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MR DAVID HARGREAVES  
6 HEATH MEAD  
LONDON  
SW19 5JP

**Bill date**

1 September 2015

**Your account number**

87219-08352



## Your new payment plan

Total amount due by instalments **£420.00**

For the supply of water and wastewater services to:

6, HEATH MEAD, LONDON, SW195JP

### No action is needed as you pay by Direct Debit

We will collect your payments from:

Account no: XXXX3749

Sort code: XX-XX-46

Your Direct Debit customer reference 8721908352

**Payments to make**

01 Oct 2015 - £35.00	01 Nov 2015 - £35.00
01 Dec 2015 - £35.00	01 Jan 2016 - £35.00
01 Feb 2016 - £35.00	01 Mar 2016 - £35.00
01 Apr 2016 - £35.00	01 May 2016 - £35.00
01 Jun 2016 - £35.00	01 Jul 2016 - £35.00
01 Aug 2016 - £35.00	01 Sep 2016 - £35.00

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

Do it  
all online



- Move home
- Manage your account
- Submit a meter reading
- See common queries

[thameswater.co.uk](http://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

## How we work out your new payment plan

Each time we take a meter reading at your property, we update our records. Every 12 months we see if the estimate we used to calculate your payment plan was sufficient to cover the amount of water you used. If any under or over payment was made this will be adjusted in next year's payment plan.

### We estimate that your annual bill will be £339.00.

This includes water you have used since your last service bill dated **14 August 2015** and has allowed for seasonal usage and fixed charges.


\*The 'Amount brought forward' includes any under or over payment, and estimated charges for the period between your last meter reading and the date your payment plan was set up. However, if your plan changes it includes the brought forward amount at the time your original plan was set up.

Amount brought forward *	£76.82
Estimated charges	£339.00
Balance carried forward to next plan	£4.18
<b>Total amount due by instalments</b>	<b>£420.00</b>

### Help if you are struggling to 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](http://thameswater.co.uk/support)

### For services including large print, braille and interpreters visit [thameswater.co.uk/extracare](http://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](http://thameswater.co.uk/codesofpractice).

**Your water quality:** If you have concerns about your water quality please contact us or visit [thameswater.co.uk/waterquality](http://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 on 0300 068 6400 or visit [dwi.defra.gov.uk/consumers](http://dwi.defra.gov.uk/consumers).

**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](http://ccwater.org.uk), call them on 020 7931 8502, 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.

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](http://thameswater.co.uk/yourdata) or contact us.

To improve the service we give you your call may be recorded.

To view our annual report and financial statements, including regulatory accounts, please visit [thameswater.co.uk/annualreport](http://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 Plc group. VAT Registration no GB 5374569-15.

### What is a cubic metre?

A cubic metre (1m<sup>3</sup>) is 1,000 litres or about 220 gallons. This works out at around 12 baths or 20 showers.

### 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](http://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](http://thameswater.co.uk/freebies)

### Understanding your bill

Find out more about what each section of your bill means with our online interactive bill.

 [thameswater.co.uk/understand](http://thameswater.co.uk/understand)

### Water and wastewater charges

This is based on the amount of water you use. Our charges can be found online or you can request a leaflet.

### Fixed charges

This includes the costs of sending out bills, handling enquiries, metering and dealing with surface water (rain water). If surface water from your property doesn't drain into our sewers you may be able to claim a reduction of £0.00 for this bill.

 [thameswater.co.uk/fixed](http://thameswater.co.uk/fixed)