

**Goodall Super Fund Property Expenses**

<b>Date</b>	<b>Amount (GBP)</b>	<b>Exchange rate per xe.com</b>	<b>Amount (AUD)</b>	<b>Paid to</b>	<b>Property</b>
27/03/2023	2,280.00	1.8444	4,205.23	JMW Barnard Management	UK Property
26/04/2023	199.72	1.87057	373.59	Shell Energy Retail	UK Property
26/04/2023	33.12	1.87057	61.95	Thames Water Utilities	UK Property
26/05/2023	33.03	1.89541	62.61	Thames Water Utilities	UK Property
26/06/2023	33.03	1.90945	63.07	Thames Water Utilities	UK Property
17/06/2023	N/A	N/A	592.07	Strata - Insurance	Marine Terrace

**5,358.52**

Tax Invoice

A.B.N. 45 689 614 334  
A.C.N.

Invoice #: 00000052  
Date: 1/06/2023  
Ship Via:  
Page: 1

Bill To:

Goodall & Co  
88 Marine Terrace  
Freemantle WA 6160

Ship To:

Goodall & Co  
88 Marine Terrace  
Freemantle WA 6160

Description

Amount Code

Strata Insurance for the period from 29/05/2023 to 29/05/2024  
Lot 1/88 Marine Terrace unit entitlement is 11 of 100 units, or 11%  
\$5,382.49 Annual Premium x 11% = \$592.07 (no GST)  
EFT: NAB, BSB: 086-217, Acct. No. 39 454 1271

\$592.07 N-T

Your Order #:	Customer ABN:				Freight:	\$0.00 GST
Shipping Date:	Terms: Net 30th after				GST:	\$0.00
COMMENT	CODE	RATE	GST	SALE AMOUNT	Total Inc GST:	\$592.07
	GST	10%	\$0.00	\$0.00	Amount Applied:	\$0.00
	N-T	0%	\$0.00	\$592.07	Balance Due:	\$592.07

# JMW • Barnard

Property Management

17 Abingdon Road  
London  
W8 6AH

Telephone 0207 938 3910  
Website: www.jmwbarnd.com

<b>Royce L Goodall &amp; Tracey K Goodall</b> <b>Flat 1</b> <b>38 Comeragh Road</b> <b>London</b> <b>W14 9HR</b> <b>United Kingdom</b>	<i>Landlord and Tenant Act 1987</i> <i>Sections 47 and 48</i> <i>As agents for your landlord who is</i>	<i>Address for service of notices is</i> <i>(including notices in proceedings)</i>
	38 Comeragh Road Tenants Ltd C/o JMW Baranrd Management Ltd, 17 Abingdon Road, LONDON, W8 6AH  VAT Reg No:	C/O JMW Barnard Management Ltd, 17 Abingdon Road, LONDON, W8 6AH, United Kingdom

## INVOICE

Interest may be charged

Premises: (24700/1/6)					
Lower Ground Floor Flat, 38 Comeragh Road, LONDON, W14 9HR					
Please make payments to:		Bank Account Number:	Sort Code:		
<b>JMWB - 38 Comeragh Road SChg Account</b>		<b>60749435</b>	<b>20-17-19</b>		
Reference: <b>T24711</b>	Invoice No: <b>112804</b>	Date/Taxpoint: <b>22/03/2023</b>			
Due Date	Description	Paid	Net	VAT	
25/03/2023	Service Charge On Account in advanc 25/03/2023 - 24/03/2024	0.00	2,280.00	0.00	E

Code	Net	VAT	<b>PREVIOUSLY PAID</b>	<b>0.00</b>
E Exempt	2,280.00	0.00	<b>INVOICED NET</b>	<b>2,280.00</b>
			<b>VAT</b>	<b>0.00</b>
			<b>PREVIOUS ARREARS</b>	<b>0.00</b>
			<b>AMOUNT DUE</b>	<b>2,280.00</b>

**Please Return**                      **Reference: T24711**  
**Date/Taxpoint: 22/03/2023**      **Invoice No: 112804**                      **Amount Due**                      **2,280.00**

