

Net total charges for this period **£180.58****Total amount due £180.58**

How we work out your invoice

Assessed volume

Assessed charges are based on the number of full time employees working at the property and the type of business you operate. The assessed tariff is only applied to a commercial premises where, in our view, metering is not reasonably practicable. The way we work out your bill is to multiply the number of full time employees, or equivalent, by the number of cubic metres being charged per employee. Please tell us if the number of employees at your premises, **currently 3**, changes or has changed.

Charges

Please tell us if your standard industrial code of 999 (Default value (not VATable)) has changed. Visit our website to download a form at www.thameswater.co.uk/vat or call us on **0845 9200 888** and we'll post one to you.

For the period from 01 April 2014 to 31 March 2015 (365 days)

Fresh water supply

	Volume m ³	Pence per m ³	Charges
Fresh Water Used	45.00	132.48	£59.62
Fixed Charge			£29.17
Total			£88.79

Wastewater services

	Volume m ³	Pence per m ³	Charges
Used water disposal	45.00	74.82	£33.67
Fixed Charge			£58.12
Total			£91.79

What is a cubic metre?



A cubic metre (1m³) is 1,000 litres or about 220 gallons. In real terms, this means 1m³ is equal to:

- Approximately 10 baths or 30 showers
- Two hours running a hosepipe

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.**

If you're moving...

Before telling us you're moving, your confirmed move date should be less than 28 days away. You can register your change of address online at www.thameswater.co.uk/move or by phone. You'll need your existing account number, be able to tell us your new property details and any meter readings. If you are a metered customer and you don't give us at least 2 days notice of your move, you may be liable for the first occurring of the following criteria: charges for to 28 days after we find you're no longer responsible for the account; charges up to the date the meter is normally read (the end of the charging period); or charges up to the date a new occupier tells us they've moved in.

Commitment to our customers

There's lots of useful information in our Codes of Practice. You can download copies at www.thameswater.co.uk/codesofpractice, or call us and we'll post one to you.

We work closely with the Consumer Council for Water (CCWater), who represent water and wastewater customers in England and Wales. For further information and details of how to contact them visit www.ccwater.org.uk

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

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 Bank/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