

Contacting us

Online

You can contact us online to make a payment, tell us you're moving, provide a meter reading, send us an enquiry and much more at [thameswater.co.uk/contactus](https://www.thameswater.co.uk/contactus).

By telephone

Your bill and account

For queries about your bill, change of address, meter readings and other billing queries, you can speak to our team on **0800 980 8800**.

Opening hours:

Monday to Friday, 8am to 8pm

Saturday, 8am to 6pm.

Sunday and bank holidays, closed

Textphone service

If you're deaf and use a textphone: **0800 316 6899**. This is available 24 hours a day. Please note, voice calls or mobile numbers are not accepted via this number.

Telephone self service

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

- pay your bill with a debit or credit card
- set up a Direct Debit or payment plan
- check your balance.

By email

customerservices@thameswater.co.uk

Don't forget to include your account number, name and address.

Water and wastewater services

For water and wastewater enquiries, emergencies and other non-billing enquiries you can call our team 24 hours a day on: **0800 316 9800**.

Textphone service if you're deaf and use a textphone: **0800 316 9898**.

E-mail customer.feedback@thameswater.co.uk

By post

Thames Water
PO Box 286
Swindon
SN38 2RA

So we can get back to you as quickly as possible, please include your name, address and telephone number.

Spotted a leak?

Let us know so we can get it fixed:

Online – visit [thameswater.co.uk/leak](https://www.thameswater.co.uk/leak)

By Twitter – just send a tweet with the location to @thameswater or use #tweetaleak, 24 hours a day

By telephone – call our freephone Leakline **0800 714 614** (costs from mobiles may vary)

email – customer.feedback@thameswater.co.uk

Developer services, new water supplies or new sewer connections

Call our team on **0800 009 3921**, 8am to 8pm Monday to Friday.

We're closed on weekend and bank holidays. You can also visit [thameswater.co.uk/onlinequote](https://www.thameswater.co.uk/onlinequote).

Other useful contacts

CCWater (London and South East)

1st Floor
Victoria Square House
Victoria Square
Birmingham
B2 4AJ

Telephone: 0300 034 2222

Email: enquiries@ccwater.org.uk

www.ccwater.org.uk

Ofwat

Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Telephone 0121 644 7500

Email: mailbox@ofwat.gsi.gov.uk

www.ofwat.gov.uk

Environment Agency

National Customer Contact Centre
PO Box 544
Rotherham
S60 1BY

Telephone 03708 506 506

Email: enquiries@environment-agency.gov.uk

www.environment-agency.gov.uk

Drinking Water Inspectorate

Area 7e
9 Millbank
c/o Nobel House
17 Smith Square
London
SW1P 3JR

Telephone 0300 068 6400

Email: dwi.enquiries@defra.gsi.gov.uk

www.dwi.gov.uk

Water Redress Scheme

International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU

Telephone 02075203801

Email: info@watrs.org

www.watrs.org