



How we calculate your bill

Bills for customers who don't have a water meter

1 April 2020 to 31 March 2021



Your bill

As you don't have a water meter fitted at your home, your bill isn't based on how much water you use. We calculate it by one of two methods, shown at the top of page 2 of your bill:

Using **chargeable value** – the majority of our unmetered customers will have this sort of bill. See page 3 for our breakdown of the charges.

or

Using the **assessed household charge** – this is a special tariff offered if you request a water meter and we are unable to fit it. See page 6 for our breakdown of the charges.

About this guide

This overview summarises information from our 'Household charges schedule' which you can find in the 'Our charges' section of our website at thameswater.co.uk/chargesdoc



How charges have changed this year

Our bills are adjusted every year to pay for inflation. Charges also fluctuate to cover investments and cost changes agreed every five years with our financial regulator Ofwat.

In addition, small adjustments reflect how well we've performed core services, in line with commitments agreed with Ofwat and our customers.

The typical bill for a customer without a meter, who receives water and wastewater services from us, has risen by around **£10 a year** – roughly **80p a month**. That's an increase of **2.2%** since last year.

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A water meter could help you save. It's the fairest way to pay for your water, as you'll only be charged for what you use, plus a fixed charge.

Find out more about meters and their benefits at thameswater.co.uk/meter

Customers who only receive wastewater services from us, but are billed through another water company, will typically see their bills rise by about **£2 a year** – approximately **17p a month**. That's an annual increase of **1.0%**.

The exact change in your bill will depend on your circumstances. The rest of this guide explains how we calculate each individual bill to help you understand yours.

Where your money goes

As you'd expect, we invest millions in supplying world-class tap water and removing and treating wastewater. But that's not all.

Here are a few of the other ways we spend the money we collect from customers' bills:

- Protecting our sewers from around **75,000 blockages** every year, including huge fatbergs and masses of wet wipes
- Helping customers save millions of litres every day, through the UK's largest **water efficiency programme**
- Building the **Thames Tideway Tunnel**, a brand new sewer that will help prevent pollution
- Investing in technology that turns poo into power – we already generate **20% of our own energy needs** to reduce greenhouse gas emissions
- Running education activities, which have reached **100,000 pupils** over the last five years

Our commitment to you

We're working hard to reduce leakage – finding and fixing over 1,000 leaks a week. However, we didn't hit our targets for this last year, so we've reduced our charges to give you the equivalent of 18 days of free water. So, even if your bill's gone up overall, it's less than it otherwise would've been.

We're sorry we didn't deliver on our leakage commitment for you. We're doing all we can to meet future targets.

Bills based on chargeable value

Your bill's made up of two elements: a variable part based on your property's 'chargeable value' and a fixed part covering water and wastewater charges.



Understanding your bill

For example:

Find your chargeable value (shown on page 2 of your bill)

Sometimes called 'rateable value', these figures were created by local authorities, based on their assessment of how much properties could be let for. They considered factors like the size and condition of a house and the availability of local services.

Suppose you live in Enfield. You'll see on page 2 of your bill that your property has a chargeable value of **£245**.

£245

Multiply the chargeable value by the rate per pound for water and wastewater

The rate per pound is the amount, in pence, we charge for each **£1** of your property's chargeable value.

There's one rate per pound for water and another for wastewater, and the rates vary according to where you live. You can see them in the table on pages 4 and 5.

Water

The rate per pound for water in Enfield is **85.82 pence**, so this part of the bill is **245 x 85.82**, which equals **21,026p** or **£210.26**.

£245 x 85.82p =

£210.26

Wastewater

The rate per pound for wastewater in Enfield is **59.01 pence**, so this part of the bill is **245 x 59.01**, which equals **14,457p** or **£144.57**.

£245 x 59.01p =

£144.57

Add the fixed charges for water and wastewater

After multiplying your property's chargeable value by its rate per pound, we add a fixed charge. Our fixed charges are shown on page 5.

This pays for the cost of producing bills, processing payments, managing debt and answering queries. For wastewater customers, it also covers the cost of providing highway and surface water drainage.

Water

The fixed water charge is **£35.26**.

Wastewater

The fixed wastewater charge is **£61.21**.

The two charges together total **£96.47**.

£35.26 + £61.21 =

£96.47

Make any adjustments

Finally, if you've successfully applied for any deductions from your bill, these will be reflected in what we charge and shown on your bill. Possible adjustments are described in more detail on page 7.

Let's assume we don't need to make any adjustments.

(no deductions)

Example final bill comes to

£451.30

Rate per pound for each local authority area

Local authority area	Water (Pence)	Wastewater (Pence)
Aylesbury Vale	120.34	84.09
Barking & Dagenham	78.63	55.15
Barnet	85.82	59.01
Basingstoke & Deane	101.01	72.30
Bexley	87.59	59.82
Bracknell	N/A	72.30
Brent	78.63	55.15
Brentwood	N/A	59.01
Bromley	87.59	59.82
Broxbourne	85.82	59.01
Camden	78.63	55.15
Cherwell	120.34	84.09
Chichester	101.01	72.30
Chiltern	87.35	61.16
Cotswold	120.34	84.09
Crawley	N/A	72.30
Croydon	87.59	59.82
Dacorum	87.35	61.16
Dartford	87.59	59.82
Daventry	N/A	84.09
Ealing	87.35	61.16
East Hampshire	N/A	72.30
East Hertfordshire	85.82	59.01
Elmbridge	101.01	72.30
Enfield	85.82	59.01
Epping Forest	85.82	59.01
Epsom & Ewell	87.59	59.82
Gravesham	87.59	59.82

