

# Metered bill explanation

## 1 Account Number

So that we can help you quickly, always quote this ten-digit number when you contact us.

from your sinks, toilets, plumbed appliances, surface water and highway drainage.

## 2 Shows the period covered by your bill

Our charges change on the 1st April each year, and run until the following March. If your bill covers this date your bill will be calculated using two charge rates prior and post April. Your bill will advise you if it covers two different charge periods.

## 5 Volume charge

**Water**  
This is calculated by multiplying your water use in cubic metres by the price per cubic metre. In the example:  
Water 36 x 113.13p = £40.73

## Wastewater

This is calculated by multiplying your water use in cubic metres by the price per cubic metre for wastewater. In the example:  
Wastewater 36 x 55.76p = £20.07

## 3 Total payable

Shows the total amount due. If you have a payment plan, your account may sometimes appear in credit as you are making payments each month. Once the meter has been read again, your payments already made will be offset against these charges.

## 6 Fixed charge

The fixed annual charge is based on the size of the pipe that supplies your property. It includes the cost to treat highway and surface water drainage and maintain our pipes. The annual fixed charge is divided into the number of days in the year. The number of days covered by your bill determines the proportion of the fixed charge payable.

## 4 Service charges

We apply different charges for both water and wastewater and set these under a charges scheme annually. These charges are approved by Ofwat.

## Water

This covers the cost of providing clean water to your property and is measured by a water meter.

## Wastewater

This covers the cost of removing and treating the used water

## 8 Meter number

The unique meter serial number. This can be found on the meter dial.

## 9 Charged size mm

This is the size of the pipe that connects your property to the mains supply and is used to calculate your fixed charge. Domestic properties have a maximum pipe size of 15mm.

## 10 Volume used

The number of cubic metres used since your last bill. This is the difference between the new reading and the previous reading. (1 cubic metre = 1000 litres = 220 gallons)  
Your bill will indicate if an estimated reading has been used. If you feel your water usage is high, you can compare it to our usage table by visiting [www.thameswater.co.uk/usage-table](http://www.thameswater.co.uk/usage-table).

To set up a Direct Debit call  
**0845 6410 055**  
or visit  
[www.thameswater.co.uk/payingyourbill](http://www.thameswater.co.uk/payingyourbill)  
to download a Direct Debit instruction.

## 7 Total charges

The combination of your:  
Volume **5** and Fixed charges **6**

<b>Water</b>	£40.73
	+ £7.62
	<hr/> £48.35
<b>Wastewater</b>	£20.07
	+ £13.77
	<hr/> £33.84
	£48.35
	+ £33.84
	<hr/> £82.19

**Thames Water**

Bill date: 21 July 2009  
Account Number: 12345-67890

**Water Services Bill**  
Tel: 0845 9200 887

If you like the convenience of using online services, you can pay your bill, tell us you're moving and more, simply log on to [www.thameswater.co.uk](http://www.thameswater.co.uk)

12345 678 90  
MR EXAMPLE  
ADDRESS LINE 1  
ADDRESS LINE 2  
POST CODE

MR A EXAMPLE

**2 Your water services bill for 1 April 2009 to 16 July 2009**

Total payable: £82.19  
The total shown is now due

See below

Service charges	1 April 2009 - 16 July 2009 (107 days)		This is your first bill for this property		Charges		£82.19
<b>4 Water</b>	36 m <sup>3</sup> @ 113.13p	Volume charge £	40.73	Fixed charge £	7.62		£48.35
<b>4 Wastewater</b>	36 m <sup>3</sup> @ 55.76p	Volume charge £	20.07		13.77		£33.84

Meter Readings	Meter number	Charged size mm	Previous reading	New reading	Volume used m <sup>3</sup>
17 July 2009	12A345678	12	469 Initial reading	505	36

bank giro credit

**Alliance Leicester** 9826 9274 0184 6031 3417 5  
COMMERCIAL BANK (Bottle Merseyside CR 0AA Reference customer account number) Credit account number

138 12345 67890 1 257 2753 £ 82.19

Signature: MR EXAMPLE  
ADDRESS LINE 1  
ADDRESS LINE 2  
POST CODE

**NatWest** Collection Account Thames Water Utilities Ltd

57-27-53

8460313417X V4322572753 000082198 74 X

For further details about your charges see our metered charges leaflet. You can view this online by visiting [www.thameswater.co.uk/yourbill](http://www.thameswater.co.uk/yourbill).