

Thames Water Utilities Limited (TWUL)  
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# Charges schedule 2017-18

For the supply of water and  
wastewater services



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## 1. Introduction

This booklet forms part of the Charges Schemes made by Thames Water Utilities Limited under the powers conferred by Section 143 of the Water Industry Act 1991 as amended. It contains the household and non-household primary charges for 2017-18.

This booklet also contains infrastructure charges, network charges and other sundry charges.

Charges Schemes have been prepared in accordance with the Charges Scheme Rules for 2017-18.

These charges schemes and schedule of charges relate to both household and non-household customers. The inclusion of non-household customers in these documents is to ensure that charges can continue to be made to non-household customers in the event that the business retail market opens later than 1 April 2017 or that Thames Water Utilities Limited has not exited the business retail market by that time. If the business retail market opens on 1 April 2017 and Thames Water Utilities Limited has exited the market by that time, the charges and charges schemes provisions, in relation to non-household customers (in respect of eligible premises), will not be applied by Thames Water.

## 2. Metered Water and Wastewater Charges

### 2.1 Metered water and wastewater charges

Water charges are payable for all supply points which receive a water supply either directly or indirectly.

Wastewater charges are payable for all properties which are connected directly or indirectly to a public foul or surface water sewer or which have the benefit of these services and will include elements of foul water, surface water and highway drainage. If your property only has surface water drainage, rate-based wastewater charges are not payable. In this instance a fixed fee of £43.72 a year for household customers and £48.55 a year for non-household customers will be levied. Note that Thames Water does not offer a concessionary surface water drainage charge to community groups.

Where a household customer is not connected to our sewer for the purpose of discharging surface water, then a reduction of £24.00 can be claimed on the wastewater fixed charge.

For non-household customers that do not discharge surface water to our sewers, an abatement can be claimed based on pipe size. The charge payable is shown in Table 2.1.

We will also consider reducing the wastewater charge where it can be proven that less than 90% of the water supplied is returned to the public wastewater system.

Thames Water reserves the right to transfer household customers to the no access charge (£331.69 water, £258.00 wastewater), where the customer has denied Thames Water access for the purpose of fitting, replacing, maintaining or reading a meter.

**Table 2.1 Metered fixed charges per year based on pipe size**

Pipe size (mm)	Pipe size (inches)	Water	Wastewater	
			Full	Abated*
<b>All households**</b>	<b>N/A</b>	£20.87	£68.02	£44.02
<b>Non-household</b>				
<b>12/15</b>	<b>0.5</b>	£0.00	£38.00	£10.50
<b>20/22</b>	<b>0.75</b>	£0.00	£108.90	£47.30
<b>25/28</b>	<b>1.00</b>	£0.00	£194.71	£84.70
<b>30/32/35</b>	<b>1.25</b>	£0.00	£303.63	£132.01
<b>40/42</b>	<b>1.50</b>	£0.00	£436.74	£189.21
<b>50/54</b>	<b>2.00</b>	£0.00	£775.56	£336.63
<b>65</b>	<b>2.50</b>	£0.00	£1,213.39	£526.94
<b>75/80</b>	<b>3.00</b>	£0.00	£1,745.83	£757.96
<b>100</b>	<b>4.00</b>	£0.00	£3,104.44	£1,347.60
<b>125</b>	<b>5.00</b>	£0.00	£4,850.28	£2,105.57
<b>150</b>	<b>6.00</b>	£0.00	£6,984.44	£3,031.83
<b>200</b>	<b>8.00</b>	£0.00	£12,416.66	£5,390.42
<b>250</b>	<b>10.00</b>	£0.00	£19,400.00	£8,422.25
<b>300</b>	<b>12.00</b>	£0.00	£27,936.65	£12,128.43

\* Where a household customer does not discharge surface water to our sewers, they can claim an abatement of £24.00. Where a non-household customer does not discharge surface water to our sewers, an abatement can be claimed based on pipe size.

\*\* N.B. This relates to single households. Where there are a number of houses in a block and the charges for the block are paid by reference to a bulk meter, the fixed charge based on pipe size will be calculated by reference to the figures under “Non-households” above. In addition to the charge based on pipe size, a fixed retail services charge of £20.87 for water and £24.30 for wastewater will also be applied.

