



Mr Marko Radosavljevic  
Flat 136 Napier House Napierhouse  
Bromyard Avenue  
LONDON  
W3 7FJ



Account number  
900066666181



**For help, visit**  
[thameswater.co.uk/bill](https://thameswater.co.uk/bill)



**Bill date**  
21 May 2022



**Billing period**  
11 March 2022  
– 18 April 2022



**Supply address**  
Flat 136 Napier House,  
Bromyard Avenue,  
LONDON, W3 7FJ



**Additional account holder(s)**  
Mrs Ivaneta Dobichina

## Your bill and payment plan



Your monthly payment is  
**£60.00**



We'll take this on or after the 5<sup>th</sup> of  
the month from July 2022



**You don't need to do anything**

You're on a Direct Debit payment plan. For a full list of your payment dates, turn to section 2.

We'll take your payments from:

**Bank account number: XXXX9868   Sort code: XX-XX-09**

If you need to update your Direct Debit details, please log in at  
[thameswater.co.uk/myaccount](https://thameswater.co.uk/myaccount)

## What's in this bill

### Section 1:

#### Estimated water use

A breakdown of your water use over the last 39 days

### Section 2:

#### Your charges

A breakdown of your charges and the payments you'll make

### Section 3:

#### More help

Links and phone numbers if you need help or financial support

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# Estimated water use

Meter number 11368825

Move-in meter reading:

1921m<sup>3</sup>

Estimated on 11 Mar 2022



Latest meter reading:

1967m<sup>3</sup>

**Estimated** on 18 Apr 2022



**Estimated** total water used:

46m<sup>3</sup>



That's the same as about...



184,000  
cups of tea

or



613  
showers

or



575  
baths

You can help save water any time, any place



## Re-using rainwater is refreshing

You can collect up to 5,000 litres of rain a year with a water butt – that's enough to fill 500 watering cans.



## The wonders of watering cans

In just 30 minutes, the average hose uses enough water for 550 large cups of coffee – your plants will be just as refreshed with a sprinkle from a watering can.



For more ways to do your bit go to [thameswater.co.uk/savewater](https://www.thameswater.co.uk/savewater)



## We've estimated your reading

As we haven't been able to read your meter, we've estimated your latest reading.

Next time we send you a bill, we'll check if you've over or underpaid and adjust what you owe accordingly.

## Don't think our estimate is quite right?

If it's safe to check your meter yourself, you can submit a reading at [thameswater.co.uk/myaccount](https://www.thameswater.co.uk/myaccount) using our handy tips on locating and reading your meter correctly.

Once we've got your new reading, we'll send you a revised bill.

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## Your charges

You've used 46m<sup>3</sup> of water – here's how that breaks down in your charges

### 11 March 2022 to 31 March 2022 (21 days)

These charges are based on our 2021/2022 rates

| Fresh water                          |   | Wastewater               |   |
|--------------------------------------|---|--------------------------|---|
| Charge for water used                | m <sup>3</sup> : 24.7692<br>x rate: £1.4828<br>= £36.73 | Charge for waste removed | m <sup>3</sup> : 24.7692<br>x rate: £0.9051<br>= £22.42 |
| Fixed charge                         | + £1.17   | Fixed charge             | + £3.75   |
| <b>Subtotal</b>                      | <b>= £37.90</b>   | <b>Subtotal</b>          | <b>= £26.17</b>   |
| <b>Total charges for this period</b> |   | <b>= £64.07</b>          |   |

### 1 April 2022 to 18 April 2022 (18 days)

These charges are based on our 2022/2023 rates

| Fresh water                          |   | Wastewater               |   |
|--------------------------------------|---|--------------------------|---|
| Charge for water used                | m <sup>3</sup> : 21.2308<br>x rate: £1.5415<br>= £32.73 | Charge for waste removed | m <sup>3</sup> : 21.2308<br>x rate: £0.9488<br>= £20.14 |
| Fixed charge                         | + £1.04   | Fixed charge             | + £3.14   |
| <b>Subtotal</b>                      | <b>= £33.77</b>   | <b>Subtotal</b>          | <b>= £23.28</b>   |
| <b>Total charges for this period</b> |   | <b>= £57.05</b>          |   |



Total charges for both periods

= £121.12

## Summary

|   |           |
|---|-----------|
| Opening balance 11 March 2022                     | £0.00     |
| Balance transferred from account 900011775035     | - £26.65  |
| Total charges from 11 March 2022 to 18 April 2022 | + £121.12 |



Current account balance

£94.47



### Your metered charges explained

We charge you separately for fresh water, which comes out of your taps, and wastewater, which goes down your drains.

