# Residential
The Law Society's CON29DW
Drainage & Water Enquiry

Thames Water Property Searches

National Land Information
Services
42
Kings Hill Avenue
Kings Hill
West Malling
ME19 4AJKent

| | |
|---|---|
| Search address supplied | Flat H, 53, Warminster Road, LONDON, SE25 4DQ |
| Your reference | 366282-000076/BIBIA/GURTR |
| Our reference | DWS/DWS Standard/2023_4900948 |
| Received date | 18 October 2023 |
| Search date | 23 October 2023 |

**Keeping you up-to-date**

Notification of Price Changes

From 1st April 2023 Thames Water Property Searches will be increasing the prices of its CON29DW, CommercialDW Drainage & Water Enquiries and Asset Location Searches. Historically costs would rise in line with RPI but as this currently sits at 14.2%, we are capping it at 10%.

Customers will be emailed with the new prices by January 1st 2023.

Any orders received with a higher payment prior to the 1st April 2023 will be non-refundable. For further details on the price increase please visit our website at www.thameswater-propertysearches.co.uk

Thames Water Utilities Ltd
Property Searches,
PO Box 3189, Slough SL1 4WW

searches@thameswater.co.uk
www.thameswater-propertysearches.co.uk

0800 009 4540

CON29DW RESIDENTIAL DRAINAGE & WATER SEARCH
DRAINAGE + WATER SEARCHES NETWORK DWSN
The Property Ombudsman

# Residential

The Law Society's CON29DW
Drainage & Water Enquiry

Thames Water Property Searches

| Question | | Summary Answer |
|---|---|---|
| **Maps** | | |
| **1.1** | Where relevant, please include a copy of an extract from the public sewer map. | Map Provided |
| **1.2** | Where relevant, please include a copy of an extract from the map of waterworks. | Map Provided |
| **Drainage** | | |
| **2.1** | Does foul water from the property drain to a public sewer? | Connected |
| **2.2** | Does surface water from the property drain to a public sewer? | Connected |
| **2.3** | Is a surface water drainage charge payable? | Charge Payable |
| **2.4** | Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property? | No |
| **2.4.1** | Does the public sewer map indicate any public pumping station or any other ancillary apparatus within the boundaries of the property? | No |
| **2.5** | Does the public sewer map indicate any public sewer within 30.48 metres(100 feet) of any buildings within the property? | Yes |
| **2.5.1** | Does the public sewer map indicate any public pumping station or any other ancillary apparatus within the 50metres of any buildings within the property? | No |
| **2.6** | Are any sewers or lateral drains serving, or which are proposed to serve the property, the subject of an existing adoption agreement or an application for such an agreement? | No |
| **2.7** | Has a sewerage undertaker approved or been consulted about any plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain? | No |
| **2.8** | Is the building which is or forms part of the property, at risk of internal flooding due to overloaded public sewers? | Not At Risk |
| **2.9** | Please state the distance from the property to the nearest boundary of the nearest sewage treatment works. | 4.946 Kilometres |
| **Water** | | |
| **3.1** | Is the property connected to mains water supply? | Connected |
| **3.2** | Are there any water mains, resource mains or discharge pipes within the boundaries of the property? | No |
| **3.3** | Is any water main or service pipe serving or which is proposed to serve the property, the subject of an existing adoption agreement or an application for such an agreement? | No |
| **3.4** | Is the property at risk of receiving low water pressure or flow? | No |
| **3.5** | What is the classification of the water supply for the property? | HARD |
| **3.6** | Please include details of the location of any water meter serving the property. | No Meter |
| **Charging** | | |
| **4.1.1** | Who are the sewerage undertakers for the area? | Thames Water |
| **4.1.2** | Who are the water undertakers for the area? | Thames Water |
| **4.2** | Who bills the property for sewerage services? | Thames Water |
| **4.3** | Who bills the property for water services? | Thames Water |
| **4.4** | What is the current basis for charging for sewerage and/or water services at the property? | See Details |
| **4.5** | Will the basis for charging for sewerage and water services at the property change as a consequence of a change of occupation? | See Details |

**Search address supplied:** Flat H, 53, Warminster Road, LONDON, SE25 4DQ

Any new owner or occupier will need to contact Thames Water on 0800 316 9800 or log onto our website www.thameswater.co.uk and complete our online form to change the water and drainage services bills to their name.

The following records were searched in compiling this report: - the Map of Public Sewers, the Map of Waterworks, Water and Sewer billing records, Adoption of Public Sewer records, Building Over Public Sewer records, the Register of Properties subject to Internal Foul Flooding, the Register of Properties subject to Poor Water Pressure and the Drinking Water Register. Thames Water Utilities Ltd (TWUL), Clearwater Court, Vastern Road, Reading RG1 8DB, holds all of these.

TWUL, trading as Property Searches, are responsible in respect of the following:-

(i) any negligent or incorrect entry in the records searched;

(ii) any negligent or incorrect interpretation of the records searched;

(iii) and any negligent or incorrect recording of that interpretation in the search report

(iv) compensation payments

**Interpretation of CON29DW Drainage and Water Search**

Appendix 1 contains definitions of terms and expressions used in this report.

For your guidance:

- Thames Water Property Searches Complaints Procedure:
  - Thames Water Property Searches offers a robust complaints procedure. Complaints can be made by telephone, in writing, by email (searches@thameswater.co.uk) or through our website (www.thameswater-propertysearches.co.uk)

As a minimum standard Thames Water Property Searches will:

- endeavour to resolve any contact or complaint at the time of receipt. If this isn't possible, we will advise of timescales;
- investigate and research the matter in detail to identify the issue raised (in some cases third party consultation will be required);
- provide a response to the customer within 10 working days of receipt of the complaint;
- provide compensation, if no response or acknowledgment that we are investigating the case is given within 10 working days of receipt of the complaint;
- keep you informed of the progress and, depending on the scale of investigation required, update with new timescales as necessary;
- provide an amended search, free of charge, if required;
- provide a refund if we find your complaint to be justified; take the necessary action within our power to put things right.

If you want us to liaise with a third party on your behalf, just let us know.

If you are still not satisfied with the outcome provided we will refer the matter to a Senior Manager for resolution who will respond again within 5 working days.

If you remain dissatisfied with our final response you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). Further information can be obtained by visiting www.tpos.co.uk or by sending an email to admin@tpos.co.uk

## Maps

**1.1 – Where relevant, please include a copy of an extract from the public sewer map.**

A copy of an extract of the public sewer map is included, showing the public sewers, disposal mains and lateral drains in the vicinity of the property.

For your guidance:

- The Water Industry Act 1991 defines Public Sewers as those which Thames Water have responsibility for. Other assets and rivers, watercourses, ponds, culverts or highway drains may be shown for information purposes only.
- The company is not generally responsible for rivers, watercourses, ponds, culverts or highway drains. If any of these are shown on the copy extract they are shown for information only.
- Any private sewers or lateral drains which are indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended these details be checked with the developer.
- Assets other than public sewers may be shown on the copy extract, for information.

**1.2 – Where relevant, please include a copy of an extract from the map of waterworks.**

A copy of an extract of the map of waterworks is included, showing water mains, resource mains or discharge pipes in the vicinity of the property.

