

Thames Water Utilities Limited (TWUL)

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Household charges schedule

2018-19

**For the supply of water
and wastewater services**



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1. Introduction

This booklet forms part of 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 contains the household primary charges for 2018-19.

The wholesale elements of the household primary charges covered in this booklet have been set at a lower level than that allowed under the PR14 price control limits set by Ofwat.

This is because we have decided that, in recognition of our recent performance (particularly in respect of leakage), we would take the resulting outcome delivery incentive (ODI) penalties early, rather than wait to return the money through customers' bills in the period 2020-2025.

This will result in bills increasing by around 2.2% less, on average, in 2018-19 than would otherwise be the case.

This Charges Scheme has been prepared in accordance with the Charges Scheme Rules for 2018-19.

2. Metered water and wastewater charges

2.1 Metered water and wastewater charges

Water charges are payable for all supply points 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, rate-based wastewater charges are not payable. In this instance a fixed fee of £45.81 a year for household customers will be levied.

Where a single household property is not connected to our sewer for the purpose of discharging surface water, then a reduction of £25.15 can be claimed on the wastewater fixed charge.

For bulk metered household properties in a block that do not discharge surface water to our sewers, an abatement can be claimed based on pipe size. The charge payable is shown in Table 2.1.

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.

Thames Water reserves the right to transfer household customers to the no access charge (£332.76 water, £269.16 wastewater), where the customer has denied Thames Water access for the purpose of fitting, replacing, maintaining or reading a meter.

Table 2.1 Metered fixed charges per year based on pipe size

Pipe size (mm)	Pipe size (inches)	Water	Wastewater	
			Full	Abated*
Single households	N/A	£20.57	£70.07	£44.92
Bulk metered households				
12/15	0.5	£0.00	£45.81	£20.66
20/22	0.75	£0.00	£114.12	£49.57
25/28	1.00	£0.00	£204.04	£88.76
30/32/35	1.25	£0.00	£318.17	£138.33
40/42	1.50	£0.00	£457.66	£198.27
50/54	2.00	£0.00	£812.70	£352.75
65	2.50	£0.00	£1,271.51	£552.18
75/80	3.00	£0.00	£1,829.46	£794.27
100	4.00	£0.00	£3,253.14	£1,412.15
125	5.00	£0.00	£5,082.61	£2,206.43
150	6.00	£0.00	£7,318.99	£3,177.05
200	8.00	£0.00	£13,011.42	£5,648.62
250	10.00	£0.00	£20,329.26	£8,825.68
300	12.00	£0.00	£29,274.81	£12,709.38

* Where a single household property does not discharge surface water to our sewers, they can claim an abatement of £25.15. Where there are a number of households in a block and the charges for the block are paid by reference to a bulk meter, the fixed charge based on pipe size will be calculated by reference to the figures under “Bulk metered households” above. In addition to the charge based on pipe size, a fixed retail services charge of £20.57 for water and £24.26 for wastewater will also be applied to the block of bulk metered households.

2.2 Volumetric charges

Table 2.2 Volumetric charges (All rates in p/m³)

Households	
Consumption	Volume charge (p/m ³)
Water Supply	129.54 pence
Wastewater Supply	82.61 pence

3. Unmetered water and wastewater charges

3.1 Unmetered water and wastewater charges

The water and wastewater services bill is calculated by applying a 'rate per pound' to the rateable value (RV) of your property. There is a different rate for water and wastewater services, each expressed as pence per pound (of RV) and disclosed in Table 3.1. In addition, a yearly 'fixed charge' is applied; disclosed in Table 3.2.

Water charges are payable for all premises 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, rate-based wastewater charges are not payable. In this instance a fixed fee of £45.81 a year for household customers will be levied.

Where a household customer is not connected to our sewer for the purpose of discharging surface water, then a reduction of £25.15 can be claimed on the wastewater fixed charge.

Rate per pound for water and wastewater services

Table 3.1 Unmetered charges pence per pound of rateable value

Charge area	Local Authority areas	Household	
		Water pence	Wastewater pence
1	Barnet Broxbourne East Hertfordshire Enfield Epping Forest Haringey Welwyn Hatfield	79.10	56.90
	Brentwood Harlow Luton North Hertfordshire Stevenage Uttlesford	N/A	
2	Chiltern Dacorum Ealing Hounslow Slough South Buckinghamshire Spelthorne Wycombe	80.51	58.97
	Harrow Hertsmere Hillingdon St. Albans South Bedfordshire Three Rivers Watford	N/A	
3	Kensington & Chelsea London, City of Westminster	60.52	37.03

