

Alternative tariffs

For customers who cannot have a water meter

As our technician will have explained during your appointment, we have found that it's not possible to install a meter at your home.

To help your bill better reflect the amount of water you use, a flat-rate tariff is available called the Assessed Household Charge. This tariff is based on the average consumption of our metered customers and reflects the number of bedrooms in a property. We also have a Single Occupier Tariff for customers who live alone.

These tariffs are only available for customers who have applied for a meter but cannot have one, as it is either not

possible to install one or it would be too expensive to fit. Our charges table is below.

Next steps

You do not need to do anything. We have all your details so we can assess whether you would benefit financially by moving on to one of these tariffs. If so, we will update your account automatically. Either way, we will write to you within the next two weeks to update you.

Assessed Household Charge and Single Occupier Tariff: Annual charges

Band	Number of bedrooms	2014/2015 charges
Single occupier	Single occupier	£232
1	0/1	£286
2	2	£304
3	3	£337
4	4	£364
5	5 or more	£400



At the heart of daily life

Frequently asked questions

My supply pipe is shared with my neighbour. Why does this prevent me from having a meter fitted outside my property? As your water supply pipe (the one running from our water main towards your home) serves one or more neighbouring properties as well as your own, an external meter would record everyone's collective usage.

Your technician told me I couldn't have a meter because it would be too expensive – is that right? Where possible, we will always try to fit a meter. However, in some cases this can prove very difficult and costly, for example at homes with separate pipework where multiple meters would need to be fitted.

Do I need to contact you to move on to an assessed tariff? No. We will review your account and if we find you would benefit financially on a new tariff we will update this for you automatically within two weeks and send you a revised bill.

If I go on a new tariff, when will this come into effect? Your new charges will only take effect from the date you applied for a water meter and cannot be backdated. These tariffs are only available for customers who have applied for a water meter but cannot have one fitted.

I've already paid my unmetered bill – what will happen to money remaining on my account if I move on to a new tariff? Any credit balance will be transferred to your new account and offset against your revised charges. Any remaining credit will be refunded to you if requested.

How would a new tariff affect my current payment plan arrangement? We will transfer your existing payment arrangements to your new account based on your revised charges.

Can I appeal? If you're unhappy, we can discuss our decision with you. However, it is unlikely any more can be done as we have already completed a thorough survey inside and outside your property. If you remain dissatisfied, you can refer your case to Ofwat for a final decision.

Want to know more?

Please contact us



thameswater.co.uk/meter



0800 980 8800

We are open 8am to 8pm Monday to Friday, and 8am to 6pm Saturday



**Thames Water, PO Box 508,
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If you need a telephone language interpreter, please call us on
0800 316 9800