

Direct Debit Instruction and Guarantee

Thank you for choosing to set up a Direct Debit to pay your water services bill.

Please complete the slip below and forward to us at this address:

Thames Water Utilities Ltd
PO Box 234
Swindon
SN38 3TW

This guarantee should be detached and retained by the payer

The Direct Debit Guarantee



- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change, Thames Water will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Thames Water or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by contacting your Bank or Building Society. Please also send a copy of your letter to us.

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

Please fill in the whole form using a ball point pen and send it to:
Thames Water Utilities Ltd, PO Box 234, Swindon, SN38 3TW

Originator's Identification Number

9 5 2 4 5 9



Name(s) of Account Holder(s)

Reference Number

Bank/Building Society account number

Instruction to your Bank or Building Society

Please pay Thames Water Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Thames Water and, if so, details may be passed electronically to my Bank/Building Society.

Branch Sort Code

Name and full postal address of your Bank or Building Society

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

If you do not have a water meter

If you have a water meter

1 payment a year

pay each bill when it is due

2 payments a year

pay by 12 monthly instalments

12 payments a year

preferred payment date

Signature(s)

Date