For your guidance:

- The "water mains" in this context are those, which are vested in and maintainable by the water company under statute.
- Assets other than public water mains may be shown on the plan, for information only.
- Water companies are not responsible for private supply pipes connecting the property to the public water main and do not hold details of these. These may pass through land outside of the control of the seller, or may be shared with adjacent properties. The buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal.
- If an extract of the public water main record is enclosed, this will show known public water mains in the vicinity of the property. It should be possible to estimate the likely length and route of any private water supply pipe connecting the property to the public water network.

## Drainage

### 2.1 – Does foul water from the property drain to a public sewer?

Records indicate that foul water from the property drains to a public sewer.

For your guidance:

- Water companies are not responsible for any private drains that connect the property to the public sewerage system and do not hold details of these. The property owner will normally have sole responsibility for private drains serving the property. These may pass through land outside the control of the seller and the buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal.
- If foul water does not drain to the public sewerage system, the property may have private facilities in the form of a cesspit, septic tank or other type of treatment plant.
- An extract from the public sewer map is enclosed. This will show known public sewers in the vicinity of the property and it should be possible to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system.

### 2.2 – Does surface water from the property drain to a public sewer?

Records indicate that surface water from the property drains to a public sewer.

For your guidance:

- Sewerage Undertakers are not responsible for any private drains that connect the property to the public sewerage system, and do not hold details of these.
- The property owner will normally have sole responsibility for private drains serving the property. These private drains may pass through land outside of the control of the seller and the buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal.
- In some cases, 'Sewerage Undertakers' records do not distinguish between foul and surface water connections to the public sewerage system.
- At the time of privatisation in 1989, Sewerage Undertakers were sold with poorly-kept records of sewerage infrastructure. The records did not always show which properties were connected for surface water drainage purposes. Accordingly, billing records have been used to provide an answer for this element of the drainage and water search.
- Due to the potential inadequacy of 'Sewerage Undertakers' infrastructure records with respect to surface water drainage, it is the customer's responsibility to inform the Sewerage Undertaker that they do not receive the surface water drainage service. If on inspection, the buyer finds that surface water from the property does not drain to a public sewer, then the property may be eligible for a rebate of the surface water drainage charge. For further information, please contact Thames Water on Tel: 0800 316 9800, or refer to the website at www.thameswater.co.uk.
- If surface water from the property does not drain to the public sewerage system, the property may have private facilities in the form of a soakaway or private connection to a watercourse.
- An extract from the public sewer map is enclosed. This will show known public sewers in the vicinity of the property and it should be possible to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system.

**2.3 – Is a surface water drainage charge payable?**

Records confirm that a surface water drainage charge is payable for the property and the charge is £32.46 for the current financial year.

For your guidance:

- If surface water from the property drains to a public sewer, then a surface water drainage charge is payable.
- Where a surface water drainage charge is currently included in the property's water and sewerage bill but, on inspection, the buyer finds that surface water from the property does not drain to a public sewer, then the property may be eligible for a rebate of the surface water drainage charge. For further information, please contact Thames Water on Tel: 0800 316 9800 or refer to the website www.thameswater.co.uk.

**2.4 – Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property?**

The public sewer map indicates that there are no public sewers, disposal mains or lateral drains within the boundaries of the property. However, from the 1st October 2011 there may be lateral drains and/or public sewers which are not recorded on the public sewer map but which may prevent or restrict development of the property.

For your guidance:

- Thames Water has a statutory right of access to carry out work on its assets. Employees of Thames Water or its contractors may, therefore, need to enter the property to carry out work.
- Please note if the property was constructed after 1st July 2011 any sewers and/or lateral drain within the boundary of the property are the responsibility of the householder.
- The approximate boundary of the property has been determined by reference to the Ordnance Survey Record or the map supplied.
- The presence of a public sewer running within the boundary of the property may restrict further development. The company has a statutory right of access to carry out work on its assets, subject to notice. This may result in employees of the company, or its contractors, needing to enter the property to carry out work.
- Any private sewers or lateral drains which are indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended these details be checked with the developer.

**2.4.1 – Does the public sewer map indicate any public pumping station or any other ancillary apparatus within the boundaries of the property?**

The public sewer map included indicates that there is no public pumping station within the boundaries of the property.

For your guidance:

- Private pumping stations installed before 1 July 2011 will be transferred into the ownership of the sewerage undertaker.
- The approximate boundary of the property has been determined by reference to the Ordnance Survey Record or the map supplied.
- The presence of a public Pumping station running within the boundary of the property may restrict further development. The company has a statutory right of access to carry out work on its assets, subject to notice. This may result in employees of the company, or its contractors, needing to enter the property to carry out work.
- Any private sewers or lateral drains which are indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended these details be checked with the developer.

**2.5 – Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?**

The public sewer map included indicates that there is a public sewer within 30.48 metres (100 feet) of a building within the property.

For your guidance:

- From the 1st October 2011 there may be additional lateral drains and/or public sewers which are not recorded on the public sewer map but are also within 30.48 metres (100 feet) of a building within the property.
- The presence of a public sewer within 30.48 metres (100 feet) of the building(s) within the property can result in the local authority requiring a property to be connected to the public sewer.
- The measurement is estimated from the Ordnance Survey record, between the building(s) within the boundary of the property and the nearest public sewer.
- Any private sewers or lateral drains which are indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended these details be checked with the developer.

**2.5.1 – Does the public sewer map indicate any public pumping station or any other ancillary apparatus within 50 metres of any buildings within the property?**

The public sewer map included indicates that there is no public pumping station within 50 metres of any buildings within the property.

For your guidance:

- Private pumping stations installed before 1 July 2011 will be transferred into the ownership of the sewerage undertaker.
- The presence of a public pumping station within 50 metres of the building(s) within the property can result in the local authority requiring a property to be connected to the public sewer.
- The measurement is estimated from the Ordnance Survey record, between the building(s) within the boundary of the property and the nearest public sewer.
- Any private sewers or lateral drains which are indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended these details be checked with the developer.

**2.6 – Are any sewers or lateral drains serving or which are proposed to serve the property the subject of an existing adoption agreement or an application for such an agreement?**

Records confirm that Foul sewers serving the development, of which the property forms part are not the subject of an existing adoption agreement or an application for such an agreement.

The Surface Water sewer(s) and/or Surface Water lateral drain(s) are not the subject of an adoption agreement.

For your guidance:

- Any sewers and/or lateral drains within the boundary of the property are not the subject of an adoption agreement and remain the responsibility of the householder. Adoptable sewers are normally those situated in the public highway.
- This enquiry is of interest to purchasers of new homes who will want to know whether or not the property will be linked to a public sewer.
- Where the property is part of a very recent or ongoing development and the sewers are not the subject of an adoption application, buyers should consult with the developer to ascertain the extent of private drains and sewers for which they will hold maintenance and renewal liabilities.
- Final adoption is subject to the developer complying with the terms of the adoption agreement under Section 104 of the Water Industry Act 1991 and meeting the requirements of 'Sewers for Adoption' 6th Edition.

