

Sundry charges

2011 - 2012



Our prices

This leaflet lists sundry charges from 1 April 2011 for water and wastewater services. This includes charges for treating septic tanks and cesspools and watering sports grounds.

These charges have been set by Thames Water Utilities Ltd under a charges scheme and, where applicable, 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**.

Wastewater services

The charges for treating cesspool and septic tank contents are shown below. They do not include tankering costs for emptying the cesspool or tank. Most cesspool effluent will be charged at the lower rate.

Where the strength of the contents is unmeasured, we charge a fixed rate per cubic metre.

For treating monitored load (per cubic metre)

Solids suspended per litre (not including VAT)

| | |
|-----------------|-------|
| 399mg or less | £1.32 |
| 400mg and above | £9.08 |

For treating unmonitored load (per cubic metre)

(not including VAT)

| | |
|---------------------|-------|
| Unmeasured contents | £5.47 |
|---------------------|-------|

Domestic garages, car spaces and stores

Where an unmetered supply only serves a domestic garage, car space or store area, a fixed annual charge for each unit will apply, as detailed below. Where there is no water supply, but surface water drains to our sewer, only the wastewater fixed charge is payable.

(not including VAT)

| | |
|-------------------------|--------|
| Water fixed charge | £11.50 |
| Wastewater fixed charge | £8.40 |

Water supply

These charges do not include VAT and apply to metered and unmetered services as appropriate.

Building supplies

| | |
|--|-------------------------|
| New supplies | Metered |
| Alterations to existing properties with contract sum over £100,000 (where no new supply is needed) | 0.17% of contract value |
| Minimum charge for non-metered supplies | £132.00 per year |

Disconnection attendance fee (non-household customers)

Disconnection attendance fee where we attend premises to disconnect for non-payment of charges but the disconnection does not proceed

£48.00 per occasion

Allotment and water points

| | |
|--|------------------|
| Tank/point (per supply) | £31.35 per year |
| Allotment sprinklers, cricket pitches, tennis courts and disced supplies | £89.88 per year |
| Minimum charge for meter minimum equivalents | £304.00 per year |

Use of hydrants

Daily usage (up to 20 cubic metres)

| | |
|-----------------|---------|
| First day | £107.00 |
| Subsequent days | £36.00 |

Higher demand rates on application

Regular user licence per item

| | |
|--|-----------------|
| Low demand (0 - 1.0m ³ a day) Only applicable to 20mm standpipes | £273.00 a year |
| Average demand (1 - 10.0m ³ a day) | £1373.00 a year |
| High demand (10.0 - 20.0m ³ a day) | £2750.00 a year |
| Very High demand (more than 20.0m ³ a day) | by agreement |
| Shorter term licences available | on application |

- (a) Where a visit is required by a technician an attendance fee will be payable
- (b) Where Thames Water agrees a consent retrospectively an administration fee of £98 will be required plus the relevant licence fee as detailed above.

Cattle troughs

| | |
|------------|------------------|
| Per trough | £142.00 per year |
|------------|------------------|

Metering

All new and converted properties in our area have to be fitted with meters. If you do not have a water meter and you would like to have one fitted free, please call us for further details.

Our metering policy requires that all sprinkler users and swimming pool owners (where the pool has automatic replenishment with a capacity greater than 10,000 litres) have metered supplies.

Surface water drainage

Wastewater services charges include an element covering the disposal of surface water (rainwater). Most properties are connected to our sewers for this purpose but some, mainly, in very rural areas, are not connected and have other arrangements, such as direct discharge to watercourses or soakaways.

If you believe that none of the surface water from your property drains to Thames Water's sewers (either directly or indirectly), you can apply for a yearly reduction on your bill by visiting <http://www.thameswater.co.uk/swd>, or calling us on 0845 9200 888.

You will need to tell us what the drainage arrangements are for your property. We will then check our records or visit your property and tell you whether you are eligible for a reduction on your bill.

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.