**Table 2.2 Non-household metered fixed charges per year based on consumption band**

Non-household		
Metered usage (m <sup>3</sup> per year)	Water	Wastewater
0 – 500	£20.79	£27.52
500 – 1,000	£28.09	£40.25
1,000 – 5,000	£61.47	£91.01
5,000 – 20,000	£78.59	£114.64
20,000 – 50,000	£108.29	£155.41
50,000 – 100,000	£167.05	£234.70
100,000 – 250,000	£167.05	£234.70
Over 250,000	£186.93	£268.05

## 2.2 Volumetric charges

**Table 2.3 Volumetric charges (All rates in p/m<sup>3</sup>)**

Household		
Water supply	128.97 pence	
Wastewater supply	78.83 pence	
Non-household		
Consumption (m <sup>3</sup> )	Volume charge: water (p/m <sup>3</sup> )	Volume charge: wastewater (p/m <sup>3</sup> )
0 – 500	136.10	89.15
500 – 1,000	136.18	87.68
1,000 – 5,000	132.89	82.14
5,000 – 20,000	132.65	82.13
20,000 - 50,000	121.49	81.88
50,000 - 100,000	99.74	81.09
100,000 - 250,000	99.74	65.32
Over 250,000	80.07	64.88

## 2.3 Supplementary large user annual charge

**Table 2.4 Supplementary large user annual charge**

<b>Tariff</b>	<b>Consumption m3</b>	<b>Annual charge</b>
<b>Intermediate volume user - water</b>	20,000 - 50,000	£2,192.00
<b>Large volume user - water</b>	50,000 - 250,000	£12,832.00
<b>Super large volume user – water</b>	Over 250,000	£61,207.00
<b>Large volume user – wastewater</b>	Over 100,000	£15,766.00

## 3. Unmetered Water and Wastewater Charges

### 3.1 Unmetered water and wastewater charges

The water and wastewater services bill is calculated by applying a 'rate per pound' to the rateable value (RV) of your property. There is a different rate for water and wastewater services, each expressed as pence per pound (of RV) and disclosed in Table 3.1. In addition, a yearly 'fixed charge' is applied; disclosed in Table 3.2.

Water charges are payable for all premises which receive a water supply either directly or indirectly.

Wastewater charges are payable for all properties which are connected directly or indirectly to a public foul or surface water sewer or which have the benefit of these services and will include elements of foul water, surface water and highway drainage. If your property only has surface water drainage, rate-based wastewater charges are not payable. In this instance a fixed fee of £43.72 a year for household customers and £48.55 a year for non-household customers will be levied. Note that Thames Water does not offer a concessionary surface water drainage charge to community groups.

Where a household customer is not connected to our sewer for the purpose of discharging surface water, then a reduction of £24.00 can be claimed on the wastewater fixed charge.

For non-household customers that do not discharge surface water to our sewers, an abatement can be claimed based on pipe size. The charge payable is shown in Table 3.2.

Rate per pound for water and wastewater services

**Table 3.1 Unmetered charges pence per pound of rateable value**

Charge area	Local Authority areas	Household		Non-household	
		Water pence	Wastewater pence	Water pence	Wastewater pence
1	Barnet Broxbourne East Hertfordshire Enfield Epping Forest Haringey Welwyn Hatfield	78.75	54.30	78.75	54.30
	Brentwood Harlow Luton North Hertfordshire Stevenage Uttlesford	N/A		N/A	
2	Chiltern Dacorum Ealing Hounslow Slough South Buckinghamshire Spelthorne Wycombe	80.16	56.27	80.16	56.27
	Harrow Hertsmere Hillingdon St. Albans South Bedfordshire Three Rivers Watford	N/A		N/A	
3	Kensington & Chelsea London, City of Westminster	60.25	35.34	60.25	35.34

Charge area	Local Authority areas	Household		Non-household	
		Water pence	Wastewater pence	Water pence	Wastewater pence
4	Barking & Dagenham Brent Camden Hackney Hammersmith & Fulham Islington Newham Redbridge Tower Hamlets Waltham Forest	72.15	50.75	72.15	50.75
	Havering	N/A		N/A	
5	Basingstoke & Deane Chichester Elmbridge Guildford Hart Horsham Kennet Mole Valley Newbury Reading Reigate & Banstead Waverley Windsor & Maidenhead Wokingham	92.69	66.53	92.69	66.53
	Bracknell Crawley East Hampshire Mid Sussex Runnymede Rushmoor Surrey Heath Winchester Woking	N/A		N/A	