**2.7 – Has a sewerage undertaker approved or been consulted about any plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain?**

There are no records in relation to any approval or consultation about plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain. However, the sewerage undertaker might not be aware of a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain.

For your guidance:

- From the 1st October 2011 most private sewers, disposal mains and lateral drains were transferred into public ownership and the sewerage undertaker may not have been approved or consulted about any plans to erect a building or extension on the property over or in the vicinity of these.
- Buildings or extensions erected over a sewer in contravention of building controls may have to be removed or altered.

**2.8 – Is the building which is or forms part of the property at risk of internal flooding due to overloaded public sewers?**

The property is not recorded as being at risk of internal flooding due to overloaded public sewers.

From the 1st October 2011 most private sewers, disposal mains and lateral drains were transferred into public ownership It is therefore possible that a property may be at risk of internal flooding due to an overloaded public sewer which the sewerage undertaker is not aware of. For further information it is recommended that enquiries are made of the vendor.

For your guidance:

- For reporting purposes buildings are restricted to those normally occupied and used for residential, public, commercial, business or industrial purposes.
- A sewer is "overloaded" when the flow from a storm is unable to pass through it due to a permanent problem (e.g. flat gradient, small diameter). Flooding as a result of temporary problems such as blockages, siltation, collapses and equipment or operational failures are excluded.
- "Internal flooding" from public sewers is defined as flooding, which enters a building or passes below a suspended floor. For reporting purposes, buildings are restricted to those normally occupied and used for residential, public, commercial, business or industrial purposes.
- "At Risk" properties are those that the water company is required to include in the Regulatory Register that is presented annually to the Director General of Water Services. These are defined as properties that have suffered, or are likely to suffer, internal flooding from public foul, combined or surface water sewers due to overloading of the sewerage system more frequently than the relevant reference period (either once or twice in ten years) as determined by the Company's reporting procedure.
- Flooding as a result of storm events proven to be exceptional and beyond the reference period of one in ten years are not included on the At Risk Register.
- Properties may be at risk of flooding but not included on the Register where flooding incidents have not been reported to the Company.
- Public Sewers are defined as those for which the Company holds statutory responsibility under the Water Industry Act 1991.
- It should be noted that flooding can occur from private sewers and drains which are not the responsibility of the Company. This report excludes flooding from private sewers and drains and the Company makes no comment upon this matter.
- For further information please contact Thames Water on Tel: 0800 316 9800 or website www.thameswater.co.uk

**2.9 – Please state the distance from the property to the nearest boundary of the nearest sewage treatment works.**

The nearest sewage treatment works is Beddington STW which is 4.946 kilometres to the south west of the property.

For your guidance:

- The nearest sewage treatment works will not always be the sewage treatment works serving the catchment within which the property is situated.
- The sewerage undertaker's records were inspected to determine the nearest sewage treatment works.
- It should be noted that there may be a private sewage treatment works closer than the one detailed above that has not been identified.
- As a responsible utility operator, Thames Water Utilities seeks to manage the impact of odour from operational sewage works on the surrounding area. This is done in accordance with the Code of Practice on Odour Nuisance from Sewage Treatment Works issued via the Department of Environment, Food and Rural Affairs (DEFRA). This Code recognises that odour from sewage treatment works can have a detrimental impact on the quality of the local environment for those living close to works. However DEFRA also recognises that sewage treatment works provide important services to communities and are essential for maintaining standards in water quality and protecting aquatic based environments. For more information visit www.thameswater.co.uk

## Water

### 3.1 – Is the property connected to mains water supply?

Records indicate that the property is connected to mains water supply.

For your guidance:

- The Company does not keep details of private supplies. The situation should be checked with the current owner of the property.

### 3.2 – Are there any water mains, resource mains or discharge pipes within the boundaries of the property?

The map of waterworks does not indicate any water mains, resource mains or discharge pipes within the boundaries of the property.

For your guidance:

- The boundary of the property has been determined by reference to the plan supplied. Where a plan was not supplied the Ordnance Survey Record was used. If the Water company mentioned in 4.1.2 is not Thames Water Utilities Ltd the boundary of the property has been determined by the Ordnance Survey.
- The presence of a public water main within the boundary of the property may restrict further development within it. Water companies have a statutory right of access to carry out work on their assets, subject to notice. This may result in employees of the company, or its contractors, needing to enter the property to carry out work.

### 3.3 – Is any water main or service pipe serving or which is proposed to serve the property the subject of an existing adoption agreement or an application for such an agreement?

Records confirm that water mains or service pipes serving the property are not the subject of an existing adoption agreement or an application for such an agreement.

For your guidance:

- This enquiry is of interest to purchasers of new homes who will want to know whether or not the property will be linked to the mains water supply.

### 3.4 – Is the property at risk of receiving low water pressure or flow?

Records confirm that the property is not recorded on a register kept by the water undertaker as being at risk of receiving low water pressure or flow.

For your guidance:

- The boundary of the property has been determined by reference to the plan supplied. Where a plan was not supplied the Ordnance Survey Record was used.
- "Low water pressure" means water pressure below the regulatory reference level, which is the minimum pressure when demand on the system is not abnormal.
- Water Companies are required to include in the Regulatory Register that is presented annually to the Director General of Water Services, properties receiving pressure below the reference level, provided that allowable exclusions do not apply (i.e. events which can cause pressure to temporarily fall below the reference level)
- The reference level of service is a flow of 9 litres/minute at a pressure of 10metres / head on the customer's side of the outside stop valve (osv). The reference level of service must be applied on the customer's side of a meter or any other company fittings that are on the customer's side of the main stop tap. The reference level applies to a single property. Where more than one property is served by a common service pipe, the flow assumed in the reference level must be appropriately increased to take account of the total number of properties served. For two properties, a flow of 18 litres/minute at a pressure of 10metres/head on the customers' side of the osv is appropriate. For three or more properties the appropriate flow should be calculated from the standard loadings provided in BS806-3 or the Institute of Plumbing handbook.
- **Allowable exclusions** The Company is required to include in the Regulatory Register properties receiving pressure below the reference level, provided that allowable exclusions listed below do not apply.
- **Abnormal demand:** This exclusion is intended to cover abnormal peaks in demand and not the daily, weekly or monthly peaks in demand, which are normally expected. Companies should exclude from the reported figures properties which are affected by low pressure only on those days with the highest peak demands. During the report year companies may exclude, for each property, up to five days of low pressure caused by peak demand.
- **Planned maintenance:** Companies should not report low pressures caused by planned maintenance. It is not intended that companies identify the number of properties affected in each instance. However, companies must maintain sufficiently accurate records to verify that low-pressure incidents that are excluded because of planned maintenance are actually caused by maintenance.
- **One-off incidents:** This exclusion covers a number of causes of low pressure; mains bursts; failures of company equipment (such as pressure reducing valves or booster pumps); firefighting; and action by a third party. However, if problems of this type affect a property frequently, they cannot be classed as one-off events and further investigation will be required before they can be excluded
- **Low-pressure incidents of short duration:** Properties affected by low pressures, which only occur for a short period, and for which there is evidence that incidents of a longer duration would not occur during the course of the year, may be excluded from the reported figures.
- Please contact your water company mentioned in Question 4.1.2 if you require further information on water pressure.

