



# Wholesale Charges schedule

for the Supply of Water and  
Wastewater Services for 2015/16

Effective from 1 April 2015

# Contents

<b>1</b>	<b>Introduction</b>	<b>3</b>
<b>2</b>	<b>Unmetered water and wastewater charges</b>	<b>4</b>
2.1	Unmetered water and wastewater charges	4
2.2	Fixed charges	8
2.3	Assessed household charge	8
2.4	Business assessed	9
<b>3</b>	<b>Metered water and wastewater charges</b>	<b>11</b>
3.1	Metered water and wastewater charges	11
3.2	The volumetric charge	12
3.3	Supplementary large user annual charge	13
<b>4</b>	<b>Trade effluent</b>	<b>13</b>
4.1	Metered water and wastewater charges	14
4.2	Large volume trade effluent user tariff	15
4.3	Industrial and commercial wastewater	16
<b>5</b>	<b>Infrastructure charges</b>	<b>17</b>
5.1	Connection to water services	17
5.2	Paying the infrastructure charge	18
<b>6</b>	<b>Network charges</b>	<b>20</b>
6.1	Network charges	20
<b>7</b>	<b>Sundry charges</b>	<b>21</b>
<b>8</b>	<b>Backcharging and refunds</b>	<b>23</b>

# Introduction

This booklet sets out the Charges Schemes made by Thames Water Utilities Limited under the powers conferred by Section 143 of the Water Industry Act 1991 as amended. It does not cover charges raised under agreements. The charges contained therein have, where applicable, been approved by the Water Services Regulation Authority.

# Contact us



**Online:**  
[thameswater.co.uk](http://thameswater.co.uk)



**By telephone:**  
For queries relating to your bill, change of address, meter readings and other billing enquiries, you can speak to our team on 0800 980 8800.

Monday to Friday 8am to 8pm  
Saturday 8am to 6pm

Textphone service if you are deaf or hard of hearing: 0800 316 9898

For water and wastewater enquiries, emergencies and other non-billing enquiries, you can call our team 24 hours a day on 0800 316 9800.

Textphone service if you are deaf or hard of hearing: 0800 316 9898

To contact us from abroad: +44 1793 366011



**By post**  
Thames Water, PO Box 286, Swindon, SN38 2RA

## 2 Unmetered Water and Wastewater Charges

### 2.1 Unmetered Water and Wastewater charges

The wholesale water and wastewater services bill is calculated by applying a 'rate per pound' to the rateable value (RV) of your home. There is a different rate for water and wastewater services, each expressed as pence per pound (of RV) and disclosed in Table 2.1. In addition, a yearly 'fixed charge' is applied; disclosed in Table 2.2.

Water charges are payable for all properties which receive a water supply either directly or indirectly.

Wastewater charges are payable for all properties which are connected directly or indirectly to a public foul or surface water sewer or which have the benefit of these services and will include elements of foul water, surface water and highway drainage. If your property only has surface water drainage you do not have to pay rate-based wastewater charges. You pay a fixed fee of £44 (Non-households £44.04) a year instead.

Where a household customer is not connected to our sewer for the purpose of discharging surface water, then a reduction of £25 can be claimed on the Wastewater fixed charge.

## Rate per Pound for Water and Wastewater Services

Table 2.1 Unmetered charges per £RV

		Households		Non - Households	
Charge Area	Local Authority Areas	Water Pence	Wastewater Pence	Water Pence	Wastewater Pence
1	Barnet Broxbourne East Hertfordshire Enfield Epping Forest Haringey Welwyn Hatfield	76.13	52.33	76.13	52.33
	Brentwood Harlow Luton North Hertfordshire Stevenage Uttlesford	N/A		N/A	
2	Chiltern Dacorum Ealing Hounslow Slough South Buckinghamshire Spelthorne Wycombe	77.49	54.23	77.49	54.23
	Harrow Hertsmere Hillingdon St. Albans South Bedfordshire Three Rivers Watford	N/A		N/A	
3	Kensington & Chelsea London, City of Westminster	58.25	34.06	58.25	34.06

Table 2.1 Unmetered charges per £RV (continued)