Charge area	Local Authority areas	Household		Non-household	
		Water pence	Wastewater pence	Water pence	Wastewater pence
6	<b>Bexley</b> <b>Bromley</b> <b>Croydon</b> <b>Dartford</b> <b>Epsom &amp; Ewell</b> <b>Gravesham</b> <b>Greenwich</b> <b>Kingston</b> <b>Lambeth</b> <b>Lewisham</b> <b>Merton</b> <b>Richmond</b> <b>Sevenoaks</b> <b>Southwark</b> <b>Sutton</b> <b>Tandridge</b> <b>Wandsworth</b>	80.38	55.04	80.38	55.04
	<b>Tonbridge &amp; Maling</b>	N/A		N/A	
7	<b>Aylesbury Vale</b> <b>Cherwell</b> <b>Cotswold</b> <b>North Wiltshire</b> <b>Oxford</b> <b>South Oxfordshire</b> <b>Swindon</b> <b>Vale of White Horse</b> <b>West Oxfordshire</b>	110.43	77.37	110.43	77.37
	<b>Daventry</b> <b>South Northamptonshire</b> <b>Stratford</b> <b>Tewkesbury</b>	N/A		N/A	

## 3.2 Fixed charges

**Table 3.2 Fixed charges - unmetered per year**

	Water	Wastewater	
		Full	Abated*
<b>All households</b>	£32.19	£53.00	£29.00

\* Where a household customer does not discharge surface water to our sewers, they can claim an abatement of £24.00.

Non-household				
Pipe size (mm)	Pipe size (inches)	Water	Wastewater	
			Full	Abated*
<b>12/15</b>	<b>0.5</b>	£46.67	£90.18	£62.68
<b>20/22</b>	<b>0.75</b>	£46.67	£150.67	£89.07
<b>25/28</b>	<b>1.00</b>	£46.67	£236.48	£126.47
<b>30/32/35</b>	<b>1.25</b>	£46.67	£345.40	£173.78
<b>40/42</b>	<b>1.50</b>	£46.67	£478.51	£230.98
<b>50/54</b>	<b>2.00</b>	£46.67	£817.33	£378.40
<b>65</b>	<b>2.50</b>	£46.67	£1,255.16	£568.71
<b>75/80</b>	<b>3.00</b>	£46.67	£1,787.60	£799.73
<b>100</b>	<b>4.00</b>	£46.67	£3,146.21	£1,389.37

\* Where a non-household customer does not discharge surface water to our sewers, an abatement can be claimed based on pipe size.

## 3.3 Assessed household charge

For household customers, where you have asked us to fit a meter but it is not practical or too expensive, you can opt to pay the assessed household charge which is linked to the size of your property. Where we cannot fit a meter under our progressive metering programme the assessed household charge will become payable no less than two years after we have written to you to let you know a meter will not be installed, but you may opt to move to the assessed household charge any time before this.

**Table 3.3 Assessed household charges**

<b>Band</b>	<b>Bedrooms</b>	<b>Water</b>	<b>Wastewater</b>
<b>1</b>	<b>0/1 bedroom</b>	£128.96	£78.82
<b>2</b>	<b>2 bedrooms</b>	£140.55	£85.91
<b>3</b>	<b>3 bedrooms</b>	£162.16	£99.12
<b>4</b>	<b>4 bedrooms</b>	£179.36	£109.63
<b>5</b>	<b>5 or more bedrooms</b>	£202.31	£123.66
<b>6</b>	<b>Single Occupier*</b>	£94.48	£57.75

In addition, you pay a fixed charge of £32.19 for water and £53.00 for wastewater (£29.00 for abated wastewater) as detailed in Table 3.2 above.

\* N.B. Single occupier – i.e. one person only. A single parent with children at the same address will not be classed as a single occupier.

The single occupier charge applies provided Thames Water has received satisfactory confirmation that there is only one occupier.

Thames Water reserves the right to transfer the customer to the no access charge (£331.69 water, £258.00 wastewater), where the customer has denied Thames Water access for the purpose of fitting, replacing, maintaining or reading a meter.

### 3.4 Business assessed

Where it is impractical to meter non-household premises we may assess water usage. In this circumstance we will request information about the type of business, the industrial category of the business (SIC code) and how many people work at the site. Using this information we will allocate the premises to one of the five bands of assessed charges as shown below. The assessed usage for the premises will be calculated by multiplying the number of full-time employees (or equivalent) by the assessed usage per employee (band 1-5) shown in the table below.

The volumetric charge to the premises is calculated by multiplying the assessed usage by the volumetric tariff. In addition, two Business assessed fixed charges are payable with one charge based on consumption band and a second charge based on pipe size.

