

Building Water Supply Charges

Using an existing water supply for
building or renovation purposes

2011/2012



Our prices

This leaflet lists charges for the use of an existing supply for building purposes for the financial year 2011/2012. These charges are applicable where an existing supply is used for building/renovation work.

Charges for the use of building water are paid on a contract value, current domestic rate of charge or metered basis. If work has already started on site payment must be made on a contract value basis as metering is not an option.

Contract Value Basis

Where an existing unmetered supply is used for building work or alterations to existing properties with a contract value over £100,000 the charge is 0.17 % of contract value + VAT. Evidence of contract value may be required by Thames Water.

Current Domestic Rate of Charge

Where the contract value is less than £100,000 the property will remain on the current domestic rate of charge.

Metered Basis

Where the existing supply is already metered Thames Water must be notified on 0845 9200 800, before work commences. Details of the site address and meter number will be required for billing purposes. If the existing supply is not already metered the charges are as follows:

Metering existing supply

Unmade ground	£260.00 + VAT
Footpath	£325.00 + VAT
No excavation	£197.00 + VAT

Disconnection (where supply will not be retained)

Unmade ground	£178.50 + VAT
Footpath	£309.75 + VAT
Road	£420.00 + VAT

Infrastructure Charges for 32mm or smaller supplies (contract duration 12 months or more)

Water supply	£312.19 + VAT
Wastewater services	£312.19 + VAT

Volume charges per cubic metre

Water supply	£115.83p + VAT
Wastewater services	£53.35p + VAT

Getting in touch with us

Online www.developerservices.co.uk

By telephone

Enquiries about new water supplies

0845 8502 777

Monday - Friday 8am - 5pm

By post

Developer Services, Reading Mail Room,
Rose Kiln Court, Rose Kiln Lane, Reading RG2 0BY

Other useful contacts

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

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

Leakline - report a leak

0800 714 614 Open 24 hours

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