		Households		Non - Households	
Charge Area	Local Authority Areas	Water Pence	Wastewater Pence	Water Pence	Wastewater Pence
4	Barking & Dagenham Brent Camden Hackney Hammersmith & Fulham Islington Newham Redbridge Tower Hamlets Waltham Forest	69.76	48.91	69.76	48.91
	Haverling			N/A	
5	Basingstoke & Deane Chichester Elmbridge Guildford Hart Horsham Kennet Mole Valley Newbury Reading Reigate & Banstead Waverley Windsor & Maidenhead Wokingham	89.61	64.11	89.61	64.11
	Bracknell Crawley East Hampshire Mid Sussex Runnymede Rushmoor Surrey Heath Winchester Woking			N/A	

Table 2.1 Unmetered charges per £RV (continued)

		Households		Non - Households	
Charge Area	Local Authority Areas	Water Pence	Wastewater Pence	Water Pence	Wastewater Pence
6	Bexley Bromley Croydon Dartford Epsom & Ewell Gravesham Greenwich Kingston Lambeth Lewisham Merton Richmond Sevenoaks Southwark Sutton Tandridge Wandsworth	77.71	53.04	77.71	53.04
	Tonbridge & Maling	N/A		N/A	
7	Aylesbury Vale Cherwell Cotswold North Wiltshire Oxford South Oxfordshire Swindon Vale of Whitehorse West Oxfordshire	106.76	74.56	106.76	74.56
	Daventry South Northamptonshire Stratford Tewkesbury	N/A		N/A	

## 2.2 Fixed Charges

Table 2.2 Fixed Charges unmetered

Pipe size mm	Inches	Water £	Wastewater £	
			Full	Abated*
All Household	N/A	15.00	35.00	10.00

\*Where a household customer does not discharge surface water to our sewers, they can claim an abatement of £25.

Non-Households			
Pipe size mm	Inches	Water £	Wastewater £
12/15	0.5	15.04	44.04
20/22	0.75	15.04	99.04
25/28	1.00	15.04	177.04
30/32/35	1.25	15.04	276.04
40/42	1.50	15.04	397.04
50/54	2.00	15.04	705.04
65	2.50	15.04	1103.04
75/80	3.00	15.04	1587.04
100	4.00	15.04	2822.04

## 2.3 Assessed household Charge

For household customers, where you have asked us to fit a meter but it is not practical or too expensive, you can opt to pay the Assessed Household Charge which is linked to the size of your property. The single occupier charge applies provided Thames Water has received satisfactory confirmation that there is only one occupier.



Table 2.3 Assessed Household Charges

Band	Bedrooms	Water £	Wastewater £
1	0/1 bedroom	125.33	78.83
2	2 bedrooms	136.60	85.92
3	3 bedrooms	157.59	99.12
4	4 bedrooms	174.31	109.64
5	5 or more bedrooms	196.61	123.67
6	Single Occupier	91.18	57.35

In addition, you pay a fixed charge of £15.00 for Water and £35.00 for Wastewater as detailed in Table 2.2 above.

Thames Water reserves the right to transfer the consumer to the no access charge (£320.05 water, £253.68 wastewater), where the consumer has denied Thames Water access for the purpose of fitting or replacing a meter.

## 2.4 Business Assessed

For Business customers who have premises that are impractical to meter we may assess their water usage. We will automatically tell you about this if it applies to your premises.

If you cannot have a water meter, we will ask you for information about the type of business you run. We will also need to know the industrial category of the business (SIC code) and how many people work at the site. Using this information we will allocate your business to one of the five bands of assessed charges shown below.

The way we calculate your bill is to multiply the number of full-time employees or equivalent by the figures shown in the table below (Usage factor) which is then multiplied by the volumetric charge.

Band	Assessed Usage per FT Employee
1	15 m <sup>3</sup> per year
2	50 m <sup>3</sup> per year
3	100 m <sup>3</sup> per year
4	200 m <sup>3</sup> per year
5	By inspection

Table 2.4 Business Assessed Volumetric Charges

Assessed Usage (m <sup>3</sup> per year)	Volume Charge Water	Volume Charge Wastewater
0-500	127.08 pence per m <sup>3</sup>	80.07 pence per m <sup>3</sup>
500-1000	127.08 pence per m <sup>3</sup>	80.07 pence per m <sup>3</sup>
1000-5000	127.08 pence per m <sup>3</sup>	80.07 pence per m <sup>3</sup>
5000-20000	127.08 pence per m <sup>3</sup>	80.07 pence per m <sup>3</sup>

