



Wholesale charges scheme

2016 - 2017

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Introduction

This booklet sets out the Wholesale Charges Schemes made by Thames Water Utilities Limited under powers conferred by Section 143 of the Water Industry Act 1991 as amended. It does not cover charges raised under agreements. The booklet should be read in conjunction with the accompanying Schedule(s) of Charges, which form part of the Wholesale Charges Schemes.

Water supply wholesale charges scheme 2016

1 This scheme, which may be referred to as the Thames Water Utilities Limited Water Supply Wholesale Charges Scheme 2016, is made by Thames Water under Section 143 of the Act and shall operate from 1st April 2016 until 31st March 2017 inclusive.

“Business Assessed Charges (wholesale component)”

means the business assessed charges fixed by Thames Water with reference to charging bands for the financial year 2016 - 2017 and which is set out in the Wholesale Charges Schedule.

Interpretation

2 (1) Subject to sub-clause (2), the Interpretation Act 1978 shall have effect for the interpretation of this scheme as it has effect for the interpretation of an Act of Parliament;

(2) In this scheme, unless the context otherwise requires:-

“charging area”

means an area determined by Thames Water to reflect in its charges the differences in the average use of the service for various types of house and broad variations in net annual value for similar properties throughout the water supply area of Thames Water;

“the Act”

means the Water Industry Act 1991 including any statutory amendments whether made before or after the date of this scheme;

“community building”

means place of worship, village hall, scout or guide hut;

“assessed household charge (wholesale component)”

means a fixed charge, split into bands, which relates either to a single occupier or the number of bedrooms in a house. This is set out in the Wholesale Charges Schedule;

“consumer”

means the person who is for the time being, the person on whom the liability to pay charges to Thames Water in respect of a supply of water would fall;

“billing period”

means a period of time determined at the discretion of Thames Water and in respect of which Thames Water may submit a bill to the consumer for any charges made under this scheme in respect of specified premises;

“customer”

means a person supplied, or about to be supplied, with water by Thames Water;

“domestic garage, car space or store area”

means any garage, car space or store area used wholly or partly as a domestic garage, car space or store area or intended for such use;

“house”

means a dwellinghouse, whether a private dwellinghouse or not, and includes any part of a building if that part is occupied as a separate dwellinghouse;

“the Licence”

means the Instrument of Appointment dated August 1989 under Sections 11 and 14 of the Water Act 1989 whereby the Secretary of State for the Environment appointed Thames Water as the water undertaker and the sewerage (wastewater) undertaker for the areas respectively described therein, and includes any amendments whether made before or after the date of this scheme;

“Licenced Water Supplier”

means a company holding a water supply licence granted under the provisions of Section 17A of the Act;

“no access charge”

means a charge that is applied to consumers where the customer or consumer has denied Thames Water access for the purpose of fitting, maintaining, replacing or reading a meter;

“the Regulations”

means the Water (Meters) Regulations 1988 (S.I. 1988(1048)) as amended;

“service pipe”

means a service pipe within the meaning given in the Act;

“single site”

means any premises whose water supply is measured by a single water meter, provided that Thames Water may at its absolute discretion determine that premises whose water supply is measured by two or more water meters shall be regarded as a single site;

“Thames Water”

means Thames Water Utilities Limited;

“valuation list”

means the last valuation list published under Part V of the General Rate Act 1967;

“Wholesale Charges Schedule”

means the schedule of charges fixed by Thames water for the financial year 2016 – 2017 which is enclosed with and forms part of this scheme.

General

3 (1) It is intended that the charges to be made under this scheme will, with any other relevant sources of revenue, provide the income necessary to finance the water supply function of Thames Water. These charges shall be fixed with due regard to the principles laid down in the Act and in Condition E of the Licence.

(2) To the extent that any part of this charges scheme is inconsistent with any agreement between a Licensed Water Supplier and Thames Water, the terms of the agreement will prevail.

Charges for unmetered supplies

4 (1) Subject to the succeeding provisions of this scheme, there shall be payable to Thames Water in respect of each unmetered supply of water, an amount equal to the sum of the charges referred to in paragraphs (a) and (b) below PROVIDED ALWAYS that:

(i) where a consumer has exercised his statutory right to elect for charging by reference to volume and Thames Water has determined that fitting a meter would either not be reasonably practicable or incur unreasonable expense, the amount payable for supplies to a house under this Sub-clause 4(1) shall be the assessed household charge (wholesale component); and

(ii) where Thames water has attempted to fit a water meter using its statutory powers and the customer or consumer

has denied access in order to carry out such works, Thames Water reserves the right to charge the consumer on the basis of the no access charge:

*(a) Rate based charge
The amounts in the pound shown in the Wholesale Charges Schedule multiplied by the net annual value of the premises.*

*(b) Graduated fixed charge
(i) In the case of each service pipe providing a supply to premises other than a house, a graduated fixed charge, the amount of which is shown in the Wholesale Charges Schedule, fixed by reference to the size of the relevant service pipe.*

(ii) In the case of each service pipe providing a supply to a house, a fixed charge, the amount of which is shown in the Wholesale Charges Schedule, fixed by reference to a pipe size of up to 15mm.

Such a fixed charge will apply only in respect of premises with a net annual value (or a notional net annual value fixed under sub-clause (5) as the case may be) equal to or exceeding £50.

(2) The amount in the pound fixed annually by Thames Water for the purpose of sub-clause (1)(a) is different for each charging area.

(3) Subject to the following provisions of this clause, for the purposes of any rate

based charge the net annual value of any premises (or the rateable value so appearing in any case where a rateable value but no net annual value appears) shall be taken to be that value which appeared in the last published valuation list.

(4) In the case of premises with both an unmetered supply and a metered supply, and where such premises are the subject of a single entry in the valuation list, Thames Water may apportion the net annual value thereof and charge the consumer rate based charges in respect of the unmetered supply to such premises on a proportion only of the net annual value.

(5) In the case of premises not appearing in the valuation list or having no value appearing therein, any rate based charge shall be based on a notional net annual value which shall be determined by Thames Water and may be revised by them. The notional net annual value shall be determined by reference to properties on the valuation list of a similar size and in the same charging area. It will be based on information provided to Thames Water by the consumer. In the absence of such information and until such time as the information is received, Thames Water will apply a default value based on their best estimate in the light of whatever relevant information is reasonably available.