Local authority area	Water (Pence)	Wastewater (Pence)
Greenwich	87.59	59.82
Guildford	101.01	72.30
Hackney	78.63	55.15
Hammersmith & Fulham	78.63	55.15
Haringey	85.82	59.01
Harlow	N/A	59.01
Harrow	N/A	61.16
Hart	101.01	72.30
Havering	N/A	55.15
Hertsmere	N/A	61.16
Hillingdon	N/A	61.16
Horsham	101.01	72.30
Hounslow	87.35	61.16
Islington	78.63	55.15
Kennet	101.01	72.30
Kensington & Chelsea	65.66	38.40
Kingston	87.59	59.82
Lambeth	87.59	59.82
Lewisham	87.59	59.82
London, City of	65.66	38.40
Luton	N/A	59.01
Merton	87.59	59.82
Mid Sussex	N/A	72.30
Mole Valley	101.01	72.30
Newbury	101.01	72.30
Newham	78.63	55.15
North Hertfordshire	N/A	59.01
North Wiltshire	120.34	84.09

Rate per pound for each local authority area cont.

Local authority area	Water (Pence)	Wastewater (Pence)
Oxford	120.34	84.09
Reading	101.01	72.30
Redbridge	78.63	55.15
Reigate & Banstead	101.01	72.30
Richmond	87.59	59.82
Runnymede	N/A	72.30
Rushmoor	N/A	72.30
St Albans	N/A	61.16
Sevenoaks	87.59	59.82
Slough	87.35	61.16
South Bedfordshire	N/A	61.16
South Buckinghamshire	87.35	61.16
South Northamptonshire	N/A	84.09
South Oxfordshire	120.34	84.09
Southwark	87.59	59.82
Spelthorne	87.35	61.16
Stevenage	N/A	59.01
Stratford	N/A	84.09
Surrey Heath	N/A	72.30
Sutton	87.59	59.82
Swindon	120.34	84.09
Tandridge	87.59	59.82
Tewkesbury	N/A	84.09
Three Rivers	N/A	61.16
Tonbridge & Malling	N/A	59.82
Tower Hamlets	78.63	55.15
Uttlesford	N/A	59.01
Vale of White Horse	120.34	84.09

Local authority area	Water (Pence)	Wastewater (Pence)
Waltham Forest	78.63	55.15
Wandsworth	87.59	59.82
Watford	N/A	61.16
Waverley	101.01	72.30
Welwyn Hatfield	85.82	59.01
Westminster	65.66	38.40
West Oxfordshire	120.34	84.09
Winchester	N/A	72.30
Windsor & Maidenhead	101.01	72.30
Woking	N/A	72.30
Wokingham	101.01	72.30
Wycombe	87.35	61.16

Fixed charges

	Water	Wastewater
All households except those qualifying for a reduction	£35.26	£61.21
Households with no surface water drainage	£35.26	£34.81

Bills based on assessed household charge

We can't always install a water meter, even if you've asked us to. There are a few reasons this can happen – most often, it's down to the layout of pipes in your home.

If you request a water meter and we can't fit one, we offer a different charging rate called the assessed household charge.

The rates are based on the number of bedrooms in the property.

Alternatively, if you live alone, please note that there's a single occupier tariff.

Assessed household charge rates

Band	Bedrooms	Water (£)	Wastewater (£)
1	0/1 bedroom	123.95	80.40
2	2 bedrooms	135.10	87.63
3	3 bedrooms	155.87	101.10
4	4 bedrooms	172.40	111.83
5	5 or more bedrooms	194.46	126.14
6	Single occupier	99.96	64.84

Understanding your bill

For example:			
<p>Add together your assessed household charge rates for water and wastewater</p> <p>We base the charges – shown in the table above – on the average amount of water used by metered customers in properties with the same, or a similar, number of bedrooms to you. Or, if you live alone, we have a 'single occupier tariff'.</p> <p>You can find more information at thameswater.co.uk/ahc</p>	<p>Suppose you have a house with two bedrooms, and there's more than one person living at home.</p> <p>Water The assessed household charge for water is £135.10.</p> <p>Wastewater The assessed household charge for wastewater is £87.63.</p>	<p>£135.10 + £87.63 =</p>	<p>£222.73</p>
<p>Add the fixed charges for water and wastewater</p> <p>We then add your individual assessed household charge to a fixed charge. This pays for the cost of producing bills, processing payments, managing debt and answering queries.</p> <p>For wastewater customers, it also covers highway and surface water drainage.</p>	<p>Water The fixed water charge is £35.26.</p> <p>Wastewater The fixed wastewater charge is £61.21.</p> <p>The two charges together total £96.47.</p>	<p>£35.26 + £61.21 =</p>	<p>£96.47</p>
<p>Make any adjustments</p> <p>Finally, if you've successfully applied for any deductions from your bill, these will be reflected in what we charge and shown on your bill. Possible adjustments are described in more detail on page 7.</p>	<p>Let's assume we don't need to make any adjustments.</p>	<p>(no deductions)</p>	
<p>Example final bill comes to £319.20</p>			

Possible adjustments to your bill

We offer a range of potential reductions. You may be eligible for one or more if, for example:

- You're on a low income and have qualified for our WaterSure Plus scheme – renamed 'WaterHelp' from April 2020. This gives a 50% discount on your bill. For more details see thameswater.co.uk/support
- Your property isn't connected to our surface water drains and has only foul water drainage – for instance, because rainwater from your property drains to a river, stream or soakaway. You can claim a reduction of **£26.40** on the fixed wastewater charge, reducing it to **£34.81**.

For more details see thameswater.co.uk/swd

How to pay

If you've not already done so, why not set up a Direct Debit? It's a quick, easy and hassle-free way to pay – you'll never forget a bill again.

Sign up today at thameswater.co.uk/direct

Don't forget you can manage your payments, see your bills, update your details and more with an online account.

Register today at thameswater.co.uk/register