If circumstances change i.e. regarding the industrial category of the business (SIC code) or the number of people who work at the site, the updated information should be notified to the Market Operator using the appropriate market forms.

**Table 3.4 Business assessed bands**

Band	Assessed usage per FT employee (or equivalent)
1	15 m <sup>3</sup> per year
2	50 m <sup>3</sup> per year
3	100 m <sup>3</sup> per year
4	200 m <sup>3</sup> per year
5	By inspection

**Table 3.5 Business assessed volumetric charges**

Assessed usage (m <sup>3</sup> per year)	Volume charge : water	Volume charge : wastewater
0 – 500	136.09 pence per m <sup>3</sup>	87.98 pence per m <sup>3</sup>
500 – 1,000	136.19 pence per m <sup>3</sup>	87.61 pence per m <sup>3</sup>
1,000 – 5,000	132.93 pence per m <sup>3</sup>	81.90 pence per m <sup>3</sup>
5,000 – 20,000	132.65 pence per m <sup>3</sup>	81.27 pence per m <sup>3</sup>

**Table 3.6 Business assessed fixed charges per year based on consumption band**

Assessed usage (m <sup>3</sup> per year)	Water	Wastewater
0 – 500	£20.59	£26.71
500 – 1,000	£29.44	£39.11
1,000 – 5,000	£61.47	£91.01
5,000 – 20,000	£78.59	£114.64

**Table 3.7 Business assessed fixed charges per year based on pipe size**

Pipe size (mm)	Pipe size (inches)	Water	Wastewater	
			Full	Abated*
12/15	0.5	£0.00	£38.00	£10.50
20/22	0.75	£0.00	£108.90	£47.30
25/28	1.00	£0.00	£194.71	£84.70
30/32/35	1.25	£0.00	£303.63	£132.01
40/42	1.50	£0.00	£436.74	£189.21
50/54	2.00	£0.00	£775.56	£336.63
75/80	3.00	£0.00	£1,745.83	£757.96
100	4.00	£0.00	£3,104.44	£1,347.60

\* Where a non-household customer does not discharge surface water to our sewers, an abatement can be claimed based on pipe size.

### 3.5 Related seasonal and other non-household charges

Where an unmetered supply only serves a domestic garage, car space or store area, a fixed annual charge for each unit will apply. Where there is no water supply, but surface water drains to our sewer, only the wastewater fixed charge is payable.

**Table 3.8 Domestic garages, car spaces and stores – unmetered fixed charge per year**

<b>Domestic garages, car spaces and stores</b>	<b>Annual charge</b>
<b>Water fixed charge per garage, car space or store</b>	£13.77 per garage
<b>Wastewater fixed charge per garage, car space or store</b>	£11.59 per garage

**Table 3.9 Seasonal and other non-household charges**

<b>Seasonal and other non-household charges</b>	<b>Annual charge</b>
<b>Allotment tank and water/washdown point</b>	£35.92 per supply
<b>Sprinkler, cricket pitches, tennis courts, ornamental pond/fountain and disced supplies</b>	£107.83 per supply
<b>Minimum charge for meter minimum equivalents</b>	£359.22 per supply

## 4. Trade Effluent Charges

### 4.1 Trade effluent charges

Trade effluent charges apply for the treatment and disposal of effluent from trade discharges into the public sewer system.

Where a discharge is a mixture of trade effluent and domestic sewage, we will determine how much of each is discharged and apply charges as appropriate.

In addition a fixed charge and volume charge for wastewater services as detailed in Section 2 are also payable.

Volume charges for trade effluent are calculated by applying the following standard charges to the trade effluent formula shown in the charges scheme.

**Table 4.1 Standard volume charge per cubic metre or kg of trade effluent**

Description	Volume (m <sup>3</sup> per year)	Charge
Reception and conveyance (R)	0 – 500	19.48 pence per m <sup>3</sup>
Reception and conveyance (R)	500 – 1,000	20.32 pence per m <sup>3</sup>
Reception and conveyance (R)	1,000 – 5,000	15.12 pence per m <sup>3</sup>
Reception and conveyance (R)	5,000 – 20,000	16.59 pence per m <sup>3</sup>
Reception and conveyance (R)	20,000 – 50,000	16.59 pence per m <sup>3</sup>
Reception and conveyance (R)	50,000 – 250,000	15.69 pence per m <sup>3</sup>
Reception and conveyance (R)	Over 250,000	15.16 pence per m <sup>3</sup>
Primary treatment (V)		15.34 pence per m <sup>3</sup>
Biological treatment (B)		44.19 pence per kg
Solids treatment (S)		56.03 pence per kg