(6) Unless Thames Water otherwise

agrees, where there is communication otherwise than by a highway, between buildings or parts of buildings in the occupation of the same customer, those buildings or parts of buildings shall be treated, for the purpose of charging the rate based charge, as one building having a net annual value equal to the aggregate of their net annual values.

(7) Except where they are served by a metered supply, charges for each domestic garage, car space or storage area shall be payable as a single annual charge as shown in the Wholesale Charges Schedule.

(8) Where two or more houses or other premises in the occupation of different customers are supplied with water by a common pipe, the consumer in respect of each of them shall be liable to pay the same water supply charges for the supply as he would have been liable to pay if it had been supplied with water by a separate pipe.

(9) Where the occupier of any premises ("the occupied premises") which do not receive a supply of water direct from Thames Water, has the right to use a supply of water in other premises (which is not charged for by Thames Water on a metered basis) by virtue of his occupation of the occupied premises, there shall be payable to Thames Water in respect of the occupied premises a sum calculated in accordance with the preceding provisions of this clause.

(10) Where an unmetered supply is used for the purposes of building or construction, a charge shall be payable to Thames Water, the amount of which is shown in the Wholesale Charges Schedule. Such charge shall be in addition to any other charges payable under this Clause 4.

(a) Volume charge
The amount produced by multiplying the volume of water supplied as measured by the meter or as estimated (where estimates are permitted under this charges scheme) by a rate per cubic metre as shown in the Wholesale Charges Schedule. There are four separate tariffs:

- Tariff band 1 (0-20,000m³), which applies to single sites where the annual volume of water supplied is less than twenty thousand cubic metres;
- Tariff band 2 (20,000-50,000m³), which applies to single sites where the annual volume of water supplied is between twenty thousand and fifty thousand cubic metres;
- Tariff band 3 (50,000-250,000m³), which applies to single sites where the annual volume of water supplied is between fifty thousand and two hundred and fifty thousand cubic metres; and
- Tariff band 4 (over 250,000m³), which applies to single sites where the annual volume of water supplied is more than two hundred and fifty thousand cubic metres PROVIDED ALWAYS that Thames Water may at its absolute discretion determine that a consumer who enjoys the benefits of a special agreement regarding charges for water supply will not be eligible for the above tariffs.

(b) Annual charge
For each single site where Tariff bands 2, 3 or 4 apply, an annual charge is payable, the amount of which is shown in the Wholesale Charges Schedule.

(c) Reservation Charges
In cases where there is an alternative supply to the one provided by Thames Water, the consumer shall pay such reservation charges as may be approved from time to time by the Water Services Regulation Authority. These approved charges will be published on the Thames Water website (thameswater.co.uk).

supplementary charges, if any, as may in the opinion of Thames Water be necessary to comply with any statutory orders, directions, undertakings, determinations or similar obligations affecting Thames Water.

(2) Without prejudice to the generality of sub-clause (1) and its ability to fix further charges some other charges which have already been fixed by Thames Water are shown in the “sundry charges” section of the Wholesale Charges Schedule.

Charges for Metered Supplies

5 (1) In respect of supplies of water to houses, there shall be payable to Thames Water in respect of water supplied to a customer by meter – the amount produced by multiplying the volume of water supplied as measured by the meter or as estimated (where estimates are permitted under this charges scheme) by a rate per cubic meter as shown in the Wholesale Charges Schedule PROVIDED ALWAYS that where Thames Water has attempted to maintain, replace or read a water meter using its statutory powers and the customer or consumer has denied access in order to carry out such works, Thames Water reserves the right to charge the consumer on the basis of the no access charge.

(2) In respect of supplies of water to premises which are not houses, there shall be payable to Thames Water in respect of water supplied to a customer by meter, an amount equal to the sum of the following charges: the volume charge in (a) below; plus the annual charge (if applicable) in (b) below; plus the reservation charge (if applicable) in (c) below.

Meter Testing

6 (1) Where a consumer requires Thames Water to test a meter, a charge for testing will only be made if the test proves that the meter is recording within the tolerances referred to in the Regulations and will not exceed any charges prescribed by the Regulations.

(2) Where a meter has been tested and is shown to have registered incorrectly (or not at all) Thames Water shall be entitled to make an estimate of the quantity supplied and adjust the charges in accordance with the Regulations. This could lead to either a refund being made to the consumer, or an invoice to the consumer for any balance of charges that may be due.

Other Charges

7 (1) For services performed, facilities provided or rights made available in pursuance of the water supply function of Thames Water, other than those referred to above, Thames Water may fix such charges to be payable by persons in receipt of or benefiting from such services, facilities or rights as appear to Thames Water to be appropriate having regard to cost and such

Business Assessed Charges

8 (1) Where Thames Water has determined that it is not reasonably practicable to meter specific premises which are not houses, charges for such premises shall be payable as set out in sub-clause (2) on the basis of an assessment of the quantity of water to be supplied (“the assessed quantity”) as determined by Thames Water and shown by reference to charge bands in the “business assessed” section of the Wholesale Charges Schedule.

(2) There shall be payable to Thames Water in respect of the assessed quantity an amount calculated by multiplying the assessed quantity by the rate per cubic metre as shown in the Wholesale Charges Schedule.

For the avoidance of doubt, the business assessed charge is still payable in respect of the relevant specific premises where the occupier does not receive a supply of water direct from Thames Water, but has the right to use a supply of water in other premises (which is not charged for by Thames

Water on a metered basis) by virtue of his occupation of the relevant specific premises.

(3) The business assessed charge will be based on information provided to Thames Water by the consumer completing and returning a questionnaire provided by Thames Water. Where no such information is forthcoming, Thames Water will have total discretion to calculate the business assessed charge on the basis of an estimated number of employees (subject to a minimum of ten) and the type of business Thames Water believes is being carried out at the relevant premises. If, at a later date, the correct information is supplied, the account will be amended from the date the correct information is received by Thames Water, but no amendment will be made for any period prior to receipt of such information.

(4) Where a premises subject to business assessed charges are viewed as unoccupied but Thames Water becomes aware that water is being used at that premises (which includes any usage by way of leakage), the business assessed volumetric charges set out in the Wholesale Charges Schedule will be payable on the basis of Thames Water's reasonable estimate of that water usage. For the avoidance of doubt, business assessed fixed charges will still be payable.

