

# Unmetered bill explanation

## 1 Account number

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

## 2 Shows the period covered

Our charge period runs from April to March.

If you move into your property after April your charges will be calculated from your move-in date up to March.

## 3 Total payable

Shows the total amount due for the period covered by the bill.

## 4 Amount due

Shows the first payment due and the date by which it needs to be paid.

## 5 Service charges

### Water

This covers the cost of providing clean water to your property.

### Wastewater

This covers the cost of removing and treating the used water from your sinks, toilets, plumbed appliances, surface water and highway drainage.

## 6 Chargeable value

If you don't have a water meter, we calculate your charges on the chargeable value of the property, not on the Council Tax banding system. Chargeable values were originally assessed by the Valuation Office, on behalf of the Inland Revenue, and are based on many factors

including the size of your home, the amenities you have, number of rooms and where you live.

The amount of water you use does not affect your charges.

In the example shown, the chargeable value is £282.

## 7 Rate per pound

This is the amount by which we multiply your chargeable value to calculate your Supply Charge. **8** We apply different charges for both water and wastewater and set these under a charges scheme annually. These charges are approved by Ofwat.

In the example:

Water rate per pound is 58.35p

Wastewater rate per pound is 31.85p

## 8 Supply charge

### Water

This is calculated by multiplying the chargeable value by the rate per £ for water.

In the example:  
282 x 58.35 = £164.55

### Wastewater

This is calculated by multiplying the chargeable value by the rate per £ for wastewater.

In the example:  
282 x 31.85 = £89.82

## 9 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 network. 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.

## 10 Totals

The combination of your: Supply charge **8** and Fixed charges **9**

Water £164.55  
+ £27.00  
£191.55


Wastewater £89.82  
+ £36.00  
£125.82

£191.55  
+ £125.82  
£317.37

**11** If you settle your bills by post, at the bank or post office a giro credit slip will be attached here.

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.

**Water Services Bill**  
Tel: 0845 9200 888



**1 Account Number**  
12345-67890

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 9  
MR EXAMPLE  
ADDRESS LINE 1  
ADDRESS LINE 2  
POST CODE

**2 Your water services bill for the year 1 April 2009 to 31 March 2010**

<b>3 Current charges</b>	<b>4 Amount to pay by 1st April 09</b>	<b>5 The remaining £158.68 should be paid by 1st October 09 - we will send you a reminder nearer the time</b>
£317.37	£158.69	
See below		

**5 Service charges 1 April 2009 - 31 March 2010**

	Chargeable value/rate per £	Supply charge £	Fixed charge £	Totals £
<b>6 Water</b>	282 @ 58.35p	164.55	27.00	191.55
<b>7 Wastewater</b>	282 @ 31.85p	89.82	36.00	125.82
<b>Charges</b>				<b>10 £317.37</b>

**Paying your bill**  
If paying at a bank, please allow 7 days for payment to reach us. There is no counter fee if you pay at a branch of your bank. Full details of how to pay are shown on the back.

**Other ways to pay**  
Direct Debit is the easiest way to pay - simply call our Direct Debit Hotline on 0845 6410 055 or fill in the form on the reverse and return it to us within 7 days.

**11**

bank giro credit

**Alliance Leicester** Trade Counter

COMMERCIAL BANK Boyle Merseyside CIR 0AA 9826 9274 0175 6644 0521 5  
Reference (customer account number) Credit account number Standard fee payable at PO Counter

138 12345 67890 1 257 2753 £ 158.69

132

Customer's stamp and initials

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

Date

**NatWest**  
Collection Account  
Thames Water  
Utilities Ltd

Cash   
Cheques

£

57-27-53

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

75664405212 V4322572753 000158690 74 X

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