**Table 4.2 Average strength factors used in trade effluent formula**

Mogden formula element	Element symbol	Average strength
Chemical oxygen demand	-Os	445mg/l
Settleable solids	-Ss	336mg/l

**Table 4.3 Trade effluent fixed charges**

Discharge Volume (m <sup>3</sup> per annum)	Fixed charge	Minimum charge
0 - 500	n/a	£154.27
500 – 1,000	n/a	n/a
1,000 – 5,000	n/a	n/a
5,000 – 20,000	n/a	n/a
20,000 – 50,000	£155.41	n/a
50,000 – 250,000	£234.70	n/a
Over 250,000	£268.05	n/a

**Table 4.4 Standard strength discharges (mg/l)**

Standard strength premises	Value for Ot	Value for St
Launderettes	576	58
Car washes	88	62
Dry cleaners	30	7
Commercial swimming pools	120	108
Small / micro-brewery	1730	88
Concrete contaminated sites (batching plants, wheel washes on construction sites)	116	58
Laboratory glassware washing	308	34
Bus wash	621	92
Train wash	594	71
Contaminated surface water at waste transfer sites	638	81
Gasholder runoff	20	11

Standard strength discharges, shown in the table above, will be applied for charging purposes unless we determine that it is not a suitable basis of charge in specific circumstances or if the customer requests charging to be based on sample results.

**Table 4.5 Other trade effluent charges**

Description	Charge
Minimum charge per annum or duration of consent, whichever is the shorter	£154.27
Ammoniacal nitrogen treatment charge per mg in excess of 35mg/l expressed as a fraction of 35	2.38 pence per m <sup>3</sup>

## 4.2 Large volume trade effluent user tariff

If your annual bill is more than £88,652 at any one site (or sites qualifying for aggregation), the charge will be based on our large user trade effluent tariff. This includes an annual charge of £17,730.41 in addition to the charges set out in table 4.3 and table 4.6.

**Table 4.6 Large user volume charge per cubic meter or kg of trade effluent**

Description	Volume (m <sup>3</sup> per year)	Charge
Reception and conveyance (R)	20,000 – 50,000	14.13 pence per m <sup>3</sup>
Reception and conveyance (R)	50,000 – 250,000	13.23 pence per m <sup>3</sup>
Reception and conveyance (R)	Over 250,000	12.70 pence per m <sup>3</sup>
Primary treatment (V)		12.31 pence per m <sup>3</sup>
Biological treatment (B)		35.43 pence per kg
Solids treatment (S)		44.93 pence per kg

## 4.3 Industrial and commercial wastewater

Before trade effluent is disposed into a sewer or in any other way, the customer must have the appropriate consent from us (in the case of a public sewer) and/or environmental authorities (in the case of discharges to watercourses, land or air).

Applications to Thames Water should be made at least two months before the proposed start date.

If you are unsure about whether you have the right permissions, contact our trade effluent team on 0203 577 9200 to help ensure compliance with the law and with good environmental practice.

## 5. Sundry Charges

Other sundry charges not covered in the sections above are detailed below.

### 5.1 Building supplies

**Table 5.1 Building supplies**

Building supplies	Charge
New supplies	Metered
Alterations to existing properties with contract sum over £100,000 (where no new supplies needed)	0.17% of contract value
Minimum charge for non-metered supplies	£144.09 per year

### 5.2 Use of hydrants

A hydrant licence will be required in all cases. The charges for such licences are as follows: Daily user licence (up to 20 cubic meters); higher demand rates on application.

**Table 5.2 Use of hydrants**

Use of hydrants	Charge
Daily rate	£116.71
Subsequent days	£38.94

**Table 5.3 Regular user licence per item**

Regular user licence per item	Charge
Low demand (0 – 1.0m <sup>3</sup> a day) Only applicable to 20mm standpipes	£297.91 a year
Average demand (1.0 – 10.0m <sup>3</sup> a day)	£1,512.95 a year
High demand (10.0 – 20.0m <sup>3</sup> a day)	£3,031.74 a year
Very high demand (> 20.0m <sup>3</sup> a day)	By agreement
Shorter term licences available	On application

- a) Where a visit is required by a technician an attendance fee will be payable.
- b) Where Thames Water agrees consent retrospectively an administration fee of £113.60 will be required plus the relevant licence fee as detailed above.