Charge Variations for Empty Properties

9 (1) No charges will be payable in respect of unmetered supplies under Clause 4 in respect of any period during which the consumer is able to demonstrate to the reasonable satisfaction of Thames Water that the premises are both unoccupied and unfurnished.

(2) Unoccupied premises will not be regarded as unfurnished for the purposes of sub-clause 9(1) if they are:

(a) subject to building or renovation works; or

(b) newly built premises prior to transfer of ownership from the builder.

(3) No charges will be payable in respect of unmetered supplies under Clause 4 in respect of any continuous period of three months or more during which the consumer is able to demonstrate to the reasonable satisfaction of Thames Water that the premises are unoccupied and the customer is living in a care home or nursing home.

(4) The above charging variations will only apply to the period during which this scheme is in force and must be claimed by the customer. No claim will be allowed for any period more than 6 months prior to the date of the claim.

Payment of Charges by Licensed Water Suppliers

10 (1) The charges calculated shall be due and payable when the volume of water supplied or the assessed quantity has been ascertained (or estimated where applicable) and a bill in respect thereof issued. Bills will be issued for periods of no less than one month and a billing period shall not normally exceed one year.

(2) Where a meter reading is not taken for any reason Thames Water may calculate a bill based on an estimate of the volume of water supplied. Where a bill has been calculated on the basis of such an estimate and once actual volume used has been ascertained, Thames Water will reconcile the following bill in order to make any necessary adjustments to account for the difference between the estimated volume for that billing period and the actual volume supplied.

(3) Where a billing period is for a period during which a new volume charge is fixed by Thames Water, Thames Water may calculate the bill on an apportioned basis whereby some of the volume of water supplied is charged at the old rate with the balance of the water supplied charged at the new rate. Thames Water may calculate the apportionment based on an estimate by Thames Water of the volume of water supplied prior to the commencement of the new volume charge.

(4) Where a meter has been tested and is shown to have registered incorrectly (or not at all) Thames Water shall be entitled to make an estimate of the quantity supplied and adjust the charges in accordance with the Regulations. This could lead to either a refund being made, or an invoice for any balance of charges that may be due.

(5) The Licensed Water Supplier's liability for charges based on the assessed quantity, together with fixed charges, is in respect of each day of the customer's occupation of the premises to which the supply is made.

(6) All payments shall be made by way of the Clearing House Automated Payments System, or by BACS. Relevant details to make such payments will be provided by Thames Water.

(7) Thames Water may apply interest to late payments under the Late Payment of Commercial Debts (Interest) Act 1998.

Wastewater wholesale charges scheme 2016

- 1 This scheme, which may be referred to as the Thames Water Utilities Limited Wastewater Wholesale Charges Scheme 2016, is made by Thames Water Utilities Limited under Section 143 of the Act and shall operate from 1 April 2016 until 31 March 2017 inclusive.

Thames Water is required by the Licence and under the terms of an agreement with the Infrastructure Provider to make payments to the Infrastructure Provider in respect of costs incurred by the Infrastructure Provider relating to the Thames Tideway Tunnel. The tariffs set out in the Charges Schedule have been calculated to include provision for Thames Water to finance this obligation.

Interpretation

- 2 (1) Subject to sub-clause (2), the Interpretation Act 1978 shall have effect for the interpretation of this scheme as it has effect for the interpretation of an Act of Parliament;
- (2) In this scheme, unless the context otherwise requires :-

“the Act”

means the Water Industry Act 1991 including any statutory amendments whether made before or after the date of this scheme;

“assessed household charge (wholesale component)”

means a fixed charge, split into bands, which relates either to a single occupier or the number of bedrooms in a house. This is set out in the Wholesale Charges Schedule.

“billing period”

means a period of time determined at the discretion of Thames Water and in respect of which Thames Water may submit a bill to the consumer for any charges made under this scheme in respect of connected premises;

“Business Assessed Charges (wholesale component)”

means the business assessed charges fixed by Thames Water with reference to charging bands for the financial year 2016 – 2017 and which is set out in the Wholesale Charges Schedule;

“charging area”

means an area determined by Thames Water to reflect in its charges the differences in the average use of the service for various types of house and broad variations in net annual value for similar properties throughout the wastewater area of Thames Water;

“community building”

means place of worship, village hall, scout or guide hut;

“connected premises”

means any premises which are (a) drained by a sewer or drain connecting, either directly or through an intermediate sewer

or drain, with a public sewer provided by Thames Water for foul water or surface water or both; or (b) occupied by persons having the right to use facilities which drain to a sewer or drain so connecting;

“consumer”

means the person who is for the time being the person on whom the liability to pay charges to Thames Water in respect of sewerage services would fall;

“customer”

means the person for whom a service is performed, facilities are provided or rights are made available in respect of connected premises in exercise of Thames Water’s functions under Section 94 of the Act;

“domestic garage, car space or store area”

means any garage, car space or store area used wholly or partly as a domestic garage, car space or store area or intended for such use;

“house”

means a dwellinghouse, whether a private dwellinghouse or not, and includes any part of a building if that part is occupied as a separate dwellinghouse;

“Infrastructure Provider”

means the company designated by the Secretary of State or the Water Services Regulation Authority to be the infrastructure provider responsible for the Thames Tideway Tunnel Project in accordance with Regulation 8(1) of the Water Industry (Specified Infrastructure Projects) (English Undertakers) Regulations 2013;

“the Licence”

means the Instrument of Appointment dated August 1989 under Sections 11 and 14 of the Water Act 1989 whereby the Secretary of State for the Environment appointed Thames Water to be the water undertaker and the sewerage (wastewater) undertaker for the areas respectively described therein and includes any amendments whether made before or after the date of this scheme;

“no access charge”

means a charge that is applied to consumers where the customer or consumer has denied Thames Water access for the purpose of fitting, maintaining, replacing or reading a meter;

“the Regulations”

means the Water (Meters) Regulations 1988 (S.I. 1988(1048)) as amended;

“relevant abstraction licence”

shall mean a licence under the Water Resources Act 1991 or under the former Water Resources Act 1963 as amended by the Water Act 1989 to abstract water which authorises water abstracted in pursuance of such licence to be used on land consisting of connected premises in the occupation of the licence holder;

“service pipe”

means a service pipe within the meaning given in the Act;

“Sewerage Licence”

means a company holding a sewerage licence granted under the provisions of Section 17BA of the Act;

“single site”

means any premises whose water supply is measured by a single water meter, provided that Thames Water may at its absolute discretion determine that premises whose water supply is measured by two or more water meters shall be regarded as a single site;

“Thames Water”

means Thames Water Utilities Limited;

“valuation list”

means the last valuation list published under Part V of the General Rate Act 1967;

“Wholesale Charges Schedule”

means the schedule of charges fixed by Thames Water for the financial year 2016-2017 which is enclosed with and forms part of this scheme.

