



Mrs Jacinta Yin
103 Wendell Road
LONDON
W12 9SB

Date

28 March 2023

Your account number

9000 1587 9650

Additional account holder(s)

Mr Barry Yin

Your revised bill.

Account balance (in credit)

£372.16

For the supply of water and wastewater services to:

103 Wendell Road, LONDON, W12 9SB from

01 April 2022 to 25 March 2023.

This is the closing statement of your account up to the installation of your meter. Future bills will be charged on a metered basis.

Paying made easy.

- **Direct Debit**

Direct Debit is the easiest way to pay. It's simple, safe and quick to set up.

thameswater.co.uk/direct

Question about your bill?

thameswater.co.uk/billhelp

Want paperless bills?

thameswater.co.uk/register

Struggling to pay?

thameswater.co.uk/helppaying

Your charges explained.

As you don't have a water meter, we've worked out your bill using your property's chargeable value - this is based on its location and size. We add a fixed charge to cover the cost of maintaining our network, treating water, producing bills and answering queries. Find out more at thameswater.co.uk/charges

Charges

For the period from 01 April 2022 to 25 March 2023 (359 days)

Water	
The chargeable value of your property is £380.00	£327.86
We charge 87.72p for each £1 of your property's chargeable value (£380.00 x 0.8772)/365 x 359 = £327.86	
We've adjusted your bill total as your bill period is 359 days instead of a full year	
Fixed charge	£38.41
Total	£366.27
Wastewater	
The chargeable value of your property is £380.00	£218.20
We charge 58.38p for each £1 of your property's chargeable value (£380.00 x 0.5838)/365 x 359 = £218.20	
We've adjusted your bill total as your bill period is 359 days instead of a full year	
Fixed charge	£61.78
Total	£279.98
Total new charges	£646.25

Adjustments

Credit for switching early (credit)	-£361.37
Total adjustment	-£361.37

Account summary

Amount due at last bill (dated 20 February 2023)	£732.91
Cancelled charges to allow issue of revised bill	-£1,389.95
Total adjustment	-£361.37
Total new charges	£646.25
Total amount (in credit)	£372.16

Can I get a water meter?

Only paying for the water you use could help you save money. Depending on your property, we may be able to install a water meter for free. Request yours at thameswater.co.uk/meter

Can I claim money back?

If rainwater from your property drains into a stream, river or soakaway instead of into a sewer, you may be able to get £27.49 back. Apply for a surface water drainage rebate at thameswater.co.uk/swd

Moving home?

Please give us at least two days' notice at thameswater.co.uk/move

Contacting us

- thameswater.co.uk/contactus
- Your account and bill:
0800 980 8800
Mon-Fri 8am-8pm, Sat 8am-6pm
- Water and wastewater services:
0800 316 9800 Lines open 24/7
- If your hearing or speech is impaired, please contact us using the Relay UK
- Please be ready to quote your account number from the front page of your bill

For services including large print, braille and interpreters visit thameswater.co.uk/extracare or call 0800 009 3652.

Our commitment to you: We promise to give you at least 24 hours' notice for cancelled appointments; respond to written queries or complaints about your bill or service within 10 working days; respond to written requests to change how you pay within 5 working days; respond to written enquiries about our extra care services within 5 working days; give you at least 48 hours' notice for any planned work that may 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 appropriate water pressure at your property; and protect your property from flooding from our sewers. If we fail to meet these standards or if we ever ask you not to use your water because of problems with our supply, we'll compensate you. Find out more at thameswater.co.uk/compensation

Free independent advice: If you've followed our complaints process but would like more support, please contact the Consumer Council for Water. Visit ccwater.org.uk, call 0300 034 2222 or write to Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ

Our annual report: To view our annual report and financial statements, including regulatory accounts, please visit thameswater.co.uk/annualreport

Your water quality: You can check the water quality in your area at thameswater.co.uk/waterquality

Your data: 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

To update your details, visit thameswater.co.uk/update

Registered address: Thames Water Utilities Limited, Clearwater Court, Vastern Road, Reading RG1 8DB. Company number: 02366661.
VAT Registration no GB 537-4569-15.