JF Joinery (SW) Ltd  
 Ridge View Workshops  
 North Molton  
 South Molton  
 Devon  
 EX36 3HG  
 Tel : 01598 740197  
 Email : john@jfjoinery.co.uk  
**VAT Reg No:** 301 8023 57

*J F Joinery &*



**JFJ**  
**WOOD**  
**FLOORING**

**SALES ORDER**

**Page 1**

Royce Leslie Goodall and Tracey Kathleen Goodall  
 6 John Street  
 North Fremantle  
 WA 6159

<b>Sales Order No</b>	2956
<b>Sales Order Date</b>	13/03/2023
<b>Order No</b>	
<b>Account Ref</b>	INTFLOOR

**This is not a V.A.T Invoice**

Qty Ordered	Product Code	Description	Unit Price	Net Amount
27.00	190X15ENGOAKPT	BOX/190x15MM ENG OAK FL /1.805 SQMTRS/ £54.50 + VAT SQ MTR	98.37	2,655.99
50.00	ELASTSTRONG	M2 OF ELASTILON STRONG	9.99	499.50
1.00	DETAILS	For Project at 38 Comeragh Road W14 6HR DELIVERY DATE: TBC	0.00	0.00
1.00	DETAILS	DEL ADD: C/O Francor Building Contractors, 10 Sunbeam Cresce LONDON, W10 5DW CONTACT FOR DELIVERY: Emanuel:	0.00	0.00

<b>Total Net Amount</b>	£	3,155.49
<b>Carriage</b>	£	0.00
<b>Total VAT Amount</b>	£	631.10
<b>Order Total</b>	£	<b>3,786.59</b>



**Shell  
ENERGY**Mr. Royce Goodall  
Basement  
38 Comeragh Road  
LONDON  
W14 9HR

Hello Mr. Goodall

## Your Electricity and Gas Bill

Previous balance	<b>£0.00</b>
Payments received	<b>£0.00</b>
Previous outstanding balance	<b>£0.00</b>
<b>Total charges this bill</b>	<b>£199.72</b>
Electricity	<b>£59.56</b>
Gas	<b>£140.16</b>
<b>TOTAL NOW DUE</b>	<b>£199.72</b>

Your payment of **£199.72** will be collected by **Direct Debit** on or after **26 April 2023**.

If you believe you won't be able to make an upcoming payment and have been affected by COVID-19, please contact our dedicated team at [paymentadvice@shellenergy.co.uk](mailto:paymentadvice@shellenergy.co.uk).

**This bill is based on estimated meter readings.**

**Click here to submit a meter reading**

### Emergencies

Loss of supply? Call **105**Smell gas? Call **0800 111 999**

### Other enquiries

Call our customer service on **0330 094 5800**Rota Load Block  
Alpha Identifier**T**

Account number 6402188  
 Bill number 122991926  
 Bill date 08 Apr 2023  
 Payment due 26 Apr 2023  
 Bill period 03 Mar 23 - 07 Apr 23  
 VAT registration number GB 867 2447 91  
 Supply address Basement  
 38 Comeragh Road  
 London  
 W14 9HR

## Could you pay less?

Your Personal Projection is **£567** per year for electricity and **£1,019** per year for gas. This is your estimated energy spend for your current tariff assuming you use the same amount of energy as you did last year. It includes any discounts and charges like VAT. Please note you are on a variable price tariff and prices may go up or down.

Congratulations! You are already on our cheapest tariff. We will let you know if this changes.

Tariffs may be withdrawn at any time. Switching tariffs may involve moving to different terms and conditions. Visit our website for details. Remember - it might be worth thinking about switching your tariff or supplier. For more information on your tariff and switching, see overleaf.

To access your energy account details quickly, simply scan this code using your smartphone or tablet. To find out more about QR codes visit [shellenergy.co.uk/help/bills\\_and\\_payments](https://shellenergy.co.uk/help/bills_and_payments)



**Shell  
ENERGY**

Account number 6402188

Bill date 08 Apr 2023

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## About your tariff

Information about your current tariff\*. You can use it to compare to others we have available.