Your fresh water charges pay for sourcing, storing and delivering water to your home. Your wastewater charges pay for removing, cleaning and returning that water safely to the environment after you've used it.

If you need help understanding your charges, please head to [thameswater.co.uk/bill](https://thameswater.co.uk/bill)

### What's a fixed charge?

Your fixed charge helps to cover some of our essential running costs, like maintaining pipes and handling enquiries.

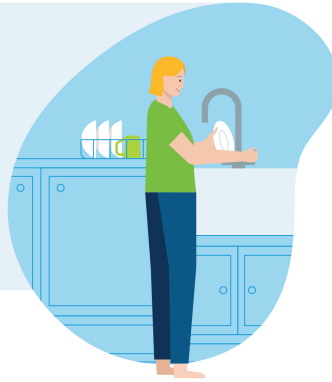
### Could you save on your wastewater?

You could save £27.95 a year on your wastewater fixed charge if all the rainwater from your property drains into a soakaway, stream or river instead of our sewer. Find out more at [thameswater.co.uk/swd](https://thameswater.co.uk/swd)

You could also make savings if more than 10% of the water you use doesn't return to our sewer system. Find out more at [thameswater.co.uk/abatement](https://thameswater.co.uk/abatement)

## We've updated your payment plan

We'll continue to collect your payments by Direct Debit. We'll check to see if your payments are enough to cover the amount you've used when we review your plan again around April.



## Changes to our charges

Our charges are subject to change each year. On average, our charges went up by 3.1% on 1 April 2022. We follow guidance from our regulator Ofwat and consult CCW, the voice for water consumers, on our charges. Learn more at [thameswater.co.uk/value](https://thameswater.co.uk/value)



## Your upcoming payments

|            |        |            |        |            |        |
|------------|--------|------------|--------|------------|--------|
| 5 Jul 2022 | £60.00 | 5 Aug 2022 | £60.00 | 5 Sep 2022 | £60.00 |
| 5 Oct 2022 | £60.00 | 5 Nov 2022 | £60.00 | 5 Dec 2022 | £60.00 |
| 5 Jan 2023 | £60.00 | 5 Feb 2023 | £60.00 | 5 Mar 2023 | £60.00 |
| 5 Apr 2023 | £60.00 |            |        |            |        |

We'll continue to take payment on or after the 5th of the month until we next review your plan.

## For every £1 you spend, we spend...

### 25p on our essential services

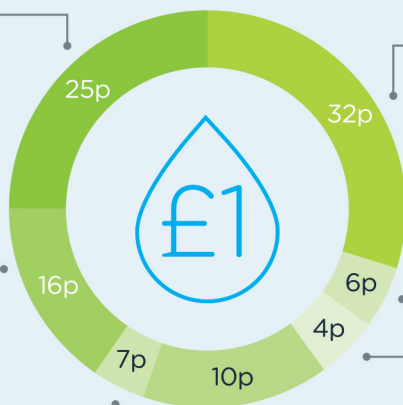
As the UK's largest water company, we deliver and recycle billions of litres of water, every single day.

### 16p on our team

From engineers in the field to scientists in the lab, our 7,100-strong team works together to keep your water flowing.

### 7p on the government

We paid £154 million in business rates and employer's National Insurance in 2020/21.



### 32p on our infrastructure

This includes 3p for the Thames Tideway Tunnel, which will divert millions of tonnes of sewage from the River Thames when it goes into operation.

### 6p on powering our sites

We currently generate more than 20% of our own energy to help protect the environment.

### 4p on reinvestment

We reinvest to improve our service for you.

### 10p on our lenders

To invest in our network, we borrow money at efficient rates while keeping your bills as low as we can.