General

3 (1) It is intended that the charges to be made under this scheme will, with any other relevant sources of revenue, provide the income necessary to finance the wastewater and sewage disposal functions of Thames Water. These include elements of foul water, surface water and highway drainage. These charges will be fixed with due regard to the principles laid down in the Act and in Condition E of the Licence.

(2) To the extent that any part of this charges scheme is inconsistent with any agreement between Sewerage Licencee and Thames Water, the terms of the agreement will prevail.

Wastewater charges where water supply to connected premises is unmetered

4 (1) Subject to the succeeding provisions of this scheme, there shall be payable to Thames Water in respect of each connected premises an amount equal to the sum of the charges referred to in paragraphs (a) and (b) below, minus the rebate referred to in paragraph (c) below (where applicable) PROVIDED ALWAYS that where a consumer has exercised a statutory right to elect for charging by reference to volume and the water undertaker has determined that fitting a meter would either not be reasonably practicable or incur unreasonable expense, the amount payable under this sub-clause 4(1) shall be the assessed household charge (wholesale component).

PROVIDED ALSO that where Thames Water has attempted to fit a water meter using its statutory powers and the customer or consumer has denied access in order to carry out such works, Thames Water reserves the right to charge the consumer on the basis of the no access charge

(a) Rate based charge

The amounts in the pound shown in the Wholesale Charges Schedule multiplied by the net annual value of the connected premises;

(b) Graduated fixed charge

(i) In the case of each service pipe providing a supply of water to connected premises which are a house, a fixed charge, the amount of which is shown in the Wholesale Charges Schedule fixed by reference to a service pipe size of up to 15mm.

(ii) In the case of each service pipe providing a supply of water to connected premises other than a house, a graduated fixed charge, the amount of which is shown in the Wholesale Charges Schedule fixed by reference to the size of each relevant service pipe.

Such fixed charges will apply only in respect of connected premises with a net annual value (or notional net annual value fixed under sub-clause (5) as the case may be) equal to or exceeding £50.

(2) The amount in the pound fixed annually by Thames Water for the purposes of sub-clause (1)(a) is different for each charging area.

(3) Subject to the following provisions of this clause, for the purposes of any rate based charge the net annual value of any connected premises (or the rateable value in any case where a rateable value but no net annual value appears) shall be taken to be that value which appeared in the last published valuation list.

(4) In the case of connected premises with both an unmetered water supply and a metered water supply and where such

connected premises are the subject of a single entry in the valuation list, Thames Water may apportion the net annual value thereof and charge the consumer rate based charges in respect of such connected premises on a proportion only of the net annual value.

(5) In the case of any connected premises not appearing in the valuation list or having no value appearing therein, any rate based charge shall be based on a notional net annual value which shall be determined by Thames Water and may be revised by them. The notional net annual value shall be determined by reference to properties on the valuation list of a similar size and in the same charging area. It will be based on information provided to Thames Water by the consumer. In the absence of such information and until such time as the information is received, Thames Water will apply a default value based on their best estimate in the light of whatever relevant information is reasonably available.

(6) Unless Thames Water otherwise agrees, where there is communication, otherwise than by a highway, between buildings or parts of buildings in the occupation of the same customer, those buildings or parts of buildings shall be treated, for the purpose of charging the rate based charge, as one building having a net annual value equal to the aggregate of their net annual values.

(7) Except where they are served by a metered supply, charges for each domestic garage, car space or storage area (“the premises”)

shall be payable to Thames Water as follows:

(i) where the premises are within the water supply area of Thames Water, there shall be a single annual charge as shown in the Wholesale Charges Schedule

(ii) where the premises are within the water supply area of another company, there shall be a single annual rate based charge calculated in the same manner as sub-clause 4(1a) above.

(8) Where the occupier of any premises (“the occupied premises”) which are not connected premises has the right to use the sanitary facilities in other connected premises (where Thames Water does not charge for wastewater services on a metered basis) by virtue of his occupation of the occupied premises, there shall be payable to Thames Water in respect of the occupied premises a sum calculated in accordance with the preceding provisions of this clause.

Wastewater charges where water supply to connected premises is metered

5 (1) Subject to Clause 5(3) and in respect of connected premises which are houses, and where the charges for water have been fixed by Thames Water or another water undertaker by reference to volume, there shall be payable to Thames Water an amount equal to the sum of the following charges: the volume charge in (a) below; plus the graduated fixed charge in (b) below PROVIDED ALWAYS that where Thames Water has attempted to maintain, replace or read a water meter using its statutory powers and the customer or consumer has denied access in order to carry out such works, Thames Water reserves the right to charge the consumer on the basis of the no access charge.

(a) Volume charge – The amount produced by multiplying the volume of water supplied as measured by a meter used by Thames Water or other water undertaker or, as estimated (where estimates are permitted under the relevant charges scheme) by a rate per cubic metre as shown in the Wholesale Charges Schedule. However, where it is shown to the satisfaction of Thames Water that more than ten percent of the measured quantity (less any quantity which in Thames Water’s opinion has been lost through leakage) is not discharged to a public sewer that volume shall for the purposes of this calculation be reduced by such quantity from the date on which this was brought to the attention of Thames Water in writing.

Thames Water may review the validity of the allowance given under this sub-clause 5(1)(a) at any time and adjust the consumer’s account to reflect any change in circumstances.

(b) Graduated fixed charge

(i) A graduated fixed charge in respect of each pipe which is used for the water supply to the customer, the amount of which is shown in the Wholesale Charges Schedule.

(ii) where Thames Water is satisfied that of the water supplied to the relevant connected premises a quantity is not discharged to a public sewer such that the pipe size could be at least one size smaller, then the fixed charge may be abated at the discretion of Thames Water.