\*if you have recently changed tariff your bill may be based on your previous tariff rates

⚡ Electricity		🔥 Gas	
Tariff name:	Energy Price Guarantee v3 Direct Debit ebill	Tariff name:	Energy Price Guarantee v3 Direct Debit ebill
Payment method:	Direct Debit	Payment method:	Direct Debit
Tariff end date:	n/a	Tariff end date:	n/a
Exit fees*:	n/a	Exit fees*:	n/a
* if you cancel more than 49 days before the tariff end date			
Annual usage (may include estimates)	1,233 kWh	Annual usage (may include estimates)	8,846 kWh
<b>Your tariff rates</b>			
Unit rate per kWh:	34.684p	Unit rate per kWh:	10.315p
Standing charge:	38.18p per day	Standing charge:	29.11p per day
Prices inclusive of VAT			

## About your usage

We do not yet have enough information to show you a summary of your energy use for this bill period compared to the same period last year.

**Any questions?** Visit [shellenergy.co.uk](https://shellenergy.co.uk), email [customer.service@shellenergy.co.uk](mailto:customer.service@shellenergy.co.uk), or call our customer service team on **0330 094 5800**.



**Shell**  
**ENERGY**

Account number 6402188

Bill date 08 Apr 2023

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## Your payments

**TOTAL**

**£0.00**

No payments have been received since your last invoice.

**Shell  
ENERGY**

Account number 6402188

Bill date 08 Apr 2023

Page 4 of 6

**Electricity statement****Your total new electricity charges £59.56**

Standing Charge Electricity	29 days	x 31.57p per day	£9.16
Standing Charge Electricity	7 days	x 36.36p per day	£2.55
Usage charge single rate - electricity			£45.01
<b>Total supply charges</b>			<b>£56.72</b>
<b>Plus VAT at 5%</b>			<b>£2.84</b>

If you have a smart meter or if you submit a meter read every month then we will send you a bill based on your actual energy usage. If you don't have a smart meter or if you are unable to submit a meter read every month then your bill will be estimated.

Electricity readings for meter F75A 04168

Opening read date	Read type	Opening read	Closing read date	Read type	Closing read	kWh	rate (£)	price
03/03/23	I	78523.000	01/04/23	E	78630.399	107.399	0.34359	£36.90
01/04/23	E	78630.399	07/04/23	E	78654.941	24.542	0.33032	£8.11
<b>Usage charge</b>								<b>£45.01</b>

The Energy Price Guarantee has been applied to your bill. This will save a typical dual fuel household around £700 this Winter, based on what prices would have been under the October price cap. A Government-led review will be conducted to consider energy support after 31 March 2023.

**Having trouble understanding your bill?****Click here for help****This bill is based on an estimated meter reading.****Click here to submit a meter reading**

Electricity supply number

S	1	801	1
12	0002	0864	312

Loss of supply?  
Call 105 or  
0800 028 0247

**Read types:**  
C = Customer  
E = Estimate  
D = Deemed  
R = Routine  
S = Smart  
I = Initial  
F = Final



**Shell  
ENERGY**

Account number 6402188

Bill date 08 Apr 2023

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**Gas statement****Your total new gas charges £140.16**

Standing Charge Gas	29 days	x 27.12p per day	£7.86
Standing Charge Gas	7 days	x 27.72p per day	£1.94
Usage charge - gas			£123.69

**Total supply charges £133.49****Plus VAT at 5% £6.67**

If you have a Smart Meter or if you submit a meter read every month then we will send you a bill based on your actual energy usage. If you don't have a Smart Meter or if you are unable to submit a meter read every month then your bill will be estimated.

Gas Readings for Meter G4A05641470001

Gas Meter Type - Metric

Units are measured in cubic meters (m<sup>3</sup>).

Opening read date	Read type	Opening read	Closing read date	Read type	Closing read	Units	m3
03/03/23	I	25816.0	01/04/23	E	25909.2	93.2	93.2
01/04/23	E	25909.2	07/04/23	E	25927.6	18.4	18.4
<b>Total m3</b>						<b>111.6 m3</b>	

How we calculate your gas charges

m<sup>3</sup> to kWh conversion

Date	m3	Correction factor	Calorific value	kWh	Rate (£)	Price
01/04/23	93.2	x 1.02264	x 39.1 + 3.6 =	1035.173	x 0.10009 =	£103.61
07/04/23	18.4	x 1.02264	x 39.1 + 3.6 =	204.369	x 0.09824 =	£20.08
<b>Total usage charges</b>						<b>= £123.69</b>

A correction factor of 1.02264 is applied to account for fluctuations in temperature and pressure of gas in the UK.

