

Metered charges

2010 - 2011

Water and wastewater
charges if you have a
water meter



Our prices

This leaflet lists the main charges from 1 April 2010 for water and wastewater services to customers who have a meter. These charges have been set by Thames Water Utilities Ltd under a charges scheme which has been approved by the Water Services Regulation Authority (Ofwat).

Free copies of the schemes are available at www.thameswater.co.uk/literature or by calling us on **0845 9200 800**.

All new and converted properties in our area have to be fitted with meters. If you do not have a water meter and would like to have one fitted free, please call us for further details. We are also fitting meters to all business premises where this is practical. For details, call us on 0845 9200 888.

Our metering policy requires that all sprinkler users and swimming pool owners will be metered.

We provide water and wastewater services, but depending on where you live, you may get your water or wastewater service from another company. In this case, you may get separate bills for the service which they provide.

Water supply

Charges are payable for all properties which receive a water supply either directly or indirectly.

Wastewater services

Charges are payable for all properties connected directly or indirectly to the public wastewater system or which have the benefit of these services, and will include elements of foul water, surface water and highway drainage. If your property only benefits from surface water drainage, you pay a fixed fee of £46.

Where a household customer is not connected to our sewers for the purpose of discharging surface water, then a bill reduction of £20 can be claimed.

For non-household customers that are not connected reductions can also be claimed. The charge payable is shown in the fixed charges table.

We will also consider reducing the wastewater charge if you can prove that you return less than 90 per cent of the water we supplied to the public wastewater system.

Intermediate volume user tariff - water

If you use between 20,000 and 50,000 cubic metres of water a year at any one site, you will be charged on our intermediate volume user tariff. This includes a fixed charge, as set out in this leaflet, an annual charge of £1,970 (plus VAT where applicable) and a volume charge for all use of 105.98p per cubic metre.

Large volume user tariff - water

If you use between 50,000 and 250,000 cubic metres of water a year at any one site, you will be charged on our large volume user tariff. This includes a fixed charge, as set out in this leaflet, an annual charge of £11,270 (plus VAT where applicable) and a volume charge for all use of 87.38p per cubic metre.

Super large volume user tariff - water

If you use more than 250,000 cubic metres of water a year at any one site, you will be charged on our super large volume tariff. This includes a fixed charge, as set out in this leaflet, an annual charge of £45,290 (plus VAT where applicable) and a volume charge for all use of 73.77p per cubic metre.

Large volume user tariff - wastewater

If you discharge more than 106,000 cubic metres of wastewater, at any one site, you will be charged on our large volume tariff. This includes a fixed charge, as set out in this leaflet, an annual charge of £11,316 and a volumetric charge for the whole discharge of 42.67p per cubic metre.

For details, please call us on 0845 9200 888.

Volume charges

per cubic metre

Water supply	115.83 pence
Wastewater services	53.35 pence

Fixed charges per year

All individually metered domestic properties pay the 15mm fixed charges. All other properties pay according to pipe size, as shown in the following table.

Pipe size mm	inches	Water £	Wastewater £	
			Full	Abated
up to 15	0.50	26	46	26
20	0.75	59	104	59
25	1.00	104	184	104
30	1.25	163	288	163
40	1.50	234	414	233
50	2.00	416	736	416
65	2.50	650	1150	649
80	3.00	936	1656	936
100	4.00	1020	2702	1422
125	5.00	1020	3968	1968
150	6.00	1020	5516	2636
200	8.00	1020	9456	4336
250	10.00	1020	14522	6522
300	12.00	1020	20714	9194

Vulnerable customer protection

If you fall within a category of customer that the Government has defined as 'Vulnerable', you may be able to reduce your bill under the WaterSure scheme by only being required to pay the lower of your metered bill or £293 (£179 water, £114 wastewater). Customers who may be eligible are those on certain specified state benefits who either have large families (there must be an entitlement to obtain child benefit for at least three children, in full time education, under the age of 19) or use significant additional volumes of water as a result of someone residing in the household having certain medical conditions. Please contact us for further information on the number overleaf, and we will send you our WaterSure leaflet.

How much will it cost?

This table shows roughly how much water is used in common domestic activities, and how much it costs.

It may help you to save water at home.

Appliance	Litres of water used	Cost of water used
Shower (non-power)	30 - 60	5.1 - 10.2p
Bath	50 - 170	8.5 - 28.8p
Toilet flush	7.5 - 9.0	1.3 - 1.5p
Washing machine	60 - 100	10.2 - 16.9p
Dishwasher	20 - 40	3.4 - 6.8p
Garden hose per hour	500	84.6p

We charge for the number of whole cubic metres of water you use.

1 cubic metre

= 1000 litres

= 1 tonne

The above costs do not include the fixed charge.

Getting in touch with us

Online www.thameswater.co.uk

We offer a range of online services:

Make a payment, tell us you're moving, find water-saving tips, request a meter, and more.

By telephone

Billing

0845 9200 888

Minicom service if you are deaf or hard of hearing:

0845 7200 899

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

- Pay your bill with a debit or credit card and hear your balance
- Set up a Direct Debit or payment plan
- Provide a meter reading or request a meter

For queries relating to the payment of your bill, change of address, meter readings and other billing queries, you can speak with our Customer Service Team.

Monday to Friday 8am to 8pm

Saturday 8am to 1pm

Water and wastewater services

0845 9200 800

Minicom service if you are deaf or hard of hearing:

0845 7200 898

- For water and wastewater enquiries
- For emergencies
- Other non-billing enquiries

To contact us from abroad +44 1793 366011

By post

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

This leaflet can be sent to you in braille, large print or audio format upon request.