



Charges schedule

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

Effective from 1 April 2015

Contents

1	Introduction	3
2	Unmetered water and wastewater charges	4
2.1	Unmetered water and wastewater charges	4
2.2	Fixed charges	8
2.3	Assessed household charge	9
2.4	Business assessed	9
3	Metered water and wastewater charges	11
3.1	Metered water and wastewater charges	11
3.2	The volumetric charge	13
3.3	Supplementary large user annual charge	13
4	Trade effluent	14
4.1	Metered water and wastewater charges	14
4.2	Large volume trade effluent user tariff	15
4.3	Industrial and commercial wastewater	16
5	Infrastructure charges	17
5.1	Connection to water services	17
5.2	Paying the infrastructure charge	18
6	Network charges	20
6.1	Network charges	20
7	Sundry charges	21
8	Watersure	23
9	Backcharging and refunds	27

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



By telephone:
For queries relating you 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 Brentwood Harlow Luton North Hertfordshire Stevenage Uttlesford	76.13	52.33	76.13	52.33
2	Chiltern Dacorum Ealing Hounslow Slough Spelthorne Wycombe Harrow Hertsmere Hillingdon St. Albans South Bedfordshire Three Rivers Watford	77.49	54.23	77.49	54.23
3	Kensington & Chelsea London, City of	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 Havering	69.76	48.91	69.76	48.91
5	Basingstoke & Deane Guildford Hart Horsham Kennet Mole Valley Newbury Reading Reigate & Banstead Waverley Windsor & Maidenhead Wokingham Bracknell Crawley East Hampshire Mid Sussex Runnymede Rushmoor Surrey Heath Winchester Woking	89.61	64.11	89.61	64.11

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 South Buckinghamshire Southwark Sutton Tandridge Wandsworth Tonbridge & Maling	77.71	53.04	77.71	53.04
7	Aylesbury Vale Cherwell Chichester Cotswold North Wiltshire Oxford South Oxfordshire Swindon Vale of Whitehorse West Oxfordshire Elmbridge Daventry South Northamptonshire Stratford Tewkesbury	106.76	74.56	106.76	74.56

2.2 Fixed Charges

Table 2.2 Fixed Charges unmetered

Pipe size mm	Inches	Water £	Wastewater £	
			Full	Abated*
All Household	N/A	30.70	53.25	28.25

*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	42.15	76.21
20/22	0.75	42.15	131.21
25/28	1.00	42.15	209.21
30/32/35	1.25	42.15	308.21
40/42	1.50	42.15	429.21
50/54	2.00	42.15	737.21
65	2.50	42.15	1135.21
75/80	3.00	42.15	1619.21
100	4.00	42.15	2854.21

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 £30.70 for Water and £53.25 for Wastewater as detailed in Table 2.2 above.

Thames Water reserves the right to transfer a consumer to the no access charge (£325.60 water, £259.58 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 ³ per year
2	50 m ³ per year
3	100 m ³ per year
4	200 m ³ per year
5	By inspection

Table 2.4 Business Assessed Volumetric Charges

Assessed Usage (m ³ per year)	Volume Charge Water	Volume Charge Wastewater
0-500	130.76 pence per m ³	83.75 pence per m ³
500-1000	131.53 pence per m ³	84.52 pence per m ³
1000-5000	127.08 pence per m ³	80.07 pence per m ³
5000-20000	127.08 pence per m ³	80.07 pence per m ³

Table 2.5 Business Assessed Fixed Charges based on volume (you pay both fixed charges based on volume and based on Pipe size for Wastewater services)

Assessed Usage (m ³ per year)	Inches	Water £	Wastewater £
0-500	N/A	23.34	29.54
500-1000	N/A	38.47	49.54
1000-5000	N/A	117.54	112.84
5000-20000	N/A	336.07	255.03

Table 2.6 Business Assessed Fixed Charges based on pipe size

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 per annum per Table 3.1 below can be claimed. The charge payable is shown in the fixed charges Table 3.1.

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 ³ per year) or Pipe size mm	Inches	Water £	Wastewater £	
			Full	Abated
All households	N/A	21.25	68.15	43.15
Non-Households				
0-500	N/A	23.00	26.98	N/A
500-1000	N/A	34.62	34.00	N/A
1000-5000	N/A	120.91	128.40	N/A
5000-20000	N/A	344.25	297.24	N/A
20000-50000	N/A	953.67	729.97	N/A
50000-100000	N/A	2933.26	2053.69	N/A
100000-250000	N/A	2933.26	2053.69	N/A
Over 250000	N/A	11443.84	11448.68	N/A
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
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/m³))

Households		
Water Supply		126.29 pence
Wastewater Supply		79.43 pence
Non-Households		
Consumption m3	Volume Charge Water (p/m³)	Volume Charge Wastewater (p/m³)
0-500	131.37	87.01
500-1000	132.16	87.87
1000-5000	127.08	80.07
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 m³	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 m³ per annum)

Description	Volume (m3 per year)	Pence
Reception and Conveyance (R)	0-500	16.73 pence m ³
Reception and Conveyance (R)	500-1000	18.23 pence m ³
Reception and Conveyance (R)	1000-50000	13.45 pence m ³
Primary Treatment (V)		15.72 pence m ³
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 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 ³
Primary treatment (V)	12.61 pence m ³
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 ³ pa)	Fixed Charge (£)	Minimum Charge
0-500	3.30	153.36
500-1000	3.35	153.36
1000-5000	26.77	N/A
5000- 20000	67.06	N/A
20000-50000	1018.40	N/A
50000-250000	1732.54	N/A
Over 250000	8202.43	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. However, where an existing property is connected to the water main or wastewater system for the first time, you can pay by installments.

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	£13.94 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	£55.08 per occasion
---	---------------------

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	£104.34 per year
Minimum charge for meter minimum equivalents	£344.28 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 ³ a day) Only applicable to 20mm standpipes	£291.71 a year
Average demand (1 – 10.0m ³ a day)	£1481.43 a year
High demand (10.0 – 20.0m ³ a day)	£2968.58 a year
Very high demand (> 20.0m ³ a day)	By agreement
Shorter term licences available	On application

- (a) Where a visit is required by a technician an attendance fee will be payable.
- (b) Where Thames Water agrees 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
------------	------------------

8 Watersure

8.1 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.

8.2 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.

8.3 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

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

8.4 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.

8.5 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

8.6 Protection to be afforded to vulnerable customers

Customers who are accepted for the WaterSure scheme will have their annual metered bill capped at £368. This charge is made up of £197 for water and £171 for wastewater services. If during the course of the year a customer's water service charges fall below £368, 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.

8.7 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.

8.8 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 thameswater.co.uk/watersure where an application form can be downloaded. Alternatively, call us on 0800 908 8800 for further advice.

8.9 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 5 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).

8.10 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.

8.11 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.

8.12 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.

8.13 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 £368. 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 as an actual reading with any adjustments necessary automatically made after the next actual reading.

8.14 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.

Each year 5% of existing successful applications will be randomly selected and subjected to further auditing, including reference to the applicants' medical practitioners or JobCentre Plus offices, as appropriate.

8.15 WaterSure Plus

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 how to apply can be found on our website.

9 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



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

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.