### 3.5 – What is the classification of the water supply for the property?

The water supplied to the property has an average water hardness of 103mg/l calcium which is defined as HARD by ThamesWater.

For your guidance:

- Water hardness can be expressed in various indices for example the hardness settings for dishwashers are commonly expressed in Clark's degrees, but check with the manufacturer as there are also other units. The following table shows the normal ranges of hardness.
- Sample table for information only:

| Thames Water Hardness Category | Calcium (mg/l) | Calcium Carbonate (mg/l) | English Clarke degrees | French degrees | General/ German degrees |
|---|---|---|---|---|---|
| Soft | 0 to 40 | 0 to 100 | 0 to 7 | 0 to 10 | 0 to 5.6 |
| Medium | 41 to 80 | 101 to 200 | 8 to 14 | 11 to 20 | 5.7 to 11.2 |
| Hard | Over 80 | Over 200 | Over 14 | Over 20 | over 11.2 |

### 3.6 – Please include details of the location of any water meter serving the property.

Records indicate that the property is not served by a water meter.

For your guidance:

- Where a meter does not serve the property and the customer wishes to consider this method of charging, they should contact the water undertakers mentioned in Question 4.1.2.

## Charging

### 4.1.1 – Who is responsible for providing the sewerage services for the property?

Thames Water Utilities Limited, Clearwater Court, Reading, RG1 8DB is the sewerage undertaker for the area.

### 4.1.2 – Who is responsible for providing the water services for the property?

Thames Water Utilities Limited, Clearwater Court, Reading, RG1 8DB is the water undertaker for the area.

### 4.2 – Who bills the property for sewerage services?

The property is billed for sewerage services by:

Thames Water Utilities Limited
Clearwater Court
Vastern Road
Reading
Berkshire
RG1 8DB

Tel: 0800 9808 800
Website: www.thameswater.co.uk.

### 4.3 – Who bills the property for water services?

The property is billed for water services by:

Thames Water Utilities Limited
Clearwater Court
Vastern Road
Reading
Berkshire
RG1 8DB

Tel: 0800 9808 800
Website: www.thameswater.co.uk.

**4.4 – What is the current basis for charging for sewerage and/or water services at the property?**

The charges are based on the rateable value of the property which has a rateable value of £186.00, and the charge for the current financial year of £448.42.

For your guidance:

- Water and sewerage companies' full charges are set out in their charges schemes which are available from the company free of charge upon request.
- The Water Industry Act 1991 Section 150, The Water Resale Order 2001 provides protection for people who buy their water or sewerage services from a person or company instead of directly from a water or sewerage company. Details are available from the Office of Water Services (OFWAT) website is www.ofwat.gov.uk.
- Where charges are given these are based on the data available at the time of the report.
- The Company may install a meter at the premises where a buyer makes a change of use of the property or where the buyer uses water for:
    - Watering the garden other than by hand (this includes the use of sprinklers).
    - Automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres.
    - A bath with a capacity in excess of 230 litres.
    - A reverse osmosis unit.

**4.5 – Will the basis for charging for sewerage and water services at the property change as a consequence of a change of occupation?**

This property is currently charged on an unmetered basis as above however we are modernising the way we manage water supplies and improving efficiency by fitting smart water meters, where possible, for all our customers in this area. The property may already have had a smart meter installed. If this is the case then any new occupier will be charged on a metered basis. To find out more about our smart metering programme please visit www.thameswater.co.uk/metering

For your guidance:

- Water and sewerage companies' full charges are set out in their charges schemes which are available from the company free of charge upon request.
- The Water Industry Act 1991 Section 150, The Water Resale Order 2001 provides protection for people who buy their water or sewerage services from a person or company instead of directly from a water or sewerage company. Details are available from the Office of Water Services (OFWAT) website is www.ofwat.gov.uk.
- It is policy to meter all new water connections. This would result in charges being levied according to the measured tariff.
- The Company may install a meter at the premises where a buyer makes a change of use of the property or where the buyer uses water for:
    - Watering the garden other than by hand (this includes the use of sprinklers).
    - Automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres.
    - A bath with a capacity in excess of 230 litres.
    - A reverse osmosis unit.

