



MR ADRIAN CHIAPPA
FLAT 10 KARYATIS COURT
49 CHARLES STREET
LONDON
EN1 1FG

708P@

THIS IS A CERTIFIED COPY
OF THE ORIGINAL AS SEEN
BY **IAN PIETRUSZKA**
INVESTMENT MARKETING

SIGNED

DATED

06/04/2017

Your account number
57204-74096

JAN INVESTMENT MKTG
105 VICTORIA RD. SWINDON
SN1 3BD FCA 402397
☎ 01793-811128

Your water and wastewater bill.

Total amount due by instalments **£391.21**

No action is required, your Direct Debit is set up.

For the supply of water and wastewater services to:
FLAT 10, KARYATIS COURT, 49, CHARLES ST, LONDON, EN1 1FG from
01 April 2017 to 31 March 2018.

Your Direct Debit instalment plan

We will collect your payments from:

Account no: XXXX3031 Sort code: XX-XX-59
Your Direct Debit customer reference **5720474096**

Payments to make

01 Apr 2017 - £32.61	01 May 2017 - £32.60
01 Jun 2017 - £32.60	01 Jul 2017 - £32.60
01 Aug 2017 - £32.60	01 Sep 2017 - £32.60
01 Oct 2017 - £32.60	01 Nov 2017 - £32.60
01 Dec 2017 - £32.60	01 Jan 2018 - £32.60
01 Feb 2018 - £32.60	01 Mar 2018 - £32.60

Payments made

01 Mar 2016 - £31.61	01 Apr 2016 - £32.64
03 May 2016 - £32.60	01 Jun 2016 - £32.60
01 Jul 2016 - £32.60	01 Aug 2016 - £32.60
01 Sep 2016 - £32.60	03 Oct 2016 - £32.60
01 Nov 2016 - £32.60	01 Dec 2016 - £32.60
03 Jan 2017 - £32.60	01 Feb 2017 - £32.60
01 Mar 2017 - £32.60	



It's
easier
online.



- Manage your account
- Request a water meter
- Order water-saving freebies

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

If your bank details have changed or you wish to change your Direct Debit details visit thameswater.co.uk/direct or call us.

Your charges explained.

Charges

For the period from 01 April 2017 to 31 March 2018 (365 days)

Water supply	
The chargeable value of your property is £230.00	£181.13
To supply water, we charge you 78.75 pence for each £1 of chargeable value	
We also charge a fixed amount for supplying water services	£32.19
Total	£213.32
Wastewater	
The chargeable value of your property is £230.00	£124.89
To supply wastewater services, we charge you 54.30 pence for each £1 of chargeable value	
We also charge a fixed amount for supplying wastewater services	£53.00
Total	£177.89
Total charges	£391.21

Account activity

Amount due at last bill (dated 01 February 2016)	£422.85
Payments made since last bill – thank you	-£422.85
Total new charges for this period	£391.21
Total amount due	£391.21

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 on 0300 068 6400 or visit 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, Varnam Road, Reading RG1 8DB. Company number: 02366661. VAT Registration no GB 537-4569-15.

Managing your account.

Keep us up to date

Please tell us if any of your details change - this includes changes to your bank and Direct Debit details. 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 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 £24.00 for this bill. For more details please visit 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