

PO: 220300016274
DOI: D14732.621500
Site: SN38 3TW
Supplier no: 570127



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LONDON BOROUGH OF CROYDON
UPPER NORWOOD LIBRARY
WESTOW HILL
LONDON
SE19 1TJ

Invoice date
19 May 2016

Your account number

Account name
LONDON BOROUGH OF CROYDON



Your water and wastewater bill

Total amount due **£60.81**

For the supply of water and wastewater services to:

PUBLIC LIBRARY, 41 WESTOW HILL SE191TJ. from
18 February 2016 to 17 May 2016.

Your previous invoice (dated 19 February 2016)	£62.38
Payments made - thank you	-£62.38
Balance outstanding	£0.00
Invoice summary	
Water supply	£24.05
Water fixed charge	£5.33
Wastewater disposal	£16.08
Wastewater fixed charge	£15.35
Net total charges for this period	£60.81

Manage your account online at a time to suit you. From paying your bill to getting advice on common queries - it's easy online.

thameswater.co.uk

Key Customer - account and billing enquiries

0800 009 3800

Lines are open 8am to 5:30pm Monday to Friday

Textphone: 0800 316 6899

Water and wastewater services enquiries

0800 316 9800

Lines are open 24 hours a day

Textphone: 0800 316 6899



bank giro credit



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

Credit account number

Standard fee payable at PO Counter

138

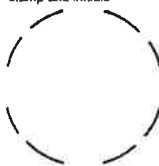
32

£ 60.81

Cheque NOT acceptable at Post Office

Commercial (0902)

Cashier's stamp and Initials



Signature

LONDON BOROUGH OF CROYDON
PUBLIC LIBRARY
41 WESTOW HILL SE19 1TJ
SE19 1TJ

Date

NatWest
Collection Account
Thames Water
Utilities Ltd

Cash

Cheques

£



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

V4322572753

X

Total amount due

£60.81

How we work out your invoice

Meter reading

For PUBLIC LIBRARY, 41 WESTOW HILL SE191TJ.

Meter No: 03M365999 / Pipe size: 12mm

	Type of reading	Reading
New reading on 18 May 2016	Actual	1301
Previous reading on 18 February 2016	Actual	1283
Total		18m³
Total volume used		18m³

Charges

Please tell us if your standard industrial code of 911 (National and local government services not elsewhere) has changed. Visit our website to download a form at thameswater.co.uk/vat or call us on 0800 009 3800 and we'll post one to you.

Tariffs

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

Find out more at thameswater.co.uk/tariff

Period 1: from 18 February 2016 to 31 March 2016 (43 days).

	Volume m ³	Pence per m ³	Charges
Water used	8.6000	131.37	£11.30
Fixed charge			£2.70
Total			£14.00

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 3938, Walnut Court, Kembrey Park, SWINDON SN3 9EG.

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 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 up 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.

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

Charges (continued)

	Volume m ³	Pence per m ³	Charges
Used water disposal	8.6000	87.01	£7.48
Fixed charge			£7.28
Total			£14.76

Period 2: from 01 April 2016 to 17 May 2016 (47 days).

	Volume m ³	Pence per m ³	Charges
Water used	9.4000	135.60	£12.75
Fixed charge			£2.63
Total			£15.38

	Volume m ³	Pence per m ³	Charges
Used water disposal	9.4000	91.48	£8.60
Fixed charge			£8.07
Total			£16.67

Total charges **£60.81**

Ways to pay

Payment type	Time to allow	How
Direct Debit	0 days	<ul style="list-style-type: none"> • Online: thameswater.co.uk/direct • Phone: 0800 587 0036 • Fill in the Direct Debit mandate and send it back to us indicating your choice of payment amounts.
Debit or credit card	2 days	<p>You can pay by Visa, Mastercard, or Maestro.</p> <p>Please have your 10-digit Thames Water account number to hand</p> <ul style="list-style-type: none"> • Online: thameswater.co.uk/pay • Phone: 0800 980 8800 (automated system available 24 hours a day)
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>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. You can then:</p> <ul style="list-style-type: none"> • Take your cheque and giro slip from the bill to any bank (or) • Send your cheque and giro slip to Thames Water Utilities Ltd, PO Box 234, Swindon SN38 3TW

Understanding your Invoice

Water and wastewater charges

These are based on the amount of water you use. Our current charges, and new charges from 1 April, 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 **£6.31** for this invoice. For more details please visit thameswater.co.uk/swd or call us on **0800 009 3800**.

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/adesofpractice.

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.

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 www.ccw.co.uk, call them on 0300 034 2222, or write to them at Consumer Council for Water, c/o 14 Floor, Victoria Square House, Victoria Square, Birmingham B2 7AJ.

Meter tampering: 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 openwater.org.uk, or visit thameswater.co.uk and visit the business section of our website.

To improve the service we give you your call may be recorded.

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

Registered address: Thames Water Utilities Limited, Clearwater Court, Vastern Road, Reading RG1 8DE. Company number: 02366661. Thames Water Utilities Limited is part of the Thames Water Plc group. VAT registration no GB 937 4569 15.

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