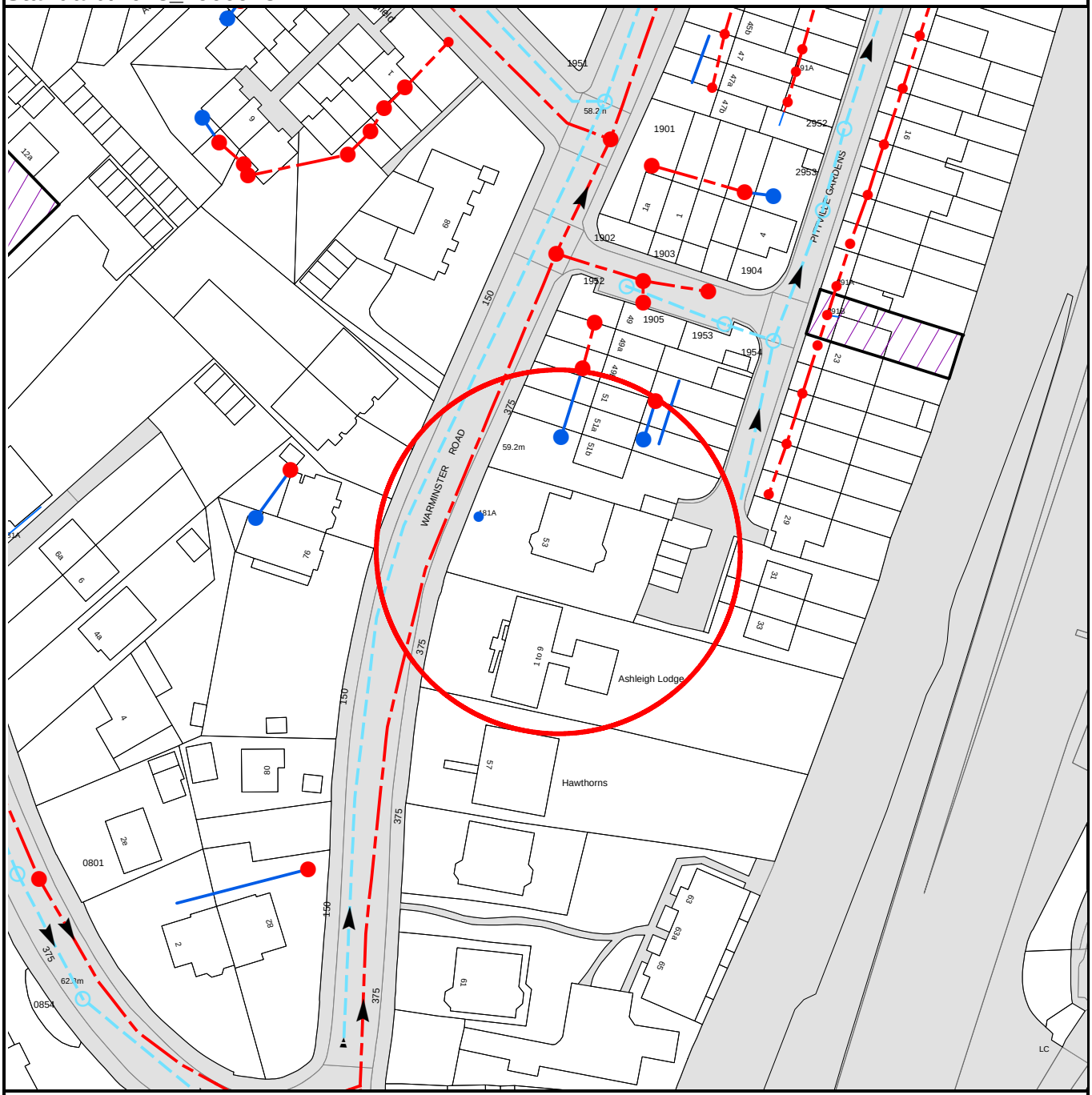
**Payment for this Search**

The charge will be added to the NLIS Account. This search was ordered through National Land Information Services, Russell Square House, 10-12 Russell Square, London WC1B 5LF.

Please note that none of the charges made for this report relate to the provision of Ordnance Survey mapping information.

All prices are in accordance with the standard terms of Property Searches; discounts are available, please contact us on 0800 009 4540 to obtain further details.

# Residential CON29DW Drainage & Water Search Sewer Map-DWS/DWS Standard/2023_4900948




The width of the displayed area is 200m

**The position of the apparatus shown on this plan is given without obligation and warranty, and the accuracy cannot be guaranteed. Service pipes are not shown but their presence should be anticipated. No liability of any kind whatsoever is accepted by Thames Water for any error or omission. The actual position of mains and services must be verified and established on site before any works are undertaken.**

**Based on the Ordnance Survey Map (2020) with the Sanction of the controller of H.M. Stationery Office, License no. 100019345 Crown Copyright Reserved.**

# Con29DW Residential Drainage and Water Search - Sewer Key

## Public Sewer Types (Operated and maintained by Thames Water)

**Foul Sewer:** A sewer designed to convey waste water from domestic and industrial sources to a treatment works.

**Surface Water Sewer**: A sewer designed to convey surface water (e.g. rain water from roofs, yards and car parks) to rivers or watercourses.

**Combined Sewer:** A sewer designed to convey both waste water and surface water from domestic and industrial sources to a treatment works.

**Trunk Sewer:** A strategic sewer which collects either foul or surface water flow from a number of subsidiary catchments and transfers this flow to a pumping station, river outfall or treatment works.

**Storm Overflow Sewer:** A sewer designed to convey excess rainfall to rivers or watercourses so that the flow does not exceed the capacity of normal sewers (which could cause flooding).

**Sludge Sewer:** A sewer designed to convey sludge from one treatment works to another.

**Vent Pipe:** A section of sewer pipe connected between the top of a sewer and vent column, used to prevent the accumulation of gas in a sewer and thus allowing the system to operate properly.

**Rising Main:** A pipe carrying pumped flow under pressure from a low point to a high point on the sewerage network. The direction of the fleck indicates the direction of flow within the pipe.

**Vacuum:** A foul sewer designed to remove foul sewage under pressure (vacuum sewers cannot accept direct new connections).

**Thames Water Proposed Sewer**

## Other Sewer Types (Not Operated or Maintained by Thames Water)

**Foul Sewer:** Any foul sewer that is not owned by Thames Water.

**Gulley:** A sewer designed to convey surface water from large roads, motorways, etc. to watercourses or to public surface water sewers. These sewers are generally maintained by the relevant highway authority.

**Culverted Watercourse:** A watercourse running through a culvert or pipe which is the responsibility of the property owner or the Environment Agency.

**Decommissioned Sewer:** A disused sewer. Usually filled with cement mixture or removed from the ground.

Content of this drainage network is currently unknown.

Ownership of this drainage network is currently unknown.

## Other Symbols

**Undefined Ends:** These symbols represent the point at which a pipe continues but no records of its position are currently held by Thames Water. These symbols are rare but may be found on any of the public sewer types.

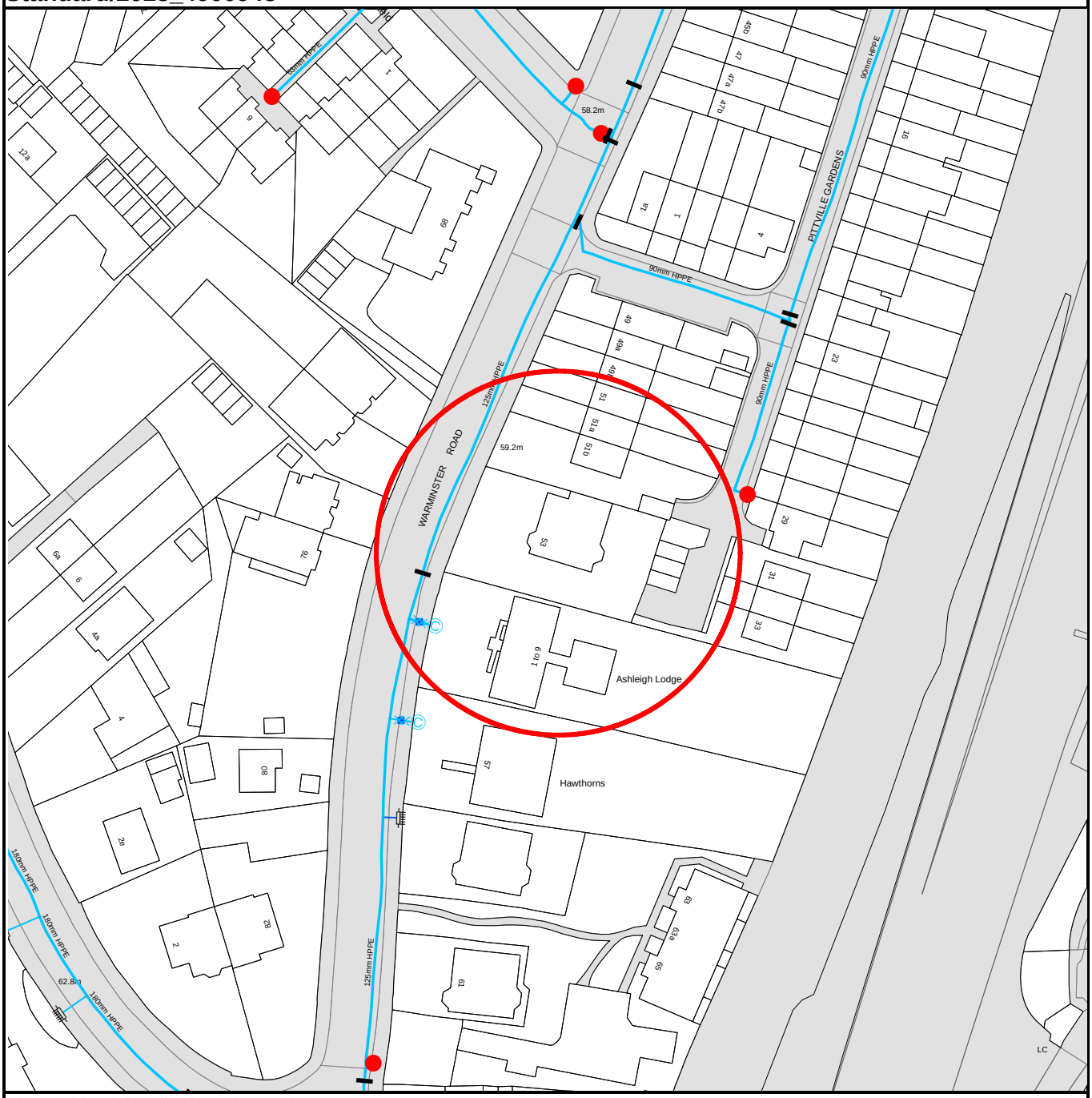
**Public / Private Pumping Station:** Foul or Surface Water pumping station.