Table 2.5 Business Assessed Fixed Charges

Assessed Pipe size mm	Inches	Water £	Wastewater £
12/15	0.5	0.00	35.00
20/22	0.75	0.00	99.00
25/28	1.00	0.00	177.00
30/32/35	1.25	0.00	276.00
40/42	1.50	0.00	397.00
50/54	2.00	0.00	705.00
75/80	3.00	0.00	1587.00
100	4.00	0.00	2822.00

#### If you disagree with your assessment

After you give us the information we need about your business we will let you know what band you are in and what your assessed charges are likely to be. If you are not happy with the way we have assessed your business, you can ask us to review the assessment.

You should also let us know if there are any changes to the information you give us about your business.

## 3 Metered Water and Sewerage Charges

### 3.1 Metered Water and Wastewater charges

Water charges are payable for all properties which receive a water supply either directly or indirectly.

Wastewater charges are payable for all properties which are connected directly or indirectly to a public foul or surface water sewer or which have the benefit of these services and will include elements of foul water, surface water and highway drainage. If your property only has surface water drainage you do not have to pay rate-based wastewater charges. You pay a fixed fee of £44 (Non-households £44.04) a year instead.

Where a household customer is not connected to our sewer for the purpose of discharging surface water, then a reduction of £25 can be claimed on the Wastewater fixed charge.

For non-household customers that are not connected reductions can also be claimed. The charge payable is shown in Table 3.1.

We will also consider reducing the wastewater charge where it can be proven that less than 90 % of the water supplied is returned to the public wastewater system.

Table 3.1 Fixed Charges per year

Assessed usage (m <sup>3</sup> per year) or Pipe size mm	Inches	Water £	Wastewater £	
			Full	Abated
All households	N/A	0.00	44.00	19.00
<b>Non-Households</b>				
12/15	0.5	0.00	35.00	10.00
20/22	0.75	0.00	99.00	43.00
25/28	1.00	0.00	177.00	77.00
30/32/35	1.25	0.00	276.00	120.00
40/42	1.50	0.00	397.00	172.00

Table 3.1 Fixed Charges per year (continued)

Assessed usage (m <sup>3</sup> per year) or Pipe size mm	Inches	Water £	Wastewater £	
			Full	Abated
<b>Non-Households</b>				
50/54	2.00	0.00	705.00	306.00
65	2.50	0.00	1103.00	479.00
75/80	3.00	0.00	1587.00	689.00
100	4.00	0.00	2822.00	1225.00
125	5.00	0.00	4409.00	1914.00
150	6.00	0.00	6349.00	2756.00
200	8.00	0.00	11287.00	4900.00
250	10.00	0.00	17635.00	7656.00

### 3.2 The Volumetric Charge

Table 3.2 Volumetric Charges (All rates in (p/m<sup>3</sup>))

<b>Households</b>		
Water Supply		126.29 pence
Wastewater Supply		79.43 pence
<b>Non-Households</b>		
<b>Consumption m<sup>3</sup></b>	<b>Volume Charge Water (p/m<sup>3</sup>)</b>	<b>Volume Charge Wastewater (p/m<sup>3</sup>)</b>
0-500	127.08	80.07
500-1000	127.08	80.07
1000-5000	127.08	80.07

Table 3.1 Fixed Charges per year (continued)

Consumption m3	Volume Charge Water (p/m <sup>3</sup> )	Volume Charge Wastewater (p/m <sup>3</sup> )
5000-20000	127.08	80.07
20000-50000	116.35	80.07
50000-100000	95.51	80.07
100000- 250000	95.51	64.19
Over 250000	76.57	64.19

### 3.3 Supplementary large user annual charge

Table 3.3 Supplementary large user annual charge

Tariff	Consumption m <sup>3</sup>	Annual Charge (£)
Intermediate volume user - water	20000-50000	2147.00
Large volume user - water	50000-250000	12565.00
Super large volume user – water	250000+	59923.00
Large volume user – wastewater	>100000	15886.00

## 4 Trade Effluent

### 4.1 Metered Water and Wastewater charges

Trade effluent charges apply for treating and disposing of effluent from trade premises into the public sewer system.