The Calorific value is the amount of energy released when gas is burnt. The quality of gas varies slightly every day so the average Calorific value for the bill period is used when calculating the number of kilowatt-hours used.

The Energy Price Guarantee has been applied to your bill. This will save a typical dual fuel household around £700 this Winter, based on what prices would have been under the October price cap. A Government-led review will be conducted to consider energy support after 31 March 2023.

**Having trouble understanding your bill?****Click here for help****This bill is based on an estimated meter reading.****Click here to submit a meter reading**

Gas supply number 3309789107

Smell gas? Call 0800 111 999

Read types:

C = Customer

E = Estimate

D = Deemed

R = Routine

S = Smart

I = Initial

F = Final

Gas Safe Register

Gas Safe Register replaced the CORGI gas register in Great Britain and Isle of Man. Always use a Gas Safe registered engineer to install, repair and service your gas appliances. Always ask to see their ID card. Be gas safe. For more information and to find and check an engineer go to

**www.GasSafeRegister.co.uk**

or call

**0800 408 5500.**



# Shell ENERGY

Account number 6402188

Bill date 08 Apr 2023

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## How we estimate

If you have a smart meter or if you submit a meter reading every month then we will send you a bill based on your actual energy usage.

If you don't have a smart meter or if you are unable to submit a meter reading every month then your bill will be estimated.

For more information on how we estimate your bills please visit the Help and Advice section of our website [shellenergy.co.uk](http://shellenergy.co.uk)

## Gas calculation

We use the following example formula to calculate your gas charges:

Your units	2
Volume Correction Factor	x 1
Metric Units	2
Volume Correction *1	x 1.02264
Calorific Value *2	x 39.3
Convert to kWh	/ 3.6
kWh used	22

\* 1 The change in pressure of gas from sea level to your home

\* 2 The amount of energy released when gas is burned

## Paying your bill

The easiest way to pay is by Direct Debit, we will let you know if your payment needs to go up or down to make sure you always remain on track based on any changes in the amount of energy that you use. You can also make a payment online using your My Account login or by phone using a credit or debit card, to do this call us on **0330 094 5800**. We also accept payment via a bank transfer or cheque, make sure you use your Shell Energy Account number as the reference so we can quickly apply the payment to your account. To pay via bank transfer you'll need our bank details:

**Bank** Barclays **Sort Code** 20-00-00 **Account Number** 53764680 **Payee** Shell Energy Retail Limited

Please send cheques to: Shell Energy Retail Limited, PO Box 6363, Coventry, CV3 9LR.

If you are struggling to pay there is support and information on our website or you can call us on **0330 094 5800** and we can discuss your options.

## Need assistance?

If you have a query about your energy bill or need help understanding it then talk to our customer service team.

Customer service: **0330 094 5800**  
[customer.service@shellenergy.co.uk](mailto:customer.service@shellenergy.co.uk)

We offer a range of services to assist you if you are having difficulty paying your bill. Our obligations are set out in our statement "I'm struggling to pay my bill - what should I do?" and in our policy "Paying your bill - help for domestic customers". Both are available on our website. Contact our Credit Control team on **0330 094 5800**

## Additional Services and our Priority Services Register

If your circumstances mean that you need extra support from us (for example, you may be of pensionable age, disabled, suffer from ill-health, or have young children) we have a range of additional free services which may help.

You can also ask to be added to our Priority Services Register (PSR). For further information, take a look at our website. You can register online, download the application form, or call us on **0330 094 5800** to find out more.

## Complaints

Contact Citizens Advice if you need help with an energy problem - for example with your bills or meters, or if you're struggling to pay for the energy you use. They're the official source of free and independent energy advice and support.

Go to: [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy) or call their consumer service on **0808 223 1133**. Calls are free.