**Casement:** Ducts may contain high voltage cables. Please check with Thames Water.

**Notes:**

1) All levels associated with the plans are to Ordnance Datum Newlyn.
2) All measurements on the plan are metric.
3) Arrows (on gravity fed sewers) or flecks (on rising mains) indicate the direction of flow.
4) Most private pipes are not shown on our plans, as in the past, this information has not been recorded.
5) 'na' or '0' on a manhole indicates that data is unavailable.
6) The text appearing alongside a sewer line indicates the internal diameter of the pipe in millimeters.
Text next to a manhole indicates the manhole reference number and should not be taken as a measurement.
If you are unsure about any text or symbology, please contact Property Searches on 0800 009 4540.

# Residential CON29DW Drainage & Water Search Water Map-DWS/DWS Standard/2023_4900948




The width of the displayed area is 200m

**The position of the apparatus shown on this plan is given without obligation and warranty, and the accuracy cannot be guaranteed. Service pipes are not shown but their presence should be anticipated. No liability of any kind whatsoever is accepted by Thames Water for any error or omission. The actual position of mains and services must be verified and established on site before any works are undertaken.**

**Based on the Ordnance Survey Map (2020) with the Sanction of the controller of H.M. Stationery Office, License no. 100019345 Crown Copyright Reserved.**

# Con29DW Residential Drainage and Water Search - Water Key

## Public Water Pipes (Operated & Maintained by Thames Water)

4" — **Distribution Main:** The most common pipe shown on water maps. With few exceptions, domestic connections are only made to distribution mains.

16" — **Trunk Main:** A main carrying water from a source of supply to a treatment plant or reservoir, or from one treatment plant or reservoir to another. Also a main transferring water in bulk to smaller water mains used for supplying individual customers.

3" SUPPLY — **Supply Main:** A supply main indicates that the water main is used as a supply for a single property or group of properties.

3" FIRE — **Fire Main:** Where a pipe is used as a fire supply, the word FIRE will be displayed along the pipe.

3" METERED — **Metered Pipe:** A metered pipe indicates that the pipe in question supplies water for a single property or group of properties and that the quantity of water passing through the pipe is metered even though there may be no meter symbol shown.

**Transmission Tunnel:** A very large diameter water pipe. Most tunnels are buried very deep underground. These pipes are not expected to affect the structural integrity of buildings shown on the map provided.

**Proposed Main:** A main that is still in the planning stages or in the process of being laid. More details of the proposed main and its reference number are generally included near the main.

## Depth of Water Pipes (Normal Cover)

| PIPE DIAMETER | DEPTH BELOW GROUND |
|---|---|
| Up to 300mm (12") | 900mm (3') |
| 300mm - 600mm (12" - 24") | 1100mm (3' 8") |
| 600mm and bigger (24" plus) | 1200mm (4') |

## Pipe fittings and controls (Operated & Maintained by Thames Water)

**Hydrant:** A point on a water main which is used by fire services or operational purposes by Thames Water.

**Meter:** Used to measure water flowing through a water main for domestic metering or operational purposes by Thames Water.

**General Purpose Valve:** Valves allowing control of water flow or pressure within the system.

**Air Valve:** A valve which allows the release of trapped air within a water pipe.

## Other Water Pipes (Not Operated or Maintained by Thames Water)

**Private Main:** Indicates that the water main in question is not owned by Thames Water. These mains normally have text associated with them indicating the diameter and ownership of the pipe.

**Other Water Company or Unknown: Occasionally other water companies'** water pipes may overlap the border of our clean coverage area. The mains are denoted in purple and in most cases the owner of the pipe is displayed along them.

## Other Symbols

**Casement:** Ducts may contain high voltage cables. Please check with Thames Water.

**Note:**
Most private pipe work and assets i.e. stopcocks, are not shown on our plans (in the past this information had not been recorded).

Thames Water Utilities Ltd, Property Searches, PO Box 3189, Slough SL1 4W,
T 0800 009 4540 E searches@thameswater.co.uk I www.thameswater-propertysearches.co.uk

## Appendix 1 - terms and expressions in this report

"the 1991 Act" means the Water Industry Act 1991**(1)**;

"the 2000 Regulations" means the Water Supply (Water Quality) Regulations 2000**(2)**;

"the 2001 Regulations" means the Water Supply (Water Quality) Regulations 2001**(3)**;

"adoption agreement" means an agreement made or to be made under section 51A(1) or 104(1) of the 1991 Act**(4)**;

"bond" means a surety granted by a developer who is a party to an adoption agreement;

"bond waiver" means an agreement with a developer for the provision of a form of financial security as a substitute for a bond;

"calendar year" means the twelve months ending with 31st December;

"discharge pipe" means a pipe from which discharges are made or are to be made under section 165(1) of the 1991 Act;

"disposal main" means (subject to section 219(2) of the 1991 Act) any outfall pipe or other pipe which—

(a) is a pipe for the conveyance of effluent to or from any sewage disposal works, whether of a sewerage undertaker or of any other person; and

(b) is not a public sewer;

"drain" means (subject to section 219(2) of the 1991 Act) a drain used for the drainage of one building or of any buildings or yards appurtenant to buildings within the same curtilage;

"effluent" means any liquid, including particles of matter and other substances in suspension in the liquid;

"financial year" means the twelve months ending with 31st March;

"lateral drain" means—

(a) that part of a drain which runs from the curtilage of a building (or buildings or yards within the same curtilage) to the sewer with which the drain communicates or is to communicate; or

(b) (if different and the context so requires) the part of a drain identified in a declaration of vesting made under section 102 of the 1991 Act or in an agreement made under section 104 of that Act**(5)**;

"licensed water supplier" means a company which is the holder for the time being of a water supply licence under section 17A(1) of the 1991 Act**(6)**;

"maintenance period" means the period so specified in an adoption agreement as a period of time—

(a) from the date of issue of a certificate by a sewerage undertaker to the effect that a developer has built (or substantially built) a private sewer or lateral drain to that undertaker's satisfaction; and

(b) until the date that private sewer or lateral drain is vested in the sewerage undertaker;

"map of waterworks" means the map made available under section 198(3) of the 1991 Act**(7)** in relation to the information specified in subsection (1A);

"private sewer" means a pipe or pipes which drain foul or surface water, or both, from premises, and are not vested in a sewerage undertaker;