Charge area	Local Authority areas	Household	
		Water pence	Wastewater pence
4	Barking & Dagenham Brent Camden Hackney Hammersmith & Fulham Islington Newham Redbridge Tower Hamlets Waltham Forest	72.47	53.18
	Havering	N/A	
5	Basingstoke & Deane Chichester Elmbridge Guildford Hart Horsham Kennet Mole Valley Newbury Reading Reigate & Banstead Waverley Windsor & Maidenhead Wokingham	93.10	69.72
	Bracknell Crawley East Hampshire Mid Sussex Runnymede Rushmoor Surrey Heath Winchester Woking	N/A	

Charge area	Local Authority areas	Household	
		Water pence	Wastewater pence
6	Bexley Bromley Croydon Dartford Epsom & Ewell Gravesham Greenwich Kingston Lambeth Lewisham Merton Richmond Sevenoaks Southwark Sutton Tandridge Wandsworth	80.73	57.68
	Tonbridge & Maling	N/A	
7	Aylesbury Vale Cherwell Cotswold North Wiltshire Oxford South Oxfordshire Swindon Vale of White Horse West Oxfordshire	110.92	81.08
	Daventry South Northamptonshire Stratford Tewkesbury	N/A	

3.2 Fixed charges

Table 3.2 Fixed charges - unmetered per year

	Water	Wastewater	
		Full	Abated*
All households	£32.63	£55.05	£29.90

* Where a household customer does not discharge surface water to our sewers, they can claim an abatement of £25.15.

3.3 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. Where we have surveyed your property and cannot fit a meter under our progressive metering programme the assessed household charge will become payable immediately if lower than your current bill. If it will increase your existing bill it will become payable no less than a year after we have written to you to let you know a meter will not be installed.

Table 3.3 Assessed household charges

Band	Bedrooms	Water	Wastewater
1	0/1 bedroom	£127.94	£81.59
2	2 bedrooms	£139.44	£88.93
3	3 bedrooms	£160.88	£102.60
4	4 bedrooms	£177.94	£113.48
5	5 or more bedrooms	£200.71	£128.00
6	Single Occupier*	£94.54	£60.29

In addition, you pay a fixed charge of £32.63 for water and £55.05 for wastewater (£29.90 for abated wastewater) as detailed in Table 3.2 above.

* N.B. Single occupier – i.e. one person only. A single parent with children at the same address will not be classed as a single occupier. The single occupier charge applies provided Thames Water has received satisfactory confirmation that there is only one occupier.

Thames Water reserves the right to transfer the customer to the no access charge (£332.76 water, £269.16 wastewater), where the customer has denied Thames Water access for the purpose of fitting, replacing, maintaining or reading a meter.

3.4 Other unmeasured charges

Where an unmetered supply only serves a domestic garage, car space or store area at a household premise, 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 3.4 Domestic garages, car spaces and stores – unmetered fixed charge per year

Domestic garages, car spaces and stores	Annual Charge
Water fixed charge per garage, car space or store	£9.59 per garage
Wastewater fixed charge per garage, car space or store	£7.06 per garage

4. WaterSure and WaterSure Plus

Background

The Water Industry Act 1991, Section 143A, empowers the Secretary of State to specify “special provision...to be made for the purposes of assisting individuals who are or would be liable to pay any charges and who fall within any class of individuals appearing to the Secretary of State to require special provision”. The Regulations issued under that Section identify two such groups of individuals, together described as “Vulnerable Customers”.

The “WaterSure tariff” reflects those Regulations and a summary of the current position is set out below. If the regulations change, then the principles of the WaterSure tariff will automatically change to reflect any changes in legislation.

Qualifying households

The Government’s intention is to avoid a particular hardship for households with a metered water supply and whose metered bills may be high because of the need to use large quantities of water for essential purposes.

To qualify for the WaterSure tariff any member of the same household must either have a large family or have a medical condition with a specified benefit listed below.

Specified benefits

A member of the same household must be receiving one of the following benefits, as subject to prevailing legislation;

- Housing benefit
- Income related Employment & Support Allowance, or Income Support
- Income based Job Seeker’s Allowance
- The Working Tax Credit
- The Child Tax Credit (except families in receipt of the family element only)
- Pension credit
- Universal Credit

Please note – no other benefits will qualify a household for the WaterSure tariff.

Large families with specified benefits

To qualify for the WaterSure tariff, a member of the household must be receiving one of the specified benefits and be in receipt of Child Benefit for three or more children under the age of 19, who live at a property.

Medical condition with specified benefits

To qualify for the WaterSure tariff, a member of the household must be receiving one of the specified benefits and an individual within that household has been diagnosed as suffering

from one of the following medical conditions that causes them to use significant additional volumes of water.

