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MR KEITH ANGELL  
34 CHURCH WALK NORTH  
SWINDON  
WILTS  
SN25 3DJ



Bill date  
28 September 2017  
Your account number  
99755-67482

## Your water and wastewater bill.

Account balance (in credit) **£51.49**

(No action is needed, this bill is for information.)

For the supply of water and wastewater services to:

34 CHURCH WALK NORTH SWINDON WILTS SN253DJ from  
27 March 2017 to 26 September 2017.

This bill is for information only.

## Your Direct Debit instalment plan

Account no: XXXX7168 Sort code: XX-XX-41  
Your Direct Debit customer reference 9975567482



### Payments made

24 Apr 2017 - £46.00	22 May 2017 - £46.00
22 Jun 2017 - £30.00	24 Jul 2017 - £30.00
22 Aug 2017 - £30.00	22 Sep 2017 - £30.00

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.

It's  
easier  
online.



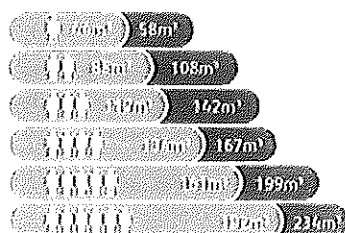
- Manage your account
- View your usage
- Submit a meter reading

[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

*I certify that this is a true  
copy of the original  
document which I have seen.*



### How do you compare?

You currently use around 173m³ (cubic metres) of water a year. Use this table to see how your water use compares with the average household. Using less will help you reduce your water and energy bills, while helping protect future supplies.

For tips visit [thameswater.co.uk/savewater](http://thameswater.co.uk/savewater)

*Robert Holmes*  
*Carlton James*  
05/10/2017

# Your charges explained.

## Meter reading

For 34 CHURCH WALK NORTH SWINDON WILTS SN253D1

Meter No: 07M349136

Volume used		
	Type of reading	Reading
New reading on 27 September 2017	Actual	1534
Previous reading on 27 March 2017	Actual	1447
Total volume used		87m <sup>3</sup>

## Charges

Period 1: from 27 March 2017 to 31 March 2017 (5 days).

Water supply			
	Volume m <sup>3</sup>	Pence per m <sup>3</sup>	Charges
Water used	2.3641	128.37	£3.03
Fixed charge			£0.29
Total			£3.32

Waste water			
	Volume m <sup>3</sup>	Pence per m <sup>3</sup>	Charges
Used water disposal	2.3641	81.60	£1.93
Fixed charge			£0.96
Total			£2.89

Period 2: from 01 April 2017 to 26 September 2017 (179 days).

Water supply			
	Volume m <sup>3</sup>	Pence per m <sup>3</sup>	Charges
Water used	84.6359	128.97	£109.15
Fixed charge			£10.23
Total			£119.38

Waste water			
	Volume m <sup>3</sup>	Pence per m <sup>3</sup>	Charges
Used water disposal	84.6359	78.83	£66.71
Fixed charge			£33.36
Total			£100.07

Total charges £225.66

## 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.

## 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 £12.13 for this bill. For more details please visit [thameswater.co.uk/swd](http://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](http://thameswater.co.uk/move)



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## Account activity

Amount in credit at last bill (dated 28 March 2017)	-£65.15
Payments made since last bill -- thank you	-£212.00
Total new charges for this period	£225.66
Account balance (In credit)	£51.49

## 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 enquiries 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/standards](http://thameswater.co.uk/standards).

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 by visiting [dwi.gov.uk](http://dwi.gov.uk) or 0800 708 6000.

Our annual report. To see our annual report and other financial statements, including regulatory accounts, please visit [thameswater.co.uk/annualreport](http://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 [consumerccw.org.uk](http://consumerccw.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 contest 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 a 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/privacy](http://thameswater.co.uk/privacy) or contact us.

Registered address: Thames Water Ltd, 1st Floor, 165, Cleaver Court, Vauxhall Road, Reading RG1 6J3. Company number: 02366661.  
VAT registration: G5337-4569-15.

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