"public sewer" means, subject to section 106(1A) of the 1991 Act**(8)**, a sewer for the time being vested in a sewerage undertaker in its capacity as such, whether vested in that undertaker—

(a) by virtue of a scheme under Schedule 2 to the Water Act 1989**(9)**;

(b) by virtue of a scheme under Schedule 2 to the 1991 Act**(10)**;

(c) under section 179 of the 1991 Act**(11)**; or

(d) otherwise;

"public sewer map" means the map made available under section 199(5) of the 1991 Act**(12)**;

"resource main" means (subject to section 219(2) of the 1991 Act) any pipe, not being a trunk main, which is or is to be used for the purpose of—

(a) conveying water from one source of supply to another, from a source of supply to a regulating reservoir or from a regulating reservoir to a source of supply; or

(b) giving or taking a supply of water in bulk;

"sewerage services" includes the collection and disposal of foul and surface water and any other services which are required to be provided by a sewerage undertaker for the purpose of carrying out its functions;

"sewerage undertaker" means the company appointed to be the sewerage undertaker under section 6(1) of the 1991 Act for the area in which the property is or will be situated;

"surface water" includes water from roofs and other impermeable surfaces within the curtilage of the property;

"water main" means (subject to section 219(2) of the 1991 Act) any pipe, not being a pipe for the time being vested in a person other than the water undertaker, which is used or to be used by a water undertaker or licensed water supplier for the purpose of making a general supply of water available to customers or potential customers of the undertaker or supplier, as distinct from for the purpose of providing a supply to particular customers;

"water meter" means any apparatus for measuring or showing the volume of water supplied to, or of effluent discharged from any premises;

"water supplier" means the company supplying water in the water supply zone, whether a water undertaker or licensed water supplier;

"water supply zones" in relation to a calendar year means the names and areas designated by a water undertaker within its area of supply that are to be its water supply zones for that year; and

"water undertaker" means the company appointed to be the water undertaker under section 6(1) of the 1991 Act for the area in which the property is or will be situated.

In this report, references to a pipe, including references to a main, a drain or a sewer, shall include references to a tunnel or conduit which serves or is to serve as the pipe in question and to any accessories for the pipe.

(**1**) 1991 c. 56.

(**2**) S.I. 2000/3184. These Regulations apply in relation to England.

(**3**) S.I. 2001/3911. These Regulations apply in relation to Wales.

(**4**) Section 51A is inserted by section 92(2) of the Water Act 2003 (c. 37). Section 104(1) is amended by section 96(4) of that Act.

(**5**) To which there are various amendments made by sections 102 and 104 by section 96 of the Water Act 2003.

(**6**) Inserted by section 56 of and Schedule 4 to the Water Act 2003.

(**7**) Subsection (1A) is inserted by section 92(5) of the Water Act 2003.

(**8**) Section 106(1A) is inserted by section 99 of the Water Act 2003.

(**9**) 1989 c. 15.

(**10**) To which there are various amendments made by section 101(1) of and Schedule 8 to the Water Act 2003.

(**11**) To which there are various amendments made by section 101(1) of and Schedule 8 to the Water Act 2003.

(**12**) Section 199 is amended by section 97(1) and (8) of the Water Act 2003.

# CON29DW DRAINAGE & WATER ENQUIRY (DOMESTIC)
# TERMS AND CONDITIONS

**The Customer and the Client are asked to note these terms, which govern the basis on which the drainage and water report is supplied.**

**Definitions**

"Apparatus" means the public assets shown on the Company's map keys relevant to the Report.
"Client" means the person, company or body who is the intended recipient of the Report with an actual or potential interest in the Property.
"Company" means the company who produces the Report, being Thames Water Utilities Limited, a company registered in England and Wales with company number 02366661 and whose registered office is at Clearwater Court, Vastern Road, Reading, Berkshire, RG1 8DB.
"Customer" means the person, company, firm or other legal body placing the Order, either on their own behalf as Client, or, as an agent for a Client.
"Order" means any request completed by the Customer requesting the Report from the Company.
"Property" means the address or location supplied by the Customer in the Order.
"Report" means the drainage and/or water report prepared by the Company in respect of the Property, including any maps provided as part of such reports.

**1. Agreement**

1.1 The Company agrees to supply the Report to the Customer and the Client subject to these terms and conditions. The scope and limitations of the Report are described in clause 2 of these terms. Where the Customer is acting as an agent for the Client then the Customer shall be responsible for bringing these terms to the attention of the Client.

1.2 The Customer and the Client agree that the placing of an Order for a Report and the subsequent provision of a copy of the Report to the Client indicates their acceptance of these terms.

**2. The Report**

Whilst the Company will use reasonable care and skill in producing the Report, it is provided to the Customer and the Client on the basis that they acknowledge and agree to the following:-

2.1 The information contained in the Report can change on a regular basis so the Company cannot be responsible to the Customer or the Client for any change in the information contained in the Report after the date on which the Report was produced and sent to the Client.

2.2 The Report does not give details about the actual state or condition of the Property nor should it be used or taken to indicate or exclude actual suitability or unsuitability of the Property for any particular purpose, or relied upon for determining saleability or value, or used as a substitute for any physical investigation or inspection. Further advice and information from appropriate experts and professionals should always be obtained.

2.3 The information contained in the Report is based upon the accuracy of the address supplied by the Customer or Client when placing the Order.

2.4 The Report provides information as to the indicative location and connection of existing services and other information in relation to drainage and water enquiries and should not be relied on for any other purpose.

2.5 The Report is produced only for use in relation to individual domestic property transactions which require the provision of drainage and water information and cannot be used for commercial development of domestic properties, development of land or commercial properties for intended occupation by third parties. Where a Report is required for commercial development of domestic properties, development of land or commercial properties for intended occupation by parties, the Customer can order a different report, and different terms shall apply.

2.6 The customer shall only use the Report for the purpose for which it is supplied in accordance with these terms.

2.7 In providing the Customer with the Report, the Company shall comply with the Drainage & Water Searches Network (DWSN) Standards.

**3. Disclaimers**

3.1 Without prejudice to any other terms set out herein, the Company accepts responsibility for any inaccuracy in the location of Apparatus, or missing Apparatus contained in the maps within the Report provided that such inaccuracies or errors arise as a direct result of the negligence of the Company and the existence of which the Company should reasonably have been aware.

3.2 For the purposes of the Report, the Company will not seek to rely on any statements and/or disclaimer shown on any maps which seeks to limit its liability in relation to the accuracy and/or location of Apparatus where any inaccuracies or errors arise as a direct result of the negligence of the Company and the existence of which the Company should reasonably have been aware.

**4. Liability**

4.1 The Company shall not be liable to the Customer or Client in contract, tort, negligence, breach of statutory duty, misrepresentation or otherwise for any inaccuracies, mistakes or omissions in the Report unless any such liability arises as a direct consequence of the Company's negligence and the existence of which the Company should reasonably have been aware.

4.2 Notwithstanding clause 4.1 above, the Company shall accept liability for (a) death or personal injury arising from its negligence, (b) fraud or fraudulent misrepresentation, and (c) any other liability which cannot be excluded or limited by law.