- c) Hydrant customers are required to hire a metered standpipe from a Thames Water approved supplier. A hire charge will apply in addition to the charge set above.

### 5.3 Cattle troughs

**Table 5.4 Cattle troughs (unmeasured supply)**

Cattle troughs (unmeasured supply)	Charge
Per unmeasured cattle trough	£155.78 per year

## 6. WaterSure and WaterSure Plus

### Background

The Water Industry Act 1991, Section 143A, empowers the Secretary of State to specify “special provision...to be made for the purposes of assisting individuals who are or would be liable to pay any charges and who fall within any class of individuals appearing to the Secretary of State to require special provision”. The Regulations issued under that Section identify two such groups of individuals, together described as “Vulnerable Customers”.

The “WaterSure tariff” reflects those Regulations and a summary of the current position is set out below. If the regulations change, then the principles of the WaterSure tariff will automatically change to reflect any changes in legislation.

### Qualifying households

The Government’s intention is to avoid a particular hardship for households with a metered water supply and whose metered bills may be high because of the need to use large quantities of water for essential purposes.

To qualify for the WaterSure tariff any member of the same household must either have a large family or have a medical condition with a specified benefit listed below.

### Specified benefits

A member of the same household must be receiving one of the following benefits, as subject to prevailing legislation;

- Housing benefit
- Income related Employment & Support Allowance, or Income Support
- Income based Job Seeker’s Allowance
- The Working Tax Credit
- The Child Tax Credit (except families in receipt of the family element only)
- Pension credit

Please note – no other benefits will qualify a household for the WaterSure tariff.

## Large families with specified benefits

To qualify for the WaterSure tariff, a member of the household must be receiving one of the specified benefits and be in receipt of Child Benefit for three or more children under the age of 19, who live at a property.

## Medical condition with specified benefits

To qualify for the WaterSure tariff, a member of the household must be receiving one of the specified benefits and an individual within that household has been diagnosed as suffering from one of the following medical conditions that causes them to use significant additional volumes of water.

- Abdominal stoma
- Desquamation (flaky skin loss)
- Weeping skin disease (eczema, psoriasis, varicose ulceration)
- Crohn's disease
- Ulcerative colitis
- Incontinence
- Renal failure requiring home dialysis (except where a health authority contributes to the cost of water)
- Any other medical condition that has been diagnosed by a medical practitioner that uses a significant additional amount of water

## Protection to be afforded to vulnerable customers

Customers who are accepted for the WaterSure scheme will have their annual metered bill capped at £374. This charge is made up of £199 for water and £175 for wastewater services. If during the course of the year a customer's water service charges fall below £374, the customer will not receive the reduction in charges and will pay their bill according to the actual use as registered on their meter, plus the fixed charge.

## Exclusion where water is used for non-household purposes

Households that normally would qualify for protection under the scheme, will not do so where water is used for non-household purposes, for example automatically filling up swimming pools or large garden ponds, or garden watering with a sprinkler.

## Administration of the scheme

Customers receive information about the scheme at least once a year. If a customer thinks they qualify further information can be found at [www.thameswater.co.uk/watersure](http://www.thameswater.co.uk/watersure), where an application form can be downloaded. Alternatively, call us on 0800 980 8800 for further advice.

## Applications

Customers need to send appropriate evidence with their completed application forms as follows:

All applicants must send a copy of the current notice of their entitlement to a qualifying benefit or tax credit. If the benefit is paid straight into a customer's bank account, a copy of the latest bank statement clearly showing the benefits and payments received.

If an application is made in respect of a large family, a copy of the latest notice of entitlement to Child Benefit for the qualifying children who live at the same address as the property in respect of which charges are payable. If the benefit is paid straight into a customer's bank account, a copy of the latest bank statement clearly showing the child benefit and payments received.

If an application is made in respect of a medical condition specifically named in the specified list, the condition must be confirmed on the application form and medical evidence must be sent. Where the medical condition is not named, the medical condition must be identified along with evidence provided by a registered medical practitioner.

Upon receipt of a completed application form the customer will be contacted within five working days confirming the following:

- The customer is eligible and that the protection arrangements will apply
- The customer is not eligible for protection
- We require further information and/or supporting documentation
- We are requesting validation from a third party (normally the applicant's medical practitioner or JobCentre Plus).

## Implementation

Protection will apply from the start of the billing period during which the application is received. This will normally be the date of the last meter reading, up to six months previously.