Our complaints handling procedure is available to view and download on our website, [shellenergy.co.uk](http://shellenergy.co.uk), where you can also find details of how to make a complaint. If you need to obtain a copy of our complaints handling procedure, free of charge, you can contact our Customer First Team on **0330 094 5800**.

You can now also use Resolver, an independent complaints service. Visit [resolver.co.uk/companies/shell-energy-complaints](http://resolver.co.uk/companies/shell-energy-complaints) to raise your complaint via their simple online process, and we'll work with them towards a swift resolution for you.

If you remain unhappy with our resolution of your complaint, or if your complaint has not been resolved within 8 weeks of the date you told us about it, you may refer the matter to the Ombudsman Services: Energy on **0330 440 1624** or at [ombudsman-services.org/sectors/energy](http://ombudsman-services.org/sectors/energy). They are free and independent, and we are bound by their decision.

## Our fuel mix

To see how we generate your electricity supply, and its environmental impact, visit [shellenergy.co.uk/info/energy/fuel-mix](http://shellenergy.co.uk/info/energy/fuel-mix).

## Moving home?

Don't forget to let us know! We need the date of your move, your final meter readings and your forwarding address. Call us on **0330 094 5800**

Alternatively, use our web service at the below address:  
[shellenergy.co.uk/moving](http://shellenergy.co.uk/moving)





Mr Royce Goodall  
6 John Street  
NORTH FREMANTLE  
6159  
Australia



Account number  
900072292727



For help, visit  
[thameswater.co.uk/bill](https://thameswater.co.uk/bill)



Bill date  
6 March 2023



Billing period  
3 March 2023  
– 31 March 2024



Supply address  
Base, 38 Comeragh  
Road, LONDON, W14  
9HR



Additional account  
holder(s)  
Mrs Tracey Goodall

## Your bill and payment plan



Your first payment is: **£33.12**

Followed by 11 monthly payments of £33.03

We'll take your first payment on or after: **26 April 2023**

You don't need to do anything

You're on a Direct Debit payment plan. For a full list of your payment dates, turn to section 1.

We'll take your payments from:  
Bank account number: XXXX8219 Sort code: XX-XX-70

If you need to update your Direct Debit details or change your payment date, please log in at [thameswater.co.uk/myaccount](https://thameswater.co.uk/myaccount)

### What's in this bill

Section 1:  
Your charges  
A breakdown of your charges and the payments you'll make

Section 2:  
More help  
Links and phone numbers if you need help or financial support

# 1 Your charges

## Our calculation:

Rateable value (RV) × our rate ÷ 366 days × billing period (days) = **your charge**

3 March 2023 to 31 March 2023 (29 days)

This billing period is based on our 2022/2023 rates

Fresh water				Wastewater			
Water used	RV	rate	charge	Waste removed	RV	rate	charge
	157	£0.8772	£10.94		157	£0.5838	£7.28
Fixed charge			+ £3.10	Fixed charge			+ £4.99
<b>Subtotal</b>			= £14.04	<b>Subtotal</b>			= £12.27
Total new charges for this period						£26.31	

1 April 2023 to 31 March 2024 (366 days)

This billing period is based on our 2023/2024 rates

Fresh water				Wastewater			
Water used	RV	rate	charge	Waste removed	RV	rate	charge
	157	£1.0105	£158.65		157	£0.6163	£96.76
Fixed charge			+ £44.50	Fixed charge			+ £70.23
<b>Subtotal</b>			= £203.15	<b>Subtotal</b>			= £166.99
Total new charges for this period						£370.14	

## Summary

Opening balance 3 March 2023	£0.00
Total new charges from 3 March 2023 to 31 March 2024	+ £396.45
<b>What you owe</b>	<b>£396.45</b>

## Your upcoming payments

We spread £396.45 over 12 months.

26 Apr 2023	£33.12	26 May 2023	£33.03	26 Jun 2023	£33.03
-------------	--------	-------------	--------	-------------	--------

**Your charges explained**  
Because you don't have a meter, we calculate your charges based on your property's **rateable value (RV)** of 157, which we then multiply by our rates. We divide this by 366 to work out your daily rate and multiply it by the number of days in your billing period.