4.3 Subject to clause 4.2 above, the Company's total liability to the Customer or Client, whether for breach of contract, tort, negligence, breach of statutory duty, misrepresentation or otherwise, arising under or in connection with these terms and conditions and/or the provision of a Report shall be limited to £10 million in aggregate.

**5. Copyright and Confidentiality**

5.1 The Customer and the Client acknowledge that the Report is confidential and is intended for the personal use of the Client. The copyright and any other intellectual property rights in the Report shall remain the property of the Company and/or its licensors. No intellectual or other property rights are transferred or licensed to the Customer or the Client except to the extent expressly provided in these terms.

5.2 The Customer or Client is entitled to make copies of the Report for their own internal purposes, but may only copy Ordnance Survey mapping or data contained in or attached to the Report if they have an appropriate licence from the originating source of that mapping or data.

5.3 The Customer and the Client agree (in respect of both the original and any copies made) to respect and not to alter any trademark, copyright notice or other property marking which appears on the Report.

5.4 The maps contained in the Report are protected by Crown Copyright and must not be used for any purpose outside the context of the Report.

5.5 The enquiries in the Report are protected by copyright by the Law Society of 113 Chancery Lane, London WC2A 1PL and must not be used for any purpose outside the context of the Report.

5.6 The Customer and the Client agree to indemnify the Company against any losses, costs, claims and damage suffered by the Company as a result of any breach by either of them of the terms of clauses 5.1 to 5.5 inclusive.

**6. Payment**

6.1 Unless otherwise stated, all prices are inclusive of VAT. The Customer shall pay for the price of the Report specified by the Company, without any set off, deduction or counterclaim. Unless otherwise agreed between the parties, the Company must receive payment for the Report in full before the Report is produced. Where the parties agree that payment is not required in advance, the Customer must pay for the Report in full within 14 days of the date of the invoice, unless otherwise agreed in writing between the parties.

**7. Cancellation Rights**

**As a consumer**

7.1 Where the Customer is an individual consumer (and not acting for purposes wholly or mainly relating to his or her trade, business, craft or profession), the Customer has specific legal rights relating to cancellation of any Order the Customer may place. The Customer may cancel his or her Order at any time within 14 days after the day on which the contract is entered into ("**Cancellation Period**").

7.2 To exercise the right to cancel, the Customer must inform the Company in writing of his or her decision to cancel this contract.

7.3 Where the Customer is ordering a Report as a consumer, due to the Customer's cancellation rights, the Company will not process the Order or provide the Report to the Customer before the end of the Cancellation Period unless the Customer provides his or her express consent and acknowledges that he or she will lose the right to cancel the contract under regulation 29(1) of the Consumer Contracts (Information, Cancellation, and Additional Charges) Regulations 2013

7.4 In addition to these rights, where the Company is able to, it will cancel any Order in accordance with its cancellation policy, which can be found on the Company's website.

**As a business**

7.5 The Cancellation Period does not apply to the Customer's Order if the Customer is placing the Order wholly or mainly for purposes relating to their trade, business, craft or profession.

7.6 If the Customer cancels the Order other than in accordance with this clause the Customer may be liable for fees as detailed in the Company's cancellation policy which can be found on the Company's website.

**8. Complaints**

8.1 The Company's complaints procedure is available on the Company's website.

8.2 If the Customer follows the Company's complaints procedure but is dissatisfied with the response, the Customer may refer the complaint for consideration under The Property Ombudsman Scheme (TPOs). Further information can be obtained by visiting www.tpos.co.uk or by sending an email to admin@tpos.co.uk.

**9. General**

9.1 These terms are the only terms and conditions that shall apply to any Order and the provision of a Report by the Company to the Customer and shall constitute the entire agreement between the Customer and the Company and supersede, replace and extinguish any previous arrangement, understanding or agreement between the parties relating to such Report.

9.2 In the event of any conflict of inconsistency between any information on the Company's website describing the features of the Report and these terms, then these terms shall prevail.

9.3 Where the Customer is acting wholly or mainly in the normal course of his or her trade, business, craft or profession, the Client is entitled to the benefit of these terms. Save as provided in this clause 9.3, it is not intended that any other person who is not a party to these terms has any right to enforce any term of these terms under the Contracts (Rights of Third Parties) Act 1999.

9.4 If any provision of these terms is or becomes invalid or unenforceable, it will be taken to be removed from the rest of these terms to the extent that it is invalid or unenforceable. No other provision of these terms shall be affected.

9.5 These terms shall be governed by English law and all parties submit to the exclusive jurisdiction of the English courts.

9.6 Nothing in these terms and conditions shall in any way restrict the Customer or the Client's statutory or any other rights of access to the information contained in the Report.

**These Terms & Conditions are available in larger print for those with impaired vision**

## Payment Terms and Conditions

All sales are made in accordance with Thames Water Utilities Limited (TWUL) standard terms and conditions unless previously agreed in writing.

1. All goods remain in the property of Thames Water Utilities Ltd until full payment is received.
2. Provision of service will be in accordance with all legal requirements and published TWUL policies.
3. All invoices are strictly due for payment within 14 days of the date of the invoice. Any other terms must be accepted/agreed in writing prior to provision of goods or service or will be held to be invalid.
4. Penalty interest may be invoked by TWUL in the event of unjustifiable payment delay. Interest charges will be in line with UK Statute Law 'The Late Payment of Commercial Debts (Interest) Act 1998'.
5. Interest will be charged in line with current Court Interest Charges, if legal action is taken.
6. A charge may be made at the discretion of the company for increased administration costs.

A copy of Thames Water's standard terms and conditions are available from the Commercial Billing Team (cashoperations@thameswater.co.uk).

We publish several Codes of Practice including a guaranteed standards scheme. You can obtain copies of these leaflets by calling us on 0800 316 9800.

If you are unhappy with our service you can speak to your original goods or customer service provider. If you are still not satisfied with the outcome provided, we will refer the matter to a Senior Manager for resolution who will provide you with a response.

If you are still dissatisfied with our final response, and in certain circumstances such as you are buying a residential property or commercial property within certain parameters, The Property Ombudsman will investigate your case and give an independent view. The Ombudsman can award compensation of up to £25,000 to you if he finds that you have suffered actual financial loss and/or aggravation, distress, or inconvenience because of your search not keeping to the Code. Further information can be obtained by visiting www.tpos.co.uk or by sending an email to admin@tpos.co.uk.

If the Goods or Services covered by this invoice falls under the regulation of the 1991 Water Industry Act, and you remain dissatisfied you can refer your complaint to Consumer Council for Water on 0121 345 1000 or write to them at Consumer Council for Water, 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

### Ways to pay your bill

| **Credit Card** | **BACS Payment** | **Telephone Banking** |
|---|---|---|
| Please call **0800 009 4540** quoting your invoice number starting CBA or ADS. | Account number **90478703**<br>Sort code **60-00-01**<br>A remittance advice must be sent to:<br>**Thames Water Utilities Ltd., PO Box 3189, Slough SL1 4WW.**<br>or email **ps.billing@thameswater.co.uk** | By calling your bank and quoting:<br>Account number **90478703**<br>Sort code **60-00-01**<br>and your invoice number |