(2) Subject to Clause 5(3) and in respect of connected premises which are not houses, and where the charges for water have been fixed by Thames Water or another water undertaker by reference to volume, there shall be payable to Thames Water an amount equal to the sum of the following charges: the volume charge in (a) below; plus the graduated fixed charge in (b) below; plus the annual charge (if applicable) in (c) below; minus the rebate referred to in paragraph (d) below (if applicable):

(a) Volume charge

The amount produced by multiplying the volume of water supplied as measured by a meter used by Thames Water or other

water undertaker, or as estimated (where estimates are permitted under the relevant charges scheme) by a rate per cubic metre as shown in the Wholesale Charges Schedule. However, where it is shown to the satisfaction of Thames Water that more than ten percent of the measured quantity (less any quantity which in Thames Water’s opinion has been lost through leakage) is not discharged to a public sewer, that volume shall for the purposes of this calculation be reduced by such quantity from the date on which this was brought to the attention of Thames Water in writing. Thames Water may review the validity of the allowance given under this sub-clause 5(2)(a) at any time and adjust the consumer’s account to reflect any change in circumstances. There are two separate tariffs:

- Tariff band 1 (below 100,000 m³ per annum), which applies to single sites where the annual volume of water supplied is less than one hundred thousand cubic metres;
- Tariff band 2, (above 100,000 m³ per annum) which applies to single sites where the annual volume of water supplied is above one hundred thousand cubic metres; PROVIDED ALWAYS that Thames Water may at its absolute discretion determine that a consumer who enjoys the benefits of a special agreement regarding waste water charges for connected premises will not be eligible for the above tariffs.

(b) Graduated fixed charge

(i) A graduated fixed charge in respect

of each pipe which is used for the water supply to the customer, the amount of which is shown in the Wholesale Charges Schedule fixed by reference to the size of the pipe (including where appropriate a notional pipe size).

(ii) where Thames Water is satisfied that of the water supplied to the relevant connected premises a quantity is not discharged to a public sewer such that the pipe size could be at least one size smaller, then the fixed charge may be abated at the discretion of Thames Water.

(iii) Where Thames Water is satisfied that the discharge rate in any Trade Effluent Consent granted to the customer under the Public Health (Drainage of Trade Premises) Act 1937 or the Act exceeds the potential rate of water supplied by Thames Water or other water undertaker, the graduated fixed charge payable will be based on the notional size of the relevant service pipe, as determined by Thames Water.

(iv) No abatement of the fixed charge will be granted in respect of any contents discharged to the public sewer from connected premises which constitutes trade effluent in respect of which volume charges are payable under the Thames Water Trade Effluent Charges Scheme 2016.

(c) Annual charge
For each single site where Tariff band 2 applies, an annual charge is payable, the amount of which is shown in the Wholesale Charges Schedule.

(3) Where the charges for water supplied to the connected premises have been fixed by reference to volume by a water undertaker other than Thames Water, Thames Water may at its discretion decide that wastewater charges will not be paid by reference to volume, but under the provisions of Clause 4.

Wastewater charges where water supply to connected premises is obtained in pursuance of a relevant abstraction licence

6 (1) For the purposes of this Clause 6, the relevant volume to be used in calculating the charges (“relevant volume”) shall be determined as follows:

(i) Where the consumer has delivered returns, the contents of which are accepted as accurate by Thames Water, specifying (for such period of twelve months as may be required by Thames Water) both the volume of water abstracted in pursuance of the relevant abstraction licence for use on the connected premises and the volume of water so abstracted which was discharged to a public sewer, the relevant volume will be the volume shown on the return as having been discharged to the public sewer;

(ii) Where the consumer has not delivered such a return of water discharged to a public sewer as is specified in the preceding paragraph (i) but has delivered a return, the contents of which have been accepted as accurate by Thames Water, specifying the volume of water abstracted in pursuance of the relevant abstraction licence for use on the connected premises for such a period of twelve months as may be required by Thames Water, that will be the relevant volume;

(iii) Where a consumer has delivered neither such return of water discharged to a public sewer as is specified in the preceding paragraph (i) nor such return of the water abstracted under the relevant abstraction notice as is specified in paragraph (ii), then the relevant volume will be the volume authorized to be abstracted by the relevant abstraction licence.

(2) There shall be payable to Thames Water in respect of connected premises where a water supply is obtained in pursuance of a relevant abstraction licence, an amount equal to the sum of the following charges: the volume charge in (a) below; plus the graduated fixed charge in (b) below; plus the annual charge (if applicable) in (c) below;

a) Volume charge
The amount produced by multiplying the relevant volume by a rate per cubic metre as shown in the Wholesale Charges Schedule. Where the connected premises is not a house, there are two separate tariffs:

- Tariff band 1 (below 100,000 m³ per annum), which applies to single sites where the annual volume of water supplied is less than one hundred thousand cubic metres;
- Tariff band 2, (above 100,000 m³ per annum) which applies to single sites where the annual volume of water supplied is above one hundred thousand cubic metres; PROVIDED ALWAYS that Thames Water may at its absolute discretion determine that a consumer who enjoys the benefits of a special agreement regarding waste water charges for connected premises will not be eligible for the above tariffs.

(b) Graduated fixed charge
(i) A graduated fixed charge in respect of each pipe which is used for the water supply to the customer in pursuance of the relevant abstraction licence, the amount of which is shown in the Wholesale Charges Schedule fixed by reference to the size of the pipe.

(ii) Where Thames Water is satisfied that of the water supplied to the relevant connected premises (as shown on the relevant return) a quantity is not discharged to a public sewer such that the pipe size could be at least one size smaller, then the fixed charge may be abated at the discretion of Thames Water.

(iii) No abatement of the fixed charge will be granted in respect of any contents discharged to the public sewer from connected premises which constitutes trade effluent in respect of which volume charges are payable under the Thames

Water Trade Effluent Charges Scheme 2016.

(c) For each single site where Tariff band 2 applies, an annual charge is payable, the amount of which is shown in the Wholesale Charges Schedule.

