

Trade effluent charges

2011 - 2012



Our prices

This leaflet lists the charges from 1 April 2011 for treating and disposing of effluent from trade premises into the public sewer system. 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**.

Volume charges

If your premises discharge a mixture of trade effluent and domestic sewage, we will determine how much of each is discharged and apply charges as set out below.

per cubic metre

Wastewater services	59.00 pence
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Volume charges for trade effluent are calculated by applying the following standard charges to the trade effluent formula shown in the charges scheme.

Standard volume charge per cubic metre of trade effluent

per cubic metre

Reception and conveyance (R)	9.70 pence
Primary treatment (V)	11.90 pence
Biological treatment (B)	15.26 pence
Solids treatment (S)	14.62 pence

Average strength factors used in trade effluent formula

Chemical Oxygen demand	- Os	445mg/l
Settleable solids	- Ss	336mg/l

Agreed strength discharges

per cubic metre

Launderettes	43.87 pence
Car washes	27.32 pence
Dry cleaners	22.93 pence
Commercial swimming pools	30.42 pence

Other trade effluent charges

Minimum charge per annum or duration of consent which ever is the shorter	£113.00
Sampling and analysis charge (per sample)	£113.00
Trade effluent consent application	£113.00
Ammoniacal nitrogen treatment charge per mg in excess of 35 mg/l expressed as a fraction of 35	2.20 pence

Large volume trade effluent user tariff

If your bill is more than £68,183 at any one site, you will be charged on our large volume trade effluent tariff. This includes a fixed charge, an annual charge of £13,507 and reception and treatment charges as set out in this leaflet.

Large user volume charge per cubic metre of trade effluent at standard strength

per cubic metre

Reception and conveyance (R)	7.78 pence
Primary treatment (V)	9.54 pence
Biological treatment (B)	12.24 pence
Solids treatment (S)	11.72 pence

Fixed charges per year

As well as volume-related charges, all metered properties pay fixed charges based on meter size.

When it is accepted that a property is not connected for surface water drainage, a reduction to the fixed charge will be given. Our surface water drainage leaflet gives details on how to apply.

Pipe size		Wastewater	
mm	inches	Full	Abated
up to 15	0.50	48	27
20	0.75	108	61
25	1.00	192	108
30	1.25	299	168
40	1.50	402	212
50	2.00	658	322
65	2.50	990	464
80	3.00	1395	639
100	4.00	2428	1084
125	5.00	3754	1654
150	6.00	5375	2351
200	8.00	9501	4125
250	10.00	14806	6406
300	12.00	21290	9194

Industrial and commercial wastewater: important

Before you dispose of any trade effluent into a sewer or in any other way, you must have the appropriate consent from us (in the case of a public sewer) and/or environmental authorities (in the case of discharges to watercourses, land or air). This is to protect both you and the community.

Applications should be made to Thames Water at least two months before the proposed start date.

If you are not sure about whether you have the right permissions, please call our Customer Centre on 0845 9200 800 and ask to be put in touch with the Process Quality (Waste) group. We can help you to comply with the law and with good environmental practice.

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.