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## More help



Update incorrect details or tell us you're moving: [thameswater.co.uk/myaccount](https://thameswater.co.uk/myaccount)



Sign up for an extra helping hand when you need it most: [thameswater.co.uk/priorityservices](https://thameswater.co.uk/priorityservices)

### Access your account on the go

Are you making the most of your online account? Don't forget you can:

- Submit your own meter readings
- Download bills for proof of address
- Update your contact details instantly
- Pay online if you want to

It's all at your fingertips – log in now at [thameswater.co.uk/myaccount](https://thameswater.co.uk/myaccount)



### Struggling to pay?

If you're worried about the cost of your bill, we'll do everything we can to help. Our support includes affordable payment plans, discounted tariffs, grants and more. For more information, visit [thameswater.co.uk/helppaying](https://thameswater.co.uk/helppaying)

If you need this bill in large print or braille, or you need an interpreter, please visit [thameswater.co.uk/extracare](https://thameswater.co.uk/extracare) or call 0800 009 3652.

#### Moving home

Please give us at least two days' notice before you move, otherwise you may be liable for charges after you've moved out.

#### Learning about us

To find out more about our performance as a company, visit [thameswater.co.uk/annualreport](https://thameswater.co.uk/annualreport)

#### Maintaining water quality

We test over 500,000 samples of our world-class water each year. To check the water quality in your area, visit [thameswater.co.uk/waterquality](https://thameswater.co.uk/waterquality)

#### Taking care of your meter

We treat your meter readings as an accurate measurement of how much water you use so we can charge you correctly. If your meter readings seem unusually high or low, your meter could be faulty. If you're worried, you can ask us to test it for you and we'll replace it. If our tests show the old meter wasn't faulty, we'll charge you a fee of £70 + VAT. Find out more at [thameswater.co.uk/charges](https://thameswater.co.uk/charges)

It's an offence for you to tamper with, damage or remove your meter. Please make sure we can access it whenever needed.

#### Helping with leaks

If you think you may be losing water through a leak, find out what to do in our leakage procedure at [thameswater.co.uk/leaks](https://thameswater.co.uk/leaks)

#### Managing debt

Missing a payment or paying late may affect your credit rating. If you fall behind on payments, find our debt recovery procedure at [thameswater.co.uk/debt](https://thameswater.co.uk/debt)

#### Protecting your privacy

To help maintain up-to-date records and manage our debt collection process, we share information with and receive information from credit reference agencies. To find out more about how we use, store and protect your data as well as how you can request access to it, please visit [thameswater.co.uk/yourdata](https://thameswater.co.uk/yourdata)

Thames Water Utilities Limited is a company registered in England and Wales with company number 02366661. Registered office address: Clearwater Court, Vastern Road, Reading, RG1 8DB. VAT registration number: GB 537-4569-15

## If you need a helping hand

- For helpful information or to report any issues, visit [thameswater.co.uk/contactus](https://thameswater.co.uk/contactus) or give us a call and quote your account number: 900066666181
- For billing enquiries, call 0800 980 8800 (Mon-Fri 8am-8pm, Sat 8am-6pm)
- In water or wastewater emergencies, call 0800 316 9800 (lines open 24/7)

If your hearing or speech is impaired, please contact us using Relay UK.

## If you're unhappy with our service

We want to hear from you – please visit [thameswater.co.uk/complaints](https://thameswater.co.uk/complaints) or call us on 0800 980 8800 (Mon-Fri 8am-8pm, Sat 8am-6pm)

**If you need to escalate a complaint:** If you're unhappy with the outcome of our complaints process and would like free independent advice visit [ccwater.org.uk](https://ccwater.org.uk), call 0300 034 2222 or write to CCW – the voice for water consumers: 1F, Victoria Square House, Victoria Square, Birmingham, B2 4AJ

**Our commitment to you:** We'll always make an appointment with you before we visit, turn up within the agreed appointment slot, and give you 24 hours' notice if we have to cancel; respond to written queries and complaints about your bill or service within 10 working days; let you know within five working days if we can't action a written request to change your payment arrangements; 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; maintain an appropriate water pressure to your property; and protect your property from flooding from our sewers. If we fail to achieve this level of service, or if we have to issue you with a 'restriction of use' notice because of problems with our water supply or because of drought, we'll pay you as part of our Customer Guarantee Scheme. To view our compensation policy, visit [thameswater.co.uk/compensation](https://thameswater.co.uk/compensation) or call us and ask for a copy.



## The Direct Debit guarantee



- This guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Thames Water Utilities Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Thames Water Utilities Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Thames Water Utilities Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
  - If you receive a refund you are not entitled to, you must pay it back when Thames Water Utilities Ltd asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

**This guarantee should be detached and retained by the payer**