Wastewater charges where there is only a surface water discharge from connected premises to sewer

7 With the exception of domestic garages, car spaces and storage areas charged under sub-clause 4 (7) there shall be payable to Thames Water in respect of each connected premises where surface water only is discharged from such premises to a public sewer, a fixed charge only, the amount of which is shown in the Wholesale Charges Schedule. Such fixed charge will apply only in respect of premises with a net annual value (or notional net annual value fixed under sub-clause 4(5) as the case may be) equal to or exceeding £50.

Aggregation of charges

8 If the water supply to any connected premises is on a basis falling under more than one of clauses 4, 5, 6 and 7 then the charges payable shall be the sum of the charges provided for under the relevant clauses.

South East Water Customers

9 (1) Where:
a) the connected premises is a house within the water supply area of South East Water Ltd. (SEW); and

b) SEW has fitted a meter on or after the first day of April 2011, under a programme for the fixing of charges by reference to volume, as specified in SEW's water resources management plan published under section 37B(8)(a) of the Act, provided there has been no change of consumer since the date the meter was fitted, the consumer will pay on the basis of the following phased basis.
(i) For the first bill which includes a calculation by reference to volume, the consumer will pay the lower of the charge calculated on the terms contained in Clause 5 ("the metered charge") and the charge calculated on the terms contained in Clause 4 ("the unmetered charge").

(ii) For the second metered bill the consumer will pay the lower of the metered charge and the unmetered charge plus 25% of the difference between the metered charge and the unmetered charge.

(iii) For the third metered bill the consumer will pay the lower of the metered charge and the unmetered charge plus 50% of the difference between the metered charge and the unmetered charge.

(iv) For the fourth metered bill the consumer will pay the lower of the metered charge and the unmetered charge plus 75% of the difference between the metered charge and the unmetered charge.

(v) For the fifth metered bill and subsequent bills the consumer will pay the full metered charge.

Business Assessed Charges

10 (1) Where the water undertaker has determined that it is not reasonably practicable to meter specific premises which are not houses, charges for such premises shall be payable as set out in sub-clause (2) on the basis of an assessment of the quantity of water to be supplied ("the assessed quantity") as determined by Thames Water and shown by reference to charge bands in the "business assessed" section of the Wholesale Charges Schedule.

(2) In respect of supplies of water to premises which are not houses, there shall be payable to Thames Water in respect of water supplied to a customer by meter, an amount calculated by multiplying the assessed quantity by the rate per cubic metre as shown in the Wholesale Charges Schedule.

(3) The business assessed charge will be based on information provided to Thames Water by the consumer completing and returning a questionnaire provided by Thames Water. Where no such information is forthcoming, Thames Water will have total discretion to calculate the business assessed charge on the basis of an estimated number of employees (subject to a minimum of ten) and the type of business Thames Water believes is being carried out at the relevant premises. If, at a later date, the correct information is supplied, the account

will be amended from the date the correct information is received by Thames Water, but no amendment will be made for any period prior to receipt of such information.

(4) Where a premises subject to business assessed charges are viewed as unoccupied but Thames Water becomes aware that water is being used at that premises, the business assessed volumetric charges set out in the Wholesale Charges Schedule will be payable on the basis of Thames Water's reasonable estimate of that water usage. For the avoidance of doubt, business assessed fixed charges will still be payable.

Other charges

11 (1) For services performed, facilities provided or rights made available in pursuance of the wastewater and sewage disposal functions of Thames Water, other than services, facilities or rights which a customer is entitled to demand in respect of connected premises, Thames Water may make such charges to persons in receipt of or benefiting from such services, facilities or rights as appear to it to be appropriate having regard to cost, such charges to be payable at such times as shall be fixed by Thames Water.

(2) Without prejudice to the generality of sub-clause (1) and its ability to fix further charges, some other charges which have already been fixed by Thames Water are shown in the Wholesale Charges Schedule. These are charges for the reception, treatment and disposal of the contents of cesspools and septic tanks in accordance with the following provisions :

(a) The charges shall have regard to the estimated annual regional costs of the service for the relevant year;

(b) There shall be two rates of charge based on the strength of the effluent received from the cesspools and/or septic tanks. These rates apply to those sites where the strength of effluent is monitored:

(i) The first rate will apply to effluent with a suspended solids (SS) strength of 399 milligrammes per litre (mg/l) or less
(ii) The second rate will apply to effluent with a SS strength of 400 mg/l and above

(c) The charges shall be calculated by multiplying the charge for monitored loads per cubic metre as shown in the Wholesale Charges Schedule fixed by reference to the quantity delivered to Thames Water;

(d) The charges shall be payable by the person requesting the service forthwith on delivery of an account by Thames Water to him;

(e) The rate of charge to be applied shall be determined on the basis of Thames Water's measurement of the strength of the effluent. However, where for any reason no such measurement is made, the rate of charge shall be calculated by multiplying the charge as shown in the Sundry Charges Schedule fixed by reference to the quantity delivered to Thames Water.

Trade Effluent Charges

12 Where premises discharge both sewage and trade effluent, Thames Water will determine, at its discretion but following consultation with the customer, the proportion of the discharge which is to be charged under this Scheme and the proportion which is to be charged under the Thames Water Wholesale Trade Effluent Charges Scheme 2016.

Charge Variations

13 (1) No charges will be payable in respect of
(a) unmetered supplies under Clause 4; and
(b) fixed charges for metered supplies under sub-clause 5(1) in respect of any period during which the consumer is able to demonstrate to the reasonable satisfaction of Thames Water that the premises are both unoccupied and unfurnished.

Empty Properties

(2) Unoccupied premises will not be regarded as unfurnished for the purposes of sub-clause 13(1) if they are:
a) subject to building or renovation works;
or
b) newly built premises prior to transfer of ownership from the builder.

(3) No charges will be payable in respect of
(a) unmetered supplies under Clause 4; and
(b) fixed charges for metered supplies under sub-clause 5(1) in respect of any continuous period of three months or more during which the consumer is

able to demonstrate to the reasonable satisfaction of Thames Water that the premises are unoccupied and the customer is living in a care home or nursing home.

(4) The above charging variations will only apply to the period during which this scheme is in force and must be claimed by the consumer. No claim will be allowed for any period more than 6 months prior to the date of the claim.

Surface Water Rebates

(5) In cases where the consumer (including those who pay the household assessed charge) has established to the satisfaction of Thames Water that no surface water from connected premises drains to a public sewer, the wastewater charges shall be reduced by the amount shown in the Charges Schedule.