### Customers billed by another water company on Thames Water's behalf

Customers who receive bills from another company on Thames Water's behalf will receive similar information and advice from that company.

### Customers who only receive a wastewater service from Thames Water

Where bills for wastewater services are issued by Thames Water and based on meter readings supplied by a water only company, we will implement the protection within five working days of receiving the appropriate notification from the water only company.

Customers who receive only wastewater services will also be able to apply directly to Thames Water.

We send a letter and further application form to each protected customer approximately twelve months after the protection date was last applied. Any customer who has not returned the form after 20 working days will be removed from the protection arrangements.

## Disputes

Any dispute about whether or not a customer qualifies for protection will be subject to Thames Water standard complaints procedure, set out in its Customer Code of Practice. Thames Water must be given the opportunity to respond before contacting the Consumer Council for Water.

## How the tariff works

Each protected customer's bill will be calculated as a "daily metered charge" based on the meter reading or estimate, which is compared with the "daily average charge" based on the protected tariff of £374. The lower of the two is automatically applied as the basis of the actual bill.

We aim to read all protected customers' meters every 6 months. However, any estimated readings are treated in the same way an actual reading with any adjustments necessary automatically made after the next actual reading.

## Auditing

Regular auditing takes place according to our standard quality procedures, which are regularly reviewed to ensure continuous improvement. If any applications are found not to comply with the relevant rules and guidelines, they will be addressed individually.

The details provided on each form are manually checked against our records to ensure they correspond. Any discrepancy or indication that the documentation provided by the customer has been tampered with will be investigated. Such investigations may involve correspondence with or visits to the customer, verification from JobCentre Plus offices or the customer's medical practitioner, whichever is appropriate.

Each year 5% of existing successful applications will be randomly selected and subjected to further auditing, including reference to the applicants' medical practitioners or JobCentre Plus offices, as appropriate.

## WaterSure Plus

WaterSure Plus is just one of the ways we can help make things easier, by reducing qualifying customers' bills. It is available for all our household customers who meet certain criteria, whether you have a water meter or not and regardless of who sends you the bill.

Where a household customer applies and qualifies for 'WaterSure Plus' they will be charged 50% of the standard charges payable by those who don't qualify. This applies to charges for water supply and wastewater services to households when they pay on a metered or unmetered basis. The tariffs to which 'WaterSure Plus' applies are described in detail in the Water Supply and Wastewater Charges Schemes. In summary, these include fixed charges,

rate based charges, volume related charges and surface water charges. For full details please refer to our Charges Schemes.

Please note that where a customer applies and qualifies under the eligibility criteria for both 'WaterSure' and 'WaterSure Plus' they will be charged the lower of the two tariffs.

Details of the criteria that must be met to qualify for WaterSure Plus and how to apply can be found on our website at [www.thameswater.co.uk/watersureplus](http://www.thameswater.co.uk/watersureplus).

## 7. Infrastructure Charges

### 7.1 Connection to water services

You have to pay infrastructure charges on top of the cost of connecting a property to the water main and/or wastewater system.

The charges are the same for most domestic properties. For properties where we use the Relevant Multiplier (see below), we still use these charges as the basis of our calculation.

**Table 7.1 Infrastructure charges (excluding VAT)**

Infrastructure charges	Charge
Water	£365.45
Wastewater	£365.45

The Relevant Multiplier (RM) is a way of working out infrastructure charges for particular types of property. Properties where the RM applies include:

- Domestic premises with a single, shared supply pipe and which are subject to a 'common billing agreement'. This may include sheltered housing or high-rise flats.
- Non-domestic premises where the supply pipe is larger than the standard size for a house (20mm diameter).

#### How the RM is calculated

Each water fitting (wash basin, bath, shower, etc) is given a 'loading unit' based on the amount of water it uses. The average number of units per property is taken as 24, equal to an RM of 1.00. We use this as the basis for calculating the RM for each property on a development where the RM applies.

We do this by adding up the loading units for all the water fittings on a development. We divide this by the number of properties multiplied by 24 (the average loading units). This gives us the RM for each property.

Details of the number of loading units assigned to each water fitting are shown below. For domestic properties, the RM can be more or less than 1.00. For non-domestic properties the minimum is 1.00.

#### Using RM to calculate infrastructure charge

We use the RM multiplied by the standard charge to give us the infrastructure charge for that property.