Where your premise discharges a mixture of trade effluent and domestic sewage, we will determine how much of each is discharged and apply charges as set out below:

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

Table 4.1 Standard volume charge per cubic metre or kg of trade effluent (up to 50,000 m<sup>3</sup> per annum)

Description	Pence
Reception and Conveyance (R)	13.45 pence m <sup>3</sup>
Primary Treatment (V)	15.72 pence m <sup>3</sup>
Biological treatment (B)	45.29 pence per kg
Solids treatment (S)	57.43 pence per kg

Table 4.2 Average strength factors used in trade effluent formula

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

Table 4.3 Other trade effluent charges

Minimum charge per annum or duration of consent, whichever is the shorter	£120.38
Sampling and analysis charge (per sample)	£142.80
Trade effluent consent application	£142.80
Ammoniacal nitrogen treatment charge per mg in excess of 35mg/l expressed as a fraction of 35	2.44 pence

## 4.2 Large volume trade effluent user tariff

If your you are charged on the large user tariffs, then an annual charge of £17,865.36 in addition to the volumetric charges set out in table 4.4.

Table 4.4 Large user volume charge per cubic meter of trade effluent at standard strength (Over 50000 m3 per year)

Reception and Conveyance (R)	10.92 pence m <sup>3</sup>
Primary treatment (V)	12.61 pence m <sup>3</sup>
Biological treatment (B)	36.32 pence per kg
Solids treatment (S)	46.05 pence per kg

Table 4.5 Trade Effluent Fixed Charges

Discharge Volume (m <sup>3</sup> pa)	Fixed Charge (£)	Minimum Charge
0-500	-29.65	120.38
500-1000	-30.13	120.38
1000-5000	-107.09	N/A
5000- 20000	-268.26	N/A

In addition you will need to pay a fixed charge and volume charge for wastewater services as detailed in Section 3.

### 4.3 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 unsure about whether you have the right permissions, please call our Customer Centre on 0800 316 9800 and ask to be put in touch with the Process Quality (Waste) group. We can help you comply with the law and with good environmental practice.



# 5 Infrastructure Charges

## 5.1 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.

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.

Table 5.1 Infrastructure Charges (excluding VAT)

Water	£353.88
Wastewater	£353.88

The Relevant Multiplier (RM) is a way of working out infrastructure charges for particular types of property. Properties where the RM applies include:

- 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 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 the 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 are shown below.

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

## Using RM to calculate infrastructure charge

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

An example of 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

$RM\ 0.96 \times 20\ properties \times \pounds 353.88\ standard\ charge = \pounds 6,794.50 + VAT$   
where applicable

### The wastewater infrastructure charge for the development

$RM\ 0.96 \times 20\ properties \times \pounds 353.88\ standard\ charge = \pounds 6,794.50 + VAT$   
where applicable

## 5.2 Paying the infrastructure charge

The developer pays the charges for any new properties. The charge must be paid when we connect the property.

### 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 development. For example, if a block of fifteen flats is replaced by a block of 20 flats, the developer only pays infrastructure charges for the extra five flats.

Table 5.2 Table of Loading Units

Water Fitting	Loading units
WC flushing cistern	2
Wash basin in house	1.5
Wash basin elsewhere	3
Bath (tap nominal size $\frac{3}{4}$ " / 20mm)	10
Bath (tap nominal size larger than $\frac{3}{4}$ " / 20mm)	22
Shower	3
Sink (tap nominal size $\frac{1}{2}$ " / 15mm)	3
Sink (tap nominal size greater than $\frac{1}{2}$ " / 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

# 6 Network Charges

## 6.1 Network Charges

Network charges help pay for developing our network to meet the increased demand for extra non-domestic use of water. You have to pay network charges on top of the cost of connecting a property to the water main and/or wastewater system. The developer pays the charges for any new properties. Due to the requirement of increasing the size of the supply pipe, existing customers will have to pay the charges for an increase in demand at their property. The charge is payable before the property is connected. The charge is usually based on meter size.

