

ooncou-U is

"==" Thames Water Utilities
Customer Services
DEBT RECOVERY SECTION
Charges 1991/92

MR 0 TAMBO
51 ALEXANDRA PARK ROAD
N10 2DG

Account Enquiries

[X] P.O. BOX 550
SWINDON SN2 2 FN
@ (0992) 23234

Customer Reference

182 0145 05100 B6

Date of Notice

15 28/10/91

**SEVEN DAY NOTICE OF INTENDED LEGAL PROCEEDINGS
WHICH COULD LEAD TO THE WITHDRAWAL OF YOUR SUPPLY**

Despite the REMINDER previously sent to you we have not received payment of the above amount which is NOW OVERDUE.

If you do not pay within SEVEN DAYS of receiving this notice, we will start legal action in order to recover your debt of J' 97.63
Should such action be taken you will be required to pay the substantial costs of legal proceedings.

For commercial customers failure to comply with this notice may also result in the disconnection of your water supply without court action, and the subsequent payment of withdrawal and reconnection charges.

If you have paid within the last 10 days, there is no need to tell us that you have done so. Simply ignore this notice and accept our apologies for having troubled you.

PAYMENT DIFFICULTIES

If you have difficulties in paying your bill you MUST contact us for advice, NOW, at the enquiries address/telephone number above.
(Calls, letters or interviews will be treated in full confidence).

FOR FURTHER DETAILS SEE REVERSE.

388H00442

ADVICE FOR DOMESTIC CUSTOMERS EXPERIENCING DIFFICULTIES IN PAYING THEIR BILLS

Our Code of Practice which governs the disconnection procedure includes the following guidelines for domestic customers.

WHAT SHOULD YOU DO?

Contact us as soon as possible on the telephone number on the front of this notice. We can't help you if you don't tell us that you are finding it hard to pay your bill.

- If you are on income support, the Social Security may be able to arrange for direct payments.
- Contact the Social Services Department. They are unlikely to give you money, but they may be able to help you in other ways.

If you ask the Social Security or Social Services for help, or are receiving any benefits, make sure you tell us.

AVOID WORRY-ACT NOW- GET IN TOUCH

We want to reach a payment agreement with you.

WHAT WE DO IF YOU CONTACT US.

We can't reduce the amount you have to pay, but may be able to help by:

-
- Trying to reach an agreement with you about paying the bill within a reasonable period in amounts that you can afford.
- If you have a particular problem in getting the money to us, such as a handicap of any kind, we will try to find an arrangement convenient to you.
- If your problem is budgeting for the bill, we will see if we can offer you an instalment arrangement for the future.

WHAT HAPPENS IF YOU DON'T PAY THE BILL OR DON'T KEEP TO THE ARRANGEMENT?

If you don't contact us and reach an agreement to pay, we will apply for a county court summons. This means that you will have court and legal costs added to your arrears.

If you still do not pay, we will take further legal action which may involve you in further court and legal costs.

If you don't pay what the Court orders we will try to contact you to reach a payment agreement. If you request, we will visit you at home.

IF FINALLY AN AGREEMENT IS NOT REACHED, WE WILL DISCONNECT YOUR SUPPLY, GIVING YOU AT LEAST FOURTEEN DAYS NOTICE OF OUR INTENTION TO DO SO.

A full Code of Practice on Disconnection Procedure is available upon request.

Thames Water Utilities Limited

Registered in England and Wales Registered Number 2366661
Registered Office: Nugent House, Vastern Road, Reading RG1 8DB.

Part of the Thames Water Group

VAT Registration No. 537 4569 15