



## Thames Water Property Searches - Payment Methods

Here at Thames Water Property Searches, we want to make doing business with us as simple and flexible as possible.

Once you have registered online, Thames Water Property Searches offer several ways for you to pay for the searches which have been ordered.

### **Direct Debit**

There's no easier or safer way to pay for your searches than with Direct Debit. Direct Debit is simple and convenient, guaranteed - with the Direct Debit Guarantee and offers peace of mind - it's safe and secure, and one less thing to think about. Your payment will be collected when all searches within the case have been dispatched to you. We will advise by email the amount and date when the payment will be collected.

It's just as easy to set up! Contact our Customer Experience Team on 0845 070 9148 or email [ps.billing@thameswater.co.uk](mailto:ps.billing@thameswater.co.uk) to request our form and send it back to us at Thames Water Property Searches, PO Box 3189, Slough, SL1 4WW (making a note of your **account number** on the top of the form)\*.

### **Bank Transfer**

You can pay via online banking direct to our bank account using the Property Searches account number 90478703 and sort code 60-00-01. You must include your **invoice number** and **account number** as the reference. If you are paying more than one invoice a remittance advice should be sent by email to: [ps.billing@thameswater.co.uk](mailto:ps.billing@thameswater.co.uk).

### **Credit/Debit Card**

You can make payment by credit or debit card online or by contacting our Customer Experience Team on 0845 070 9148 quoting your **invoice number** and **account number**.



## Cheques

We accept cheques made payable to 'Thames Water Utilities Ltd' and sent to: PO Box 3189, Slough, Berkshire, SL1 4WW. DX: 151280 Slough 13. You must include your **invoice number** and **account number** along with the remittance advice if you are paying more than one invoice.

## Invoices

A VAT invoice will be automatically generated for pre-payment or on completion and dispatch of all products. Should you prefer we can ensure that all invoices are emailed to your accounts department.

## Monthly Billing Account

You can apply for a monthly billing account where all completed cases will be invoiced on the 1<sup>st</sup> working day of the following month along with a comprehensive breakdown of all products completed (please note that individual invoices will not be available for each case). This is available on request.

## Payment Terms

All invoices are due for payment within 14 days from receipt of invoice.

\* Please note for Direct Debit, if you are registering for the first time and select Direct Debit as your preferred payment method, we may not be able to process any orders until the Direct Debit mandate has been accepted by your bank. This can take up to 6 days for this to be set up. Please contact our Customer Experience Team on 0845 070 9148 for more information.