An example of a domestic development

- Development consists of 20 properties – total loading units are 460
- We divide the total loading units (460) by the number of properties (20) multiplied by the average (24). This gives an RM for each property of 0.96.  $460 \div [20 \times 24] = 0.96$
- The infrastructure charge for each property is the RM of 0.96 multiplied by the standard charges
- The infrastructure charge for the whole development is the RM multiplied by the standard charge multiplied by the number of properties

The water infrastructure charge for the development

RM 0.96 x 20 properties x £365.45 standard charge = £7,016.64 + VAT where applicable

The wastewater infrastructure charge for the development

RM 0.96 x 20 properties x £365.45 standard charge = £7,016.64 + VAT where applicable

## 7.2 Paying the infrastructure charge

The developer pays the charges for any new properties. The charge must be paid when we connect the property.

### **Redevelopments**

We will reduce the total infrastructure charge for a redeveloped site, if there were any properties connected to the water main or wastewater system during the five years before the development. For example, if a block of fifteen flats is replaced by a block of 20 flats, the developer only pays infrastructure charges for the extra five flats.

**Table 7.2 Table of loading units**

<b>Water Fitting</b>	<b>Loading units</b>
<b>WC flushing cistern</b>	<b>2</b>
<b>Wash basin in house</b>	<b>1.5</b>
<b>Wash basin elsewhere</b>	<b>3</b>
<b>Bath (tap nominal size <math>\frac{3}{4}</math>" / 20mm)</b>	<b>10</b>
<b>Bath (tap nominal size larger than <math>\frac{3}{4}</math>" / 20mm)</b>	<b>22</b>
<b>Shower</b>	<b>3</b>
<b>Sink (tap nominal size <math>\frac{1}{2}</math>" / 15mm)</b>	<b>3</b>
<b>Sink (tap nominal size greater than <math>\frac{1}{2}</math>" / 15mm)</b>	<b>5</b>
<b>Spray tap</b>	<b>0.5</b>
<b>Bidet</b>	<b>1.5</b>
<b>Domestic appliance (subject to a minimum of 6 L.U.s per house)</b>	<b>3</b>
<b>Commercial or communal appliance</b>	<b>10</b>
<b>Internal or external tap</b>	<b>3</b>
<b>Any other water fitting or outlet but excluding a urinal or water softener</b>	<b>3</b>
<b>Urinal</b>	<b>3</b>

## 8. Network Charges

Network charges help pay for developing our network to meet the increased demand for extra non-domestic use of water. You have to pay network charges on top of the cost of connecting a property to the water main and/or wastewater system. The developer pays the charges for any new properties. Due to the requirement of increasing the size of the supply pipe, existing customers will have to pay the charges for an increase in demand at their property. The charge is payable before the property is connected. The charge is usually based on meter size.

**Table 8.1 Network charges (excluding VAT)**

Meter size (mm)	Meter size (inches)	Water	Wastewater
<b>Up to 15</b>	<b>0.50</b>	£365.45	£365.45
<b>20</b>	<b>0.75</b>	£822.26	£822.26
<b>25</b>	<b>1.00</b>	£1,461.80	£1,461.80
<b>30</b>	<b>1.25</b>	£2,284.06	£2,284.06
<b>40</b>	<b>1.50</b>	£3,289.05	£3,289.05
<b>50</b>	<b>2.00</b>	£5,847.20	£5,847.20
<b>65</b>	<b>2.50</b>	£9,136.25	£9,136.25
<b>80</b>	<b>3.00</b>	£13,156.20	£13,156.20
<b>100</b>	<b>4.00</b>	£23,388.80	£23,388.80
<b>125</b>	<b>5.00</b>	£36,545.00	£36,545.00
<b>150</b>	<b>6.00</b>	£52,624.80	£52,624.80
<b>200</b>	<b>8.00</b>	£93,555.20	£93,555.20
<b>250</b>	<b>10.00</b>	£146,180.00	£146,180.00
<b>300</b>	<b>12.00</b>	£210,499.20	£210,499.20

If a new property needs an additional supply or treatment facilities by special arrangement, the charges may be more than shown in the table.

Most non-domestic developments also need a water and wastewater service for domestic use. They will have to pay infrastructure charges as in Table 7.1.

# Contact us



[thameswater.co.uk](https://www.thameswater.co.uk)



## Your bill and account

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

Monday to Friday      8am to 8pm

Saturday                      8am to 6pm

Textphone service if you are deaf or hard of hearing: 0800 316 6899.

### 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.

## 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 are deaf or hard of hearing: 0800 316 9898

To contact us from abroad: +44 1793 366011



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



**This leaflet can be supplied in large print, braille, or audio format upon request.**