



Date
17th August 2011

Account Number
83099-11115

Water Services
Tel: 0845 9200 888

If you like the convenience of using online services, you can pay your bill, tell us you're moving and more, simply log on to www.thameswater.co.uk

AA75527/001420/002839
JL1062749_1S0P1_1420

61143 124 8

MR BARNES
35 MOUNT ECHO DR
LONDON
E4 7LA



MRS BARNES

Reminder

The second instalment of your water services charges is due on 1st October 2011.
(For full details please refer to your original bill)

If you have paid your second instalment in the last seven days, please ignore the rest of this reminder.

CURRENT STATEMENT

£

Charges due - Shown on last bill	489.60
Paid - thank you	244.80

Amount due on 1st October 2011 **244.80**

Getting payment to us on time

Please use the payment slip below, allowing 7 days for your payment to reach us.

Why not pay by Direct Debit? You can arrange this simply by phoning us on our Direct Debit Hotline 0845 6410 055, or you can complete and return the form overleaf.

If you have problems paying

You can speak with our Customer Services Team on 0845 9200 888 - Monday to Friday 8am to 8pm and Saturday 8am to 1pm.

Handwritten signature
11/10/11



Trans
cash



bank giro credit



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

9826 9274 0183 0991 1115 0

Credit account number

Standard fee payable at PO Counter

83099 11115 0

257 2753

£ 244.80

Cheque NOT acceptable at Post Office

Signature

Date

MR BARNES
35 MOUNT ECHO DR
LONDON
E4 7LA

NatWest
Collection Account
Thames Water
Utilities Ltd

Cash

Cheques

Second Instalment
Due 1st October 2011

£

57-27-53

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

83099111150 V4322572753 000244805 74 X

If you are having difficulty paying your bill, please call us straight away. We can usually help, but we will need to agree a way of paying that suits you.

Ask for our information leaflet 'How To Get Help If You Can't Pay Your Bill'.

Ways to pay your bill

Visit www.thameswater.co.uk/payingyourbill



Paper free billing

For more details on paper free bills go to www.thameswater.co.uk/payingyourbill.



Direct Debit - the easiest way to pay

Call us on 0845 6410 055, go online www.thameswater.co.uk/payingyourbill or fill in the form below and send it back to us indicating your choice of payment amounts.



Debit/Credit Card Payment

Use our automated system 24hrs a day by calling 0845 9200 888. Please have your account number 83099-11115 to hand, or go online www.thameswater.co.uk/payingyourbill



Your bank - cash or cheques

Cash or cheques made payable to 'Thames Water Utilities Ltd' with your account number 83099111150 written on the back. Some banks may charge for this option.



Your bank - telephone or online

You need to provide your Thames Water account number 83099111150 as your reference. Payment should be made to sort code 57-27-53, account number 00286125.



PayPoint

You can pay your full bill or instalment with cash, free of charge, at any shop with a PayPoint terminal. Please have your bill and Thames Water instalment payment card with you.



By Post - cheques/postal orders only

Made payable to 'Thames Water Utilities Ltd' with your account number 83099-11115 written on the back. Please send your cheque/postal order and the payment slip overleaf to Thames Water Utilities Ltd, PO Box 234, Swindon, SN38 3TW. Thames Water does not accept post dated cheques; any cheques received will be processed on the date of receipt.

Post Office - cash only

The Post Office will charge you a processing fee. Please remember to ask for a receipt.

Update your account details

Visit www.thameswater.co.uk/movinghome

To make sure that we keep your account up to date, please let us know if any of your personal or property details change. Please note under the Data Protection Act, we can only discuss or change account details with people named on the account.

Have you thought about a water meter?
Being charged through a water meter means you will only ever pay for what you use and many households find their bills are cheaper.

To request a water meter, simply visit www.thameswater.co.uk/requestameter or call our automated system on 0845 9200 888. Please make sure you have your account number to hand.

Contact Us

Visit www.thameswater.co.uk to check out our online services



Emergencies - 0845 9200 800

Open 24hrs a day

Online www.thameswater.co.uk

- Answer your billing enquiries
- View a bill explanation
- Tell us you are moving home
- Request a water meter
- Submit a meter read
- View and print literature



Billing - 0845 9200 888

8am to 8pm (Monday - Friday)
8am to 1pm (Saturday)
Closed on Sundays and Bank Holiday

Outside the UK on ++44 1793 366011
To use Minicom or Typetalk call 0845 7200 899.



If you prefer, you can write to us at:

Thames Water Utilities Ltd, PO Box 286, Swindon, SN38 2RA

Commitment to our customers

We publish several Codes of Practice including a guarantee standards scheme. Visit www.thameswater.co.uk

Thames Water Utilities Ltd; Registered in England and Wales no 2366661; Registered Office, Clearwater Ct, Vastern Rd, Reading, RG1 8D3; Part of Thames Water plc group; Vat registration no G3 537 4569 15

Our ExtraCare services include large print, Braille, talking bills, CD, Minicom, doorstep password scheme and Language Line interpreter service. Contact us for further details.

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

 8 3 0 9 9 1 1 1 1 5

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 Banks/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