NB. Thames Water does not consider it appropriate to reduce charges where some (but not all) surface water from connected premises drains to a public sewer. If at some future date Thames Water introduces surface water drainage charging on a site areas basis, this policy will be reviewed.

(6) Any rebate will be subject to a maximum six year period, but in the case of properties which became connected premises before 1st April 2001, no rebate will be granted for any period before 1st April 2014.

NB. Telephone rebate claims will be accepted in the case of houses, but other premises must submit a claim form to advise that no surface water from the connected premises drains to a public sewer. These forms may be obtained by calling the customer centre on 0800 980 8800. Any information provided by the consumer may need to be verified. Thames Water's procedure for receiving, validating and applying such claims is described in the information that is sent with the claim form.

Payment of Charges by Sewerage Licensees

14 (1) The charges calculated for connected premises shall be due and payable when the volume of water supplied or the assessed quantity has been ascertained (or estimated where applicable) and a bill in respect thereof issued. Bills will be issued for periods of no less than one month and a billing period shall not normally exceed one year.

(2) Where a meter reading is not taken for any reason Thames Water may calculate a bill based on an estimate of the volume of water supplied. Where a bill has been calculated on the basis of such an estimate and once actual volume used has been ascertained, Thames Water will reconcile the following bill in order to make any necessary adjustments to account for the difference between the estimated volume for that billing period and the actual volume supplied.

(3) Where a billing period is for a period during which a new volume charge is fixed by Thames Water, Thames Water may

Trade Effluent Wholesale Charges Scheme 2016

calculate the bill on an apportioned basis whereby some of the wastewater services is charged at the old rate with the balance being charged at the new rate. Thames Water may calculate the apportionment based on an estimate by Thames Water of the volume of water supplied prior to the commencement of the new volume charge.

(4) Where a meter has been tested and is shown to have registered incorrectly (or not at all) Thames Water shall be entitled to make an estimate of the quantity supplied and adjust the charges in accordance with the Regulations. This could lead to either a refund being made, or an invoice for any balance of charges that may be due.

(5) The Sewerage Licencee's liability for charges based on the assessed quantity, together with fixed charges, is in respect of each day of the customer's occupation of the premises to which the supply is made.

(6) All payments shall be made by way of the Clearing House Automated Payments System, or by BACS. Relevant details to make such payments will be provided by Thames Water.

(7) Thames Water may apply interest to late payments under the Late Payment of Commercial Debts (Interest) Act 1998

1 This scheme, which may be referred to as "the Thames Water Trade Effluent Wholesale Charges Scheme 2016" is made by Thames Water Utilities Limited under section 143 of the Water Industry Act 1991 and shall operate from 1 April 2016 until 31 March 2017 inclusive.

Interpretation

2 (1) Subject to sub-clause (2), the Interpretation Act 1978 shall have effect for the interpretation of this scheme as it has effect for the interpretation of an Act of Parliament.

(2) In this scheme, unless the context otherwise requires: -

"Agreement"

means an agreement with respect to the disposal of trade effluent made under the provisions of Section 129 of the 1991 Act.

"the 1991 Act"

means the Water Industry Act 1991;

"billing period"

means a period of time determined at the discretion of Thames Water and in respect of which Thames Water may submit a bill to the person liable to pay trade effluent charges for any discharges made under this scheme in respect of relevant premises;

"Consent"

means a consent given pursuant to a trade effluent notice served on Thames Water (or its predecessors) under the 1991 Act or under any predecessor legislation;

"consumer"

means the person who is for the time being the person on whom the liability to pay charges to Thames Water in respect of trade effluent discharges would fall;

"the Licence"

means the Instrument of Appointment dated August 1989 where by the Secretary of State for the Environment appointed Thames Water as (inter alia) a sewerage (wastewater) undertaker for the area described therein and includes any subsequent amendments;

"public sewer"

shall have the same meaning as in the 1991 Act;

"relevant premises"

means trade premises from which a trade effluent is discharged into the public sewers of Thames Water whether or not via an intervening pipe or conduit;

"Sewerage Licensee"

Means a company holding a sewerage licence granted under the provisions of section 17BA of the Act;

"Thames Water"

means Thames Water Utilities Limited;

"trade effluent" and "trade premises"

have the meanings assigned to these expressions in section 141 of the 1991 Act;

“Wholesale Charges Schedule”

means the schedule of charges fixed by Thames Water for the financial year 2016 - 2017 which is enclosed with and forms part of this scheme.

General

3 (1) It is intended that the charges to be made under this scheme for the availability of facilities and the reception of trade effluent from relevant premises into Thames Water’s public sewers will provide the income necessary to finance the reception, conveyance, treatment and disposal of trade effluent in pursuance of the wastewater and sewage disposal function of Thames Water. These charges will be fixed with due regard to the principles laid down in Chapter 1 of Part V of the 1991 Act and in the Licence.

(2) Charges under this scheme will have regard to the volume and strength of the trade effluent discharges from relevant premises related to the cost of reception, conveyance, treatment and disposal of sewage averaged over the whole of Thames Water’s area.

(3) The charges under this scheme are levied in accordance with the provisions of the 1991 Act and the Licence and any taxes imposed by law on the making of such charges shall be recoverable in addition to such charges.

Charges

4 (1) Subject to the succeeding provisions of this scheme there shall be payable to Thames Water in respect of the reception of trade effluent discharge from relevant premises into Thames Water’s public sewers in pursuance of a Consent or Agreement.

(i) The greater in any billing period of (a) charges derived by applying to the volume of trade effluent as calculated under the terms of the relevant Consent or Agreement, a charge calculated either in accordance with the formula set out in sub-clause (2) below or by reference to the charges for agreed strength discharges set out in the Wholesale Charges Schedule. This formula may be varied by Agreement when special circumstances apply (e.g. capital contributions by the charge payer for works on Thames Water’s infrastructure); or

(b) the appropriate portion of the annual minimum charge shown in the Wholesale Charges Schedule; plus

(iii) any charges for sampling and analysis which might be applicable by virtue of sub-clause (4) below, plus

(iv) any additional treatment charges which may apply by virtue of sub-clause (5) below.

