

Infrastructure charges

2011 - 2012



Our prices

This leaflet lists the infrastructure charges due from 1 April 2011 when new connections for domestic purposes are made to water mains and public sewers.

Infrastructure charges help pay for developing our network to meet the increased demand for newly connected premises. The charges are regulated by the Water Services Regulation Authority.

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.

Infrastructure charges 2011/2012

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.

Infrastructure charges

(not including VAT)

Water	£312.19
Wastewater	£312.19

Charges using the Relevant Multiplier (RM)

The Relevant Multiplier is a way of working out infrastructure charges for particular types of property.

Properties where the RM applies

The Water Services Regulation Authority has defined two types of development where the RM applies. These are:

- 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 internal 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 a 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 is shown overleaf.

For domestic properties, the RM can be more or less than 1.00. For non-domestic properties the minimum RM is 1.00.

Using the RM to calculate the infrastructure charge

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

An example for 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

$RM\ 0.96 \times 20\ properties \times \pounds 312.19\ standard\ charge = \pounds 5,994.04 + VAT$

The wastewater infrastructure charge for the development

$RM\ 0.96 \times 20\ properties \times \pounds 312.19\ standard\ charge = \pounds 5,994.04 + VAT$

Paying the infrastructure charges

The developer pays the charges for any new properties. The charge must be paid when we connect the property. However, where an existing property is connected to the water main or wastewater system for the first time, you can pay by instalments.

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 redevelopment. For example, if a block of fifteen flats is replaced by a block of twenty flats, the developer only pays infrastructure charges for the extra five flats.

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

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.