

Getting in touch with us

Online www.thameswater.co.uk

You can contact us online to make a payment, tell us you're moving, find water-saving tips, provide a meter reading, and more.

By telephone

Billing

0845 9200 888

Minicom service if you are deaf or hard of hearing:
0845 7200 899

We have a wide range of self-service options available 24 hours a day, including:

- Pay your bill with a debit or credit card and hear your balance
- Set up a Direct Debit or payment plan
- Provide a meter reading

For queries relating to the payment of your bill, change of address, meter readings and other billing issues, you can speak with our Customer Service Team.

Monday to Friday 8am to 8pm

Saturday 8am to 1pm

Water and wastewater services

0845 9200 800

Minicom service if you are deaf or hard of hearing:
0845 7200 898

- Water and wastewater enquiries
- Emergencies
- Other non-billing enquiries

To contact us from abroad +44 1793 366011

By post

Thames Water, PO Box 286, Swindon, SN38 2RA

This leaflet can be sent to you in braille,
large print or audio format upon request.

Our quality promise



If you are unhappy with our service, we want to know

We rely on your feedback

We want to provide our customers with an excellent service. If you think we have fallen short of this, we want you to let us know so that we can put it right as quickly as possible. Please call us on one of the following numbers:

Your bill or charges

0845 6410 020

Your water or wastewater services

0845 9200 800

If you are unable to call us you can write to us at:

Thames Water
PO Box 436
Swindon
SN38 1TU

Or use our online forms on our website at

www.thameswater.co.uk

It may help us to resolve the matter more promptly if we can contact you by telephone. Please could you provide us with a contact number(s) and let us know when is the best time to contact you by telephone.

If you write to us, we will respond to you as soon as possible but in any event within ten working days.

Please note that to help us deal effectively with your complaint we may have to pass some of your details on to other members of staff, or contractors who work on our behalf, so that your concerns can be fully resolved.

If you are not satisfied with the response

If you have written to us previously, and remain unhappy with the way in which we have dealt with your complaint, you can ask for it to be reviewed by our Director of Customer Services.

You can ask for the matter to be reviewed by telephoning us using these numbers:

Your bill or charges

0845 6410 020

Your water or wastewater services

0845 9200 800

Alternatively, you can write to:

Thames Water
PO Box 492
Swindon
SN38 8TU

If you remain dissatisfied

You can contact the Consumer Council for Water (CCWater) on 0845 7581 658 or 020 79318502.

You can also write to them at:

Consumer Council for Water
London & South East
1st Floor,
Victoria Square House,
Victoria Square
Birmingham
B2 4AJ

CCWater is an independent body set up to represent customers, which may investigate your complaint and take it up with us on your behalf.

Normally they will only take up your complaint if we have been given the opportunity to put things right first.