Table 6.1 Network charges (excluding VAT):

Meter Size (mm)	Meter Size (Inches)	Water (£)	Wastewater (£)
Up to 15	0.50	353.88	353.88
20	0.75	796.23	796.23
25	1.00	1415.52	1415.52
30	1.25	2211.75	2211.75
40	1.50	3184.92	3184.92
50	2.00	5662.08	5662.08
65	2.50	8847.00	8847.00
80	3.00	12739.68	12739.68
100	4.00	22648.32	22648.32
125	5.00	35388.00	35388.00
150	6.00	50958.72	50958.72
200	8.00	90593.28	90593.28
250	10.00	141552.00	141552.00
300	12.00	203834.88	203834.88

If a new property needs an additional supply or treatment facilities by special arrangement, the charges may be more than shown in the table.

Most non-domestic developments also need a water and wastewater service for domestic use. They will have to pay infrastructure charges as in Table 5.1.

## 7 Sundry Charges

Sundry charges include charges for treating septic tanks and cesspools and water sports grounds.

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

Table 7.1 Single Lock-up Garages, car spaces and stores unmetered fixed charge (excluding VAT)

Water fixed charge	£9.24 per year
Wastewater fixed charge	£10.74 per year

Table 7.2 Building supplies

New supplies	Metered
Alterations to existing properties with contract sum over £100,000 (where no new supplies needed)	0.17 % of contract value
Minimum charge for non-metered supplies	£141.09 per year

Table 7.3 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 processed	£55.07 per occasion
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Table 7.4 Allotment and water points

Allotment tank and water/washdown point and disced supplies	£35.29 per year
Sprinkler, cricket pitches, tennis courts, ornamental pond / fountain	£77.23 per year
Minimum charge for meter minimum equivalents	£317.17 per year

Table 7.5 Use of Hydrants

Daily rate	£113.44
Subsequent days	£38.13

A hydrant licence will be required in all cases. The charges for such licences are as follows: Daily user licence (up to 20 cubic meters); higher demand rates on application.

Table 7.6 Regular user licence per item

Low demand (0 – 0.1m <sup>3</sup> a day) Only applicable to 20mm standpipes	£291.71 a year
Average demand (1 – 10.0m <sup>3</sup> a day)	£1481.43 a year
High demand (10.0 – 20.0m <sup>3</sup> a day)	£2968.58 a year
Very high demand (> 20.0m <sup>3</sup> 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 consent retrospectively an administration fee of £110 will be required plus the relevant licence fee as detailed above.
- (c) Hydrant customers are required to hire a metered standpipe from a Thames Water approved supplier. A hire charge will apply in addition to the charge set above.

Table 7.7 Cattle Troughs

Per trough	£152.53 per year
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## 8 Backcharging and Refunds

We recognize that in some cases, customers will have received services from Thames Water, but have either not been charged or charged less than the correct amount. This can occur in many different circumstances (for example fixed charges may have been based on an incorrect pipe size). Where it does, we will look very carefully at each case. Unless we take the view that the consumer should reasonably have been aware that charges (or additional charges) were payable for the services received, then in the case of water supply and wastewater services to houses, charges for those services will only be applied to the full year in which the undercharge was identified and for the previous financial year. In these circumstances we will not backcharge for the full period allowed by law, which could be six years or more.

We also recognize that in some cases, customers may have been charged more than the correct amount for similar reasons. Where this happens, we will repay all overpaid charges for the full period of any claim to the extent that such a claim is recoverable by law, and amend the bill accordingly.

# Contact us



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You can contact us online to make a payment, tell us you're moving, provide a meter reading, send us an enquiry, and much more.



## By telephone

### Your bill and account

For queries relating to your bill, change of address, meter readings and other billing enquiries, you can speak to our team on 0800 980 8800.

Monday to Friday      8am to 8pm

Saturday                      8am to 6pm

Textphone service if you are deaf or hard of hearing: 0800 316 6899.

### Telephone self service

We have a wide range of self-service options available 24 hours a day, including:

- Pay your bill with a debit or credit card
- Set up a Direct Debit or payment plan
- Check your balance

## Water and wastewater services

For water and wastewater enquiries, emergencies and other non-billing enquiries, you can call our team 24 hours a day on 0800 316 9800.

Textphone service if you are deaf or hard of hearing: 0800 316 9898

To contact us from abroad: +44 1793 366011



## By post

Thames Water, PO Box 286, Swindon SN38 2RA



This leaflet can be supplied in large print, braille, or audio format upon request.