

Network charges

2011 - 2012



Our prices

This leaflet lists the network charges from 1 April 2011 for water and wastewater services for customers who use our services for non-domestic purposes.

Network charges help pay for developing our network to meet the increased demand for extra non-domestic use of water. Network charges are based on infrastructure charges which are regulated by the Water Services Regulation Authority.

Connection to water services

You have to pay network charges on top of the cost of connecting a property to the water main and/or wastewater system, and works required for a new off-site main or sewer.

Paying the network charges

The developer pays the charges for any new properties. Existing customers will have to pay the charges for an increase in demand at their property, which will usually mean increasing the size of their supply pipe.

The charge must be paid before the property is connected.

If we only provide wastewater services, we will not send you a bill for the network charge for wastewater until your water supply is connected.

Most properties pay a charge based on meter size, as shown on the following table.

Network charges

(not including VAT)

Meter size		Water	Wastewater
mm	inches	£	£
up to 15	0.50	312.19	312.19
20	0.75	702.42	702.42
25	1.00	1,248.76	1,248.76
30	1.25	1,951.18	1,951.18
40	1.50	2,809.71	2,809.71
50	2.00	4,995.04	4,995.04
65	2.50	7,804.75	7,804.75
80	3.00	11,238.84	11,238.84
100	4.00	19,980.16	19,980.16
125	5.00	31,219.00	31,219.00
150	6.00	44,955.36	44,955.36
200	8.00	79,920.64	79,920.64
250	10.00	124,876.00	124,876.00
300	12.00	179,821.44	179,821.44

If a new property needs an additional supply or treatment facilities by special arrangement, the charges may be more than shown in the table. If we cannot agree charges with you, the case may be referred to the Water Services Regulation Authority.

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

The network charges and infrastructure charges will be shown separately on quotations and invoices.

Infrastructure charges

(not including VAT)

Water	£312.19
Wastewater	£312.19

Metering

All new and converted properties in our area have to be fitted with meters. If you do not already have a water meter and would like to have one fitted free please visit www.thameswater.co.uk/requestameter or 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.