The Government sets RV based on a property's location and size. It varies from house to house, so yours might be different from your next-door neighbour's.

The Government froze RV in 1990 after introducing council tax, so yours won't change. To find out more, visit [thameswater.co.uk/rv](https://thameswater.co.uk/rv)

**What's a fixed charge?**  
Your fixed charge helps to cover some of our essential running costs, like maintaining pipes and handling enquiries.

**Could you save on your wastewater?**  
You could save **£32.46** a year on your wastewater fixed charge if all the rainwater from your property drains into a soakaway, stream or river instead of our sewer. Find out more at [thameswater.co.uk/swd](https://thameswater.co.uk/swd)



26 Jul 2023	£33.03	26 Aug 2023	£33.03	26 Sep 2023	£33.03
26 Oct 2023	£33.03	26 Nov 2023	£33.03	26 Dec 2023	£33.03
26 Jan 2024	£33.03	26 Feb 2024	£33.03	26 Mar 2024	£33.03

We'll take payment on or after the 26th of the month. We'll review your plan again around March 2024.

### Take control of your bill

Prefer to only pay for what you use? With a water meter, you can keep track of every drop and hopefully save money, too!

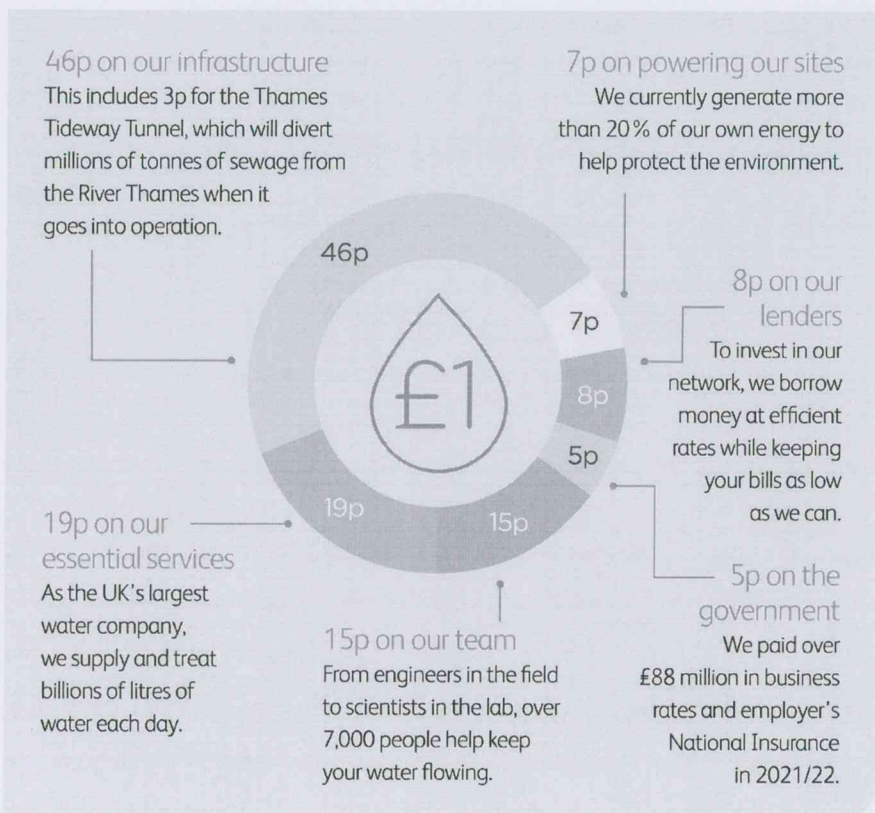
Request yours now at [thameswater.co.uk/meter](https://thameswater.co.uk/meter)



### Changes to our charges

Our charges are subject to change each year. On average, our charges will go up by 11.7% on 1 April 2023. This includes inflation, which is affected by energy prices, and adjustments for our past performance. We follow guidance from our regulator Ofwat and consult CCW, the voice for water consumers, on our charges. Learn more at [thameswater.co.uk/value](https://thameswater.co.uk/value)

### For every £1 you spend, we spend...



2

## More help



Update incorrect details or tell us you're moving:  
[thameswater.co.uk/myaccount](https://thameswater.co.uk/myaccount)