- Abdominal stoma
- Desquamation (flaky skin loss)
- Weeping skin disease (eczema, psoriasis, varicose ulceration)
- Crohn's disease
- Ulcerative colitis
- Incontinence
- Renal failure requiring home dialysis (except where a health authority contributes to the cost of water)
- Any other medical condition that has been diagnosed by a medical practitioner that uses a significant additional amount of water

Protection to be afforded to vulnerable customers

Customers who are accepted for the WaterSure scheme will have their annual metered bill capped at £383. This charge is made up of £203 for water and £180 for wastewater services. If during the course of the year a customer's water service charges fall below £383, the customer will not receive the reduction in charges and will pay their bill according to the actual use as registered on their meter, plus the fixed charge.

Exclusion where water is used for non-household purposes

Households that normally would qualify for protection under the scheme, will not do so where water is used for non-household purposes, for example automatically filling up swimming pools or large garden ponds, or garden watering with a sprinkler.

Administration of the scheme

Customers receive information about the scheme at least once a year. If a customer thinks they qualify further information can be found at www.thameswater.co.uk/watersure, where an application form can be downloaded. Alternatively, call us on 0800 980 8800 for further advice.

Applications

Customers need to send appropriate evidence with their completed application forms as follows:

All applicants must send a copy of the current notice of their entitlement to a qualifying benefit or tax credit. If the benefit is paid straight into a customer's bank account, a copy of the latest bank statement clearly showing the benefits and payments received.

If an application is made in respect of a large family, a copy of the latest notice of entitlement to Child Benefit for the qualifying children who live at the same address as the property in respect of which charges are payable. If the benefit is paid straight into a customer's bank account, a copy of the latest bank statement clearly showing the child benefit and payments received.

If an application is made in respect of a medical condition specifically named in the specified list, the condition must be confirmed on the application form and medical evidence must be sent. Where the medical condition is not named, the medical condition must be identified along with evidence provided by a registered medical practitioner.

Upon receipt of a completed application form the customer will be contacted within five working days confirming the following:

- The customer is eligible and that the protection arrangements will apply
- The customer is not eligible for protection
- We require further information and/or supporting documentation
- We are requesting validation from a third party (normally the applicant's medical practitioner or JobCentre Plus).

Implementation

Protection will apply from the start of the billing period during which the application is received. This will normally be the date of the last meter reading, up to six months previously.

Customers billed by another water company on Thames Water's behalf

Customers who receive bills from another company on Thames Water's behalf will receive similar information and advice from that company.

Customers who only receive a wastewater service from Thames Water

Where bills for wastewater services are issued by Thames Water and based on meter readings supplied by a water only company, we will implement the protection within five working days of receiving the appropriate notification from the water only company.

Customers who receive only wastewater services will also be able to apply directly to Thames Water.

We send a letter and further application form to each protected customer approximately twelve months after the protection date was last applied. Any customer who has not returned the form after 20 working days will be removed from the protection arrangements.

Disputes

Any dispute about whether or not a customer qualifies for protection will be subject to Thames Water standard complaints procedure, set out in its Customer Code of Practice. Thames Water must be given the opportunity to respond before contacting the Consumer Council for Water.

How the tariff works

Each protected customer's bill will be calculated as a "daily metered charge" based on the meter reading or estimate, which is compared with the "daily average charge" based on the

protected tariff of £383. The lower of the two is automatically applied as the basis of the actual bill.

We aim to read all protected customers' meters every 6 months. However, any estimated readings are treated in the same way an actual reading with any adjustments necessary automatically made after the next actual reading.

Auditing

Regular auditing takes place according to our standard quality procedures, which are regularly reviewed to ensure continuous improvement. If any applications are found not to comply with the relevant rules and guidelines, they will be addressed individually.

The details provided on each form are manually checked against our records to ensure they correspond. Any discrepancy or indication that the documentation provided by the customer has been tampered with will be investigated. Such investigations may involve correspondence with or visits to the customer, verification from JobCentre Plus offices or the customer's medical practitioner, whichever is appropriate.

We reserve the right to randomly select existing successful applications for auditing; this may include reference to the applicants' medical practitioners or JobCentre Plus offices, as appropriate.

WaterSure Plus

WaterSure Plus is just one of the ways we can help make things easier, by reducing qualifying customers' bills. It is available for all our household customers who meet certain criteria, whether you have a water meter or not and regardless of who sends you the bill.

Where a household customer applies and qualifies for 'WaterSure Plus' they will be charged 50% of the standard charges payable by those who don't qualify. This applies to charges for water supply and wastewater services to households when they pay on a metered or unmetered basis. The tariffs to which 'WaterSure Plus' applies are described in detail in the Water Supply and Wastewater Charges Schemes. In summary, these include fixed charges, rate based charges, volume related charges and surface water charges. For full details please refer to our Charges Schemes.

Please note that where a customer applies and qualifies under the eligibility criteria for both 'WaterSure' and 'WaterSure Plus' they will be charged the lower of the two tariffs.

Details of the criteria that must be met to qualify for WaterSure Plus and how to apply can be found on our website at www.thameswater.co.uk/watersureplus.

Contact us



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



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 486555



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