

Unmetered charges

2010 - 2011

Water and wastewater
charges if you do not
have a water meter



Your water services bill is calculated by applying a ‘rate per pound’ to the chargeable value (rateable value) of your home. There is one rate for water services, another for wastewater services. Each of these is expressed as pence in the pound. The rates you pay depend on where you live, and are detailed in the table below. (Where no figure is shown, we do not provide the water supply.) In addition you pay a yearly ‘fixed charge’. For household properties this is £28 for water and £36 for wastewater. Fixed charges for business customers depend on the size of their supply pipe and are shown in the table opposite.

Local Authority area	Water pence	Wastewater pence
Aylesbury Vale	94.93	46.83
Barking & Dagenham	62.03	30.72
Barnet	67.69	32.87
Basingstoke & Deane	79.67	40.27
Bexley	69.10	33.32
Bracknell	-	40.27
Brent	62.03	30.72
Brentwood	-	32.87
Bromley	69.10	33.32
Broxbourne	67.69	32.87
Camden	62.03	30.72
Cherwell	94.93	46.83
Chichester	79.67	40.27
Chiltern	68.91	34.07
Cotswold	94.93	46.83
Crawley	-	40.27

Local Authority area	Water pence	Wastewater pence
Croydon	69.10	33.32
Dacorum	68.91	34.07
Dartford	69.10	33.32
Daventry	-	46.83
Ealing	68.91	34.07
East Hampshire	-	40.27
East Hertfordshire	67.69	32.87
Elmbridge	79.67	40.27
Enfield	67.69	32.87
Epping Forest	67.69	32.87
Epsom & Ewell	69.10	33.32
Gravesham	69.10	33.32
Greenwich	69.10	33.32
Guildford	79.67	40.27
Hackney	62.03	30.72
Hammersmith & Fulham	62.03	30.72
Haringey	67.69	32.87
Harlow	-	32.87
Harrow	-	34.07
Hart	79.67	40.27
Havering	-	30.72
Hertsmere	-	34.07
Hillingdon	-	34.07
Horsham	79.67	40.27
Hounslow	68.91	34.07
Islington	62.03	30.72
Kennet	79.67	40.27
Kensington & Chelsea	51.79	21.39
Kingston	69.10	33.32
Lambeth	69.10	33.32
Lewisham	69.10	33.32
London, City of	51.79	21.39
Luton	-	32.87
Merton	69.10	33.32
Mid Sussex	-	40.27
Mole Valley	79.67	40.27
Newbury	79.67	40.27

Local Authority area	Water pence	Wastewater pence
Newham	62.03	30.72
North Hertfordshire	-	32.87
North Wiltshire	94.93	46.83
Oxford	94.93	46.83
Reading	79.67	40.27
Redbridge	62.03	30.72
Reigate & Banstead	79.67	40.27
Richmond	69.10	33.32
Runnymede	-	40.27
Rushmoor	-	40.27
St Albans	-	34.07
Sevenoaks	69.10	33.32
Slough	68.91	34.07
South Bedfordshire	-	34.07
South Buckinghamshire	68.91	34.07
South Northamptonshire	-	46.83
South Oxfordshire	94.93	46.83
Southwark	69.10	33.32
Spelthorne	68.91	34.07
Stevenage	-	32.87
Stratford	-	46.83
Surrey Heath	-	40.27
Sutton	69.10	33.32
Swindon	94.93	46.83
Tandridge	69.10	33.32
Tewkesbury	-	46.83
Three Rivers	-	34.07
Tonbridge & Maling	-	33.32
Tower Hamlets	62.03	30.72
Uttlesford	-	32.87
Vale of White Horse	94.93	46.83
Waltham Forest	62.03	30.72
Wandsworth	69.10	33.32
Watford	-	34.07
Waverley	79.67	40.27
Welwyn Hatfield	67.69	32.87
Westminster	51.79	21.39

Local Authority area	Water pence	Wastewater pence
West Oxfordshire	94.93	46.83
Winchester	-	40.27
Windsor & Maidenhead	79.67	40.27
Woking	-	40.27
Wokingham	79.67	40.27
Wycombe	68.91	34.07

Fixed charges

All properties pay according to pipe size, as shown on the following table.

Pipe size		Water £	Wastewater £	
mm	inches		Full	Abated
up to 15	0.50	28	36	16
20	0.75	63	79	34
25	1.00	112	144	66
30	1.25	175	225	102
40	1.50	252	324	147
50	2.00	448	576	262
65	2.50	700	900	409
80	3.00	1008	1296	590
100	4.00	1020	2304	1048

Our prices

This leaflet lists the main charges from 1 April 2010 for water and wastewater services to customers who do not 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**.

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 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 you do not have to pay rate-based wastewater charges. You pay a fixed fee of £46 a year instead. Where a household customer is not connected to our sewer for the purpose of discharging surface water, then a reduction of £20 can be claimed. For non-household customers that are not connected, a reduction can also be claimed. The charge payable is shown in the fixed charges table.

Metering

All new and converted properties in our area have to be fitted with meters. We are also fitting meters to all business premises where this is practical. Our metering policy requires that all sprinkler users and swimming pool owners will be metered. For details call us on 0845 9200 888.

If you do not have a water meter and you would like to have one fitted free, under our free metering scheme, please call us for details.

Business assessed charges

For business customers who have premises that are impractical to meter we may assess their water usage. We will automatically tell you about this if it applies to your premises.

Assessed household charge

For household consumers, 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.

Band 1 = 0/1 bedroom (£129 water, £93 Wastewater); Band 2 = 2 Bedrooms (£138 water, £98 wastewater); Band 3 = 3+ bedrooms (£171 water, £113 wastewater); Single Occupier Tariff (£100 water, £75 wastewater.)

For details call us on 0845 9200 888.

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.