(2) (i) Volume and strength charge - standard tariff

The charge per cubic metre of trade effluent shall be derived from the formula -

$$R + V + \frac{O_t}{O_s} B + \frac{S_t}{S_s} S$$

where

R = the amount shown in the Wholesale Charges Schedule. This is the average volume related wastewater charge for receiving into its public sewers and conveying one cubic metre of foul sewage to Thames Water’s sewage treatment works;

V = the amount shown in the Wholesale Charges Schedule. This is the average charge by Thames Water for primary treatment of one cubic metre of foul sewage at Thames Water’s sewage treatment works;

O_t = the Chemical Oxygen Demand of the trade effluent (in milligrammes per litre) after one hour of quiescent settlement or such other parameter as may be determined by Thames Water;

O_s = the Chemical Oxygen Demand of average strength settled foul sewage (in milligrammes per litre) after one hour of quiescent settlement or such other parameter as determined at Thames Water’s sewage treatment works;

B = the amount shown in the Wholesale Charges Schedule. This is the average charge by Thames Water for biological oxidation of one cubic metre of foul sewage at Thames Water’s sewage treatment works;

S_t = the total suspended solids settleable in one hour from the trade effluent at pH 7.0 or at the pH of mixed sewage (in milligrammes per litre);

S_s = the total suspended solids removed from average strength foul sewage by settlement (in milligrammes per litre) in one hour at pH 7.0 or the pH of mixed sewage as determined by Thames Water;

S = the amount shown in the Wholesale Charges Schedule. This is the average charge by Thames Water, per cubic metre of sewage received, for treatment and disposal of sludge from Thames Water’s sewage treatment works;

(ii) Volume and strength charge - large volume user tariff
For each relevant premises in respect of which the consumer pays to Thames Water the additional sum shown in the Wholesale Charges Schedule the values of R, V, B and S in the above formula will be as shown in the said Schedule under the heading “Large Volume User Tariff” provided that Thames Water may at its absolute discretion determine that a consumer who has a special agreement regarding trade effluent charges will not be eligible for the large volume user tariff.

(3) In sub-clause (2) references to Ot and St will in each case refer to values which have been determined by one of the following methods:-

(i) by reference to the mid point of a band determined by Thames Water by samples taken for charging purposes; OR

(ii) where:

(a) the maximum daily discharge

permitted under a Consent exceeds four hundred cubic metres; or

(b) the values of Ot and St for a relevant Consent are highly variable; or

(c) the values of Ot and St for a relevant Consent exceed the maximum value in the bands determined by Thames Water under paragraph (i) of this sub-clause by reference to a sampling programme directed by Thames Water. OR

(iii) for certain categories of premises determined by Thames Water, by reference to a standard value determined by Thames Water.

(4) Where the strength of the trade effluent subject to this scheme is unknown, Thames Water will take, for analysis, the number of samples statistically required to demonstrate the accurate trade effluent strength for charging purposes. The sampling and analysis charge payable under sub-clause (1) (ii) above shall be the charge shown in the Wholesale Charges Schedule.

(5) Where samples taken by Thames Water establish that the consumer is in breach of an Agreement or a Consent, the consumer

shall be liable to pay the sampling and analysis charge for each sample that was necessary to take in order to establish such a breach, which shall be the charge shown in the Wholesale Charges Schedule.

(6) Where the trade effluent requires treatment for ammoniacal nitrogen in addition to that reflected by the formula detailed in sub-clause (2) the additional charge payable per cubic metre under paragraph (iv) of sub-clause (1) shall be a multiple of the charge per cubic metre shown in the Wholesale Charges Schedule. The multiple will be calculated as the concentration of ammoniacal nitrogen in mg/l in excess of 35mg/l expressed as a fraction of 35. Effluent with a concentration of less than 35mg/l will not be subject to this additional charge.

(7) Charges under this scheme shall be payable by the person to whom the necessary Consent referred to in sub-clause (1) was granted or, as the case may be, any person who makes a discharge of trade effluent at any time during the period to which the charge relates.

Application Fee

5 The application fee shown in the Wholesale Charges Schedule shall be payable to Thames Water by the consumer when applying for a Consent.

Other Charges

6 For services performed, facilities provided or rights made available in pursuance of the Trade Effluent function of Thames Water, other than those referred to above, Thames Water may fix by resolution or by

agreement such charges to be payable by persons in receipt of or benefiting from such services, facilities or rights as appear to Thames Water to be appropriate having regard to cost and such supplementary charges, if any, as may in the opinion of Thames Water be necessary to comply with any statutory orders, directions, undertakings, determinations or similar obligations affecting Thames Water.

Payment of charges by Sewerage Licensees

7 (1) The application fee referred to in Clause 5 shall be payable before the application for a Consent is processed by Thames Water.

(2) Charges in respect of customers who cease to discharge a trade effluent from relevant premises or commence a new discharge from such premises shall be the greater of the appropriate volumetric charge for the relevant period of a year or a time apportioned part of the minimum annual charge, shown in the Wholesale Charges Schedule.

(3) The charges calculated shall be due and payable when the volume of trade effluent discharged has been ascertained and a bill in respect thereof issued. Bills will be issued for periods of no less than one month and a billing period shall not normally exceed one year.

(4) Where a billing period is for a period during which a new volume charge is fixed by Thames Water, Thames Water may calculate the bill on an apportioned basis whereby some of the discharge is charged

at the old rate with the balance being charged at the new rate. Thames Water may calculate the apportionment based on an estimate by Thames Water of the volume of trade effluent discharged prior to the commencement of the new volume charge.

(5) The Sewerage Licensee's liability for fixed charges, is in respect of each day of the customer's occupation of the premises to which the supply is made.

(6) All payments shall be made by way of the Clearing House Automated Payments System, or by BACS. Relevant details to make such payments will be provided by Thames Water.

(7) Thames Water may apply interest to late payments under the Late Payment of Commercial Debts (Interest) Act 1998.

8 Nothing in this charges scheme shall affect any power of Thames Water to fix by resolution or to make any such agreement as to charges as they are empowered to make.

Wastewater Charges

9 Where premises discharge both trade effluent and sewage, Thames Water will determine, at its discretion, but following consultation with the customer, the proportions of the discharge which is to be charged under this Scheme and the proportion which is to be charged under the Thames Water Wastewater Wholesale Charges Scheme 2016.

Contact us



Online

[thameswater.co.uk](https://www.thameswater.co.uk)

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

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

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Water and wastewater services

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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.