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LONDON BOROUGH OF LAMBETH  
LAMBETH FUNDTECH  
PO BOX 304  
SHEFFIELD  
S95 1AN



Bill date  
**14 November 2016**

Your account number

Account name  
LONDON BOROUGH OF LAMBETH  
Customer's reference  
220300016411

### Your water and wastewater bill.

**Total amount due** £223.88

For the supply of water and wastewater services to:

LIBRARY, 114-118 LOWER MARSH. from  
20 August 2016 to 10 November 2016.

Your previous bill (dated 22 August 2016)	£155.02
Balance outstanding	£155.02

### Bill summary

Water supply	£29.83
Water fixed charge	£4.65
Wastewater disposal	£20.13
Wastewater fixed charge	£14.25
<b>Net total charges for this period</b>	<b>£68.86</b>

**It's easier online.**

- Manage your account
- View your usage
- Set up a Direct Debit

[thameswater.co.uk/business](http://thameswater.co.uk/business)

Your account and bill (key customer)  
0800 009 3800  
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



bank giro credit

CORPORATE BANKING Bootsie Merseyside GIR 0AA  
Reference (customer account number)

Credit account number

Standard fee payable at PO Counter

138

32

£ 68.86

Cheque NOT acceptable at Post Office

Comments (0/255)

Cashier's stamp and initials

Signature

Date

LONDON BOROUGH OF LAMBETH  
LIBRARY  
114-118 LOWER MARSH  
SE1 7AG

NatWest  
Collection Account  
Thames Water  
Utilities Ltd

Cash

Cheques

£



Items

Fees

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

V4322572753

X

Total amount due

£223.88

## Your charges explained.

## Meter reading

For LIBRARY, 114-118 LOWER MARSH.

Meter No: 04M039926 / Pipe size: 12mm

Volume used		
	Type of reading	Reading
New reading on 11 November 2016	Actual	1107
Previous reading on 20 August 2016	Actual	1085
<b>Total volume used</b>		<b>22m<sup>3</sup></b>

## Charges

For the period from 20 August 2016 to 10 November 2016 (83 days).

Water supply			
Tariff A: Small usage 0-500m <sup>3</sup> /year			
	Volume m <sup>3</sup>	Pence per m <sup>3</sup>	Charges
Water used	22.0000	135.60	£29.83
Fixed charge			£4.65
<b>Total</b>			<b>£34.48</b>

Wastewater			
Tariff A: Small usage 0-500m <sup>3</sup> /year			
	Volume m <sup>3</sup>	Pence per m <sup>3</sup>	Charges
Used water disposal	22.0000	91.48	£20.13
Fixed charge			£14.25
<b>Total</b>			<b>£34.38</b>

Total charges

£68.86

## What is a cubic meter?

A cubic metre (1m<sup>3</sup>) is 1,000 litres or about 220 gallons. This works out at around 12 baths or 20 showers.

## 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 3938, SWINDON SN3 9EG.**

## Moving premises.

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](http://thameswater.co.uk/move)

## Tariffs

Your tariff is based on the amount of water you use, the volume of wastewater you discharge into our sewers and, if you have a Trade Effluent Consent or agreement, the strength of this discharge.

[thameswater.co.uk/tariff](http://thameswater.co.uk/tariff)

## 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  
Pay each bill when it is due  12 payments a year

 

Please send this completed form to: Thames Water Utilities Ltd, PO Box 223, Swindon SN38 2TW



## Ways to pay.

Payment type	Time to allow	How
Direct Debit	0 days	<ul style="list-style-type: none"> <li>• Online: <a href="http://thameswater.co.uk/direct">thameswater.co.uk/direct</a></li> <li>• Phone: 0800 587 0036</li> <li>• Fill in the Direct Debit mandate and send it back to us indicating your choice of payment amounts.</li> </ul>
Debit or credit card	2 days	<p><b>You can pay by Visa, Mastercard, or Maestro.</b> Please have your 10-digit Thames Water account number to hand</p> <ul style="list-style-type: none"> <li>• Online: <a href="http://thameswater.co.uk/pay">thameswater.co.uk/pay</a></li> <li>• Phone: 0800 980 8800 (automated system available 24 hours a day)</li> </ul>
Online or phone banking	5 days	You need to provide your 10-digit Thames Water account number as your reference. Payment should be made to sort code 57-27-53, account number 00286125.
Post Office	5 days	Cash only. Please take your bill with you. The Post Office will charge you a processing fee. Please remember to ask for a receipt.
Cash	5 days	Fill in the Giro pay slip from your bill and take it to any bank.
Cheque	5 days	<p><b>Make cheques payable to 'Thames Water Utilities Ltd' and write your 10-digit account number on the back, but please don't post-date the cheque.</b></p> <p><b>You can then:</b></p> <ul style="list-style-type: none"> <li>• Take your cheque and giro slip from the bill to any bank</li> <li>• (or) Send your cheque and giro slip to Thames Water Utilities Ltd, PO Box 234, Swindon SN38 3TW</li> </ul>

## For services including large print, braille and interpreters visit [thameswater.co.uk/extracare](http://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](http://thameswater.co.uk/codesofpractice).

**Your water quality:** If you have concerns about your water quality please contact us or visit [thameswater.co.uk/waterquality](http://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 [dwl.defra.gov.uk/consumers](http://dwl.defra.gov.uk/consumers).

**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](http://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.

**Meter testing:** We can test your meter if you think it's faulty. We won't charge you if we find it is not working to the degree of accuracy required by law. In all other cases, we're entitled to recover all reasonable costs. It is an offence to tamper with a water meter.

**Changes from April 2017:** From April 2017, businesses, charities, public sector or not-for-profit organisations may be able to choose their retailer of water and wastewater services. If you would like to learn more about this, please visit [open-water.org.uk](http://open-water.org.uk), or visit [thameswater.co.uk](http://thameswater.co.uk) and visit the business section of our website.

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](http://thameswater.co.uk/yourdata) or contact us.

To view our annual report and financial statements, including regulatory accounts, please visit [thameswater.co.uk/annualreport](http://thameswater.co.uk/annualreport)

We may share your information with carefully selected partners, to introduce you to water related news, goods and services (by post, phone, email, SMS) that we think you'll find interesting. If you don't wish to be contacted for this purpose, please let us know by emailing us at [enquiries@thameswater.co.uk](mailto:enquiries@thameswater.co.uk)

Registered address: Thames Water Utilities Limited, Clearwater Court, Vastern Road, Reading RG1 8DB  
Company number: 02366661. VAT Registration no GB 5374569-15.

## Understanding your bill.

You can download our charges scheme from our website.

### Water and wastewater charges

These are based on the amount of water and wastewater you use. Our current charges, including new charges are available for download from our website. Or call us and we'll post a leaflet to you.

### Fixed charges

These charges 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 doesn't drain to our sewers, you may be able to claim a reduction of £5.96 for this bill. For more details please visit [thameswater.co.uk/swd](http://thameswater.co.uk/swd) or call us on 0800 980 8800.

Please tell us if your standard industrial code of 977 (Libraries, museums, art galleries etc.) has changed. Download a form at [thameswater.co.uk/vat](http://thameswater.co.uk/vat) or call us and we'll post one to you.

### Money-saving freebies.

Using less hot water can save money on your energy bills as it costs more to heat water than the cost of the water itself. Our free gadgets fit taps, toilets and showers to save water without affecting performance. This means you can fit them, forget them and save your business money. Order your freebies now.

[thameswater.co.uk/freebies](http://thameswater.co.uk/freebies)

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