Sign up for an extra helping hand when you need it most:  
[thameswater.co.uk/priorityservices](https://thameswater.co.uk/priorityservices)

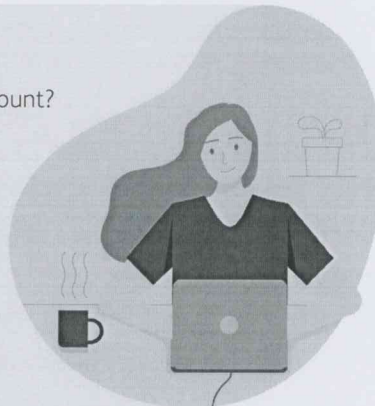
If you need this bill in large print or braille, or you need an interpreter, please visit [thameswater.co.uk/extracare](https://thameswater.co.uk/extracare) or call 0800 009 3652.

### Access your account on the go

Are you making the most of your online account? Don't forget you can:

- Download bills for proof of address
- Update your contact details instantly
- Add additional account holders
- Pay online if you want to

It's all at your fingertips – log in now at [thameswater.co.uk/myaccount](https://thameswater.co.uk/myaccount)



### Struggling to pay?

If you're worried about the cost of your bill, we'll do everything we can to help. Our support includes affordable payment plans, discounted tariffs, grants and more. For more information, visit [thameswater.co.uk/helppaying](https://thameswater.co.uk/helppaying)



## If you need a helping hand

- For helpful information or to report any issues, visit [thameswater.co.uk/contactus](http://thameswater.co.uk/contactus) or give us a call and quote your account number: 900072292727
- For billing enquiries, call 0800 980 8800 (Mon-Fri 8am-8pm, Sat 8am-6pm)
- In water or wastewater emergencies, call 0800 316 9800 (lines open 24/7)

If your hearing or speech is impaired, please contact us using Relay UK.

## If you're unhappy with our service

We want to hear from you – please visit [thameswater.co.uk/complaints](http://thameswater.co.uk/complaints) or call us on 0800 980 8800 (Mon-Fri 8am-8pm, Sat 8am-6pm)

**If you need to escalate a complaint:** If you're unhappy with the outcome of our complaints process and would like free independent advice visit [cwater.org.uk](http://cwater.org.uk), call 0300 034 2222 or write to CCW – the voice for water consumers: 1F, Victoria Square House, Victoria Square, Birmingham, B2 4AJ

**Our commitment to you:** We'll always make an appointment with you before we visit, turn up within the agreed appointment slot, and give you 24 hours' notice if we have to cancel; respond to written queries and complaints about your bill or service within 10 working days; let you know within five working days if we can't action a written request to change your payment arrangements; 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; maintain an appropriate water pressure to your property; and protect your property from flooding from our sewers. If we fail to achieve this level of service, or if we have to issue you with a 'restriction of use' notice because of problems with our water supply or because of drought, we'll pay you as part of our Customer Guarantee Scheme. To view our compensation policy, visit [thameswater.co.uk/compensation](http://thameswater.co.uk/compensation) or call us and ask for a copy.

### Learning about us

To find out more about our performance as a company, visit [thameswater.co.uk/annualreport](http://thameswater.co.uk/annualreport)

### Maintaining water quality

We test over 500,000 samples of our world-class water each year. To check the water quality in your area, visit [thameswater.co.uk/waterquality](http://thameswater.co.uk/waterquality)

### Managing debt

Missing a payment or paying late may affect your credit rating. If you fall behind on payments, find our debt recovery procedure at [thameswater.co.uk/debt](http://thameswater.co.uk/debt)

### Protecting your privacy

To help maintain up-to-date records and manage our debt collection process, we share information with and receive information from credit reference agencies. To find out more about how we use, store and protect your data as well as how you can request access to it, please visit [thameswater.co.uk/yourdata](http://thameswater.co.uk/yourdata)

Thames Water Utilities Limited is a company registered in England and Wales with company number 02366661. Registered office address: Clearwater Court, Vastern Road, Reading, RG1



## The 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.

**This guarantee should be detached and retained by the payer**