

# Direct Debit instruction and guarantee



Thank you for choosing to set up a Direct Debit to pay your Thames Water bills.

Please complete the slip below and pop it in the post to us at:



Thames Water Utilities Ltd,  
PO BOX 234,  
Swindon SN38 2TX

Please allow 10 working days from receipt of your form, for us to set your Direct Debit up. You will receive confirmation once it's done.

You should keep hold of this guarantee for future reference.

## Your Direct Debit guarantee



This guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit, Thames Water Utilities Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed.

If you request Thames Water Utilities Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit, by Thames Water Utilities Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when Thames Water Utilities Ltd asks you to.

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Thames Water Utilities Limited, a company registered in England and Wales with company number 02366661. Registered office address: Clearwater Court, Vastern Road, Reading RG1 8DB. VAT registration number: GB 537-4569-15.



## Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form using a ball point pen.

Thames Water account number:

Name of account holder(s):

Bank/building society account number:

Branch sort code:

Name and full postal address of your bank or building society:

Originator's number:

Instruction to Thames Water

Please choose how often you'd like to pay and your preferred date, where relevant. This does not form part of the instruction to your bank/building society.

I have a water meter and I'd like to make payments:

Twice a year, when my bill is due

12 monthly payments

I don't have a water meter and I'd like to make payments:

Once a year, when my bill is due

10 monthly payments

Twice a year

12 monthly payments

I'd like my payments to be taken on:

Please enter a day between the 1st and 28th of the month

If the above box is not completed, your payment will be taken on 1st day of the month.

Instruction to your bank or building society

Please pay Thames Water Utilities Ltd from the account detailed in this instruction, subject to the safeguards assured by the Direct Debit guarantee. I understand this instruction may remain with Thames Water Utilities Ltd, and, if so, details will be passed electronically to my bank or building society.

Signature(s)

Date

