
BR3 4JA

NatWest
Collection Account
Thames Water
Utilities Ltd

Cash

Cheques

£



Items

Fee

57-27-53

Please do not write or mark below this line and do not fold this counterfoil

42294843822 V4322572753 000316164 74 X

- **Pay online**

You can pay online using your debit or credit card at thameswater.co.uk/pay

Your charges explained.

Charges

For the period from 01 April 2018 to 31 March 2019 (365 days)

Water supply	
The chargeable value (CV) of your property is £322.00	£259.95
We charge 80.73p for each £1 of CV, then divide this by a year and multiply it by days of use. (£322.00x0.8073)/365x365 = £259.95	
We also charge a fixed amount for supplying water services	£32.63
Total	£292.58
Wastewater	
The chargeable value (CV) of your property is £322.00	£185.73
We charge 57.68p for each £1 of CV, then divide this by a year and multiply it by days of use. (£322.00x0.5768)/365x365 = £185.73	
We also charge a fixed amount for supplying wastewater services	£55.05
Total	£240.78
Total charges	£533.36

Adjustments

Transfer adjustment	-£368.58
Total adjustment	-£368.58

Managing your account.

Keep us up to date

Please tell us if any of your details change. Use thameswater.co.uk

Understanding your bill.

You can download our charges scheme from our website.

Water charges

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

Wastewater charges

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.

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 £25.15 for this bill. For more details please visit thameswater.co.uk/swd or call us on 0800 980 8800

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 21 December 2017)	£151.38
Total adjustment	-£368.58
Total new charges for this period	£533.36
Total amount due	£316.16

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.
Payment card	5 days	You can pay your bill in full or by instalments at a local shop – when you get your card, it will tell you where your nearest place to pay is. Find out more online thameswater.co.uk/pay or call us.
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.
Giro slip	5 days	Fill in the GIRO pay slip on your bill and take it along to a bank – not all banks accept these, and some may charge a processing fee.
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.</p> <p>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

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

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

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.

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.