



How we calculate your bill

Bills for customers who have a water meter

1 April 2020 to 31 March 2021



Your bill

As you have a water meter fitted at your home, your bill is based on how much water you use.

We measure your water usage by reading your meter – we try to do so roughly every six months.

If we haven't been able to take a reading, we'll use an estimate, based on your previous water usage. If you'd like to take your own reading and submit it, we'll cancel the estimate and send you a new bill.

For more information see thameswater.co.uk/meter

About this guide

This overview summarises information from our 'Household charges schedule' which you can find in the 'Charges and tariffs' 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 with a meter, who receives water and wastewater services from us, has fallen by around **£4 a year** – roughly **33p a month**. That's a reduction of **1.2%** since last year.

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.

Your metered bill

Your bill will show how many days passed between your previous meter reading (or estimate) and the most recent one. The bill reflects the charges for this period.

Understanding your bill

For example:			
<p>How much water have you used?</p> <p>Your bill will show how much water you used between the two most recent meter readings, or between a reading and an estimate, if we've been unable to take a reading. On some occasions we'll calculate the bill using two estimates.</p>	<p>Suppose your bill shows you've used (or we've estimated you used) 60 cubic metres of water, over a bill period of 180 days.</p>		
<p>Multiply the amount used (or the estimate) by the charge per cubic metre</p> <p>We charge for every cubic metre (i.e. every 1,000 litres) of water you've used. There's one rate for water and another for wastewater returned to our sewers.</p> <p>The rates are shown on page 4.</p>	<p>Water</p> <p>The charge per cubic metre for water is 138.18 pence, so this part of the bill is 60 x 138.18, which equals 8,291p or £82.91.</p> <p>Wastewater</p> <p>The charge per cubic metre for wastewater is 89.63 pence, so this part of the bill is 60 x 89.63, which equals 5,378p or £53.78.</p>	<p>$60 \times 138.18 =$</p> <p>$60 \times 89.63 =$</p>	<p>£82.91</p> <p>£53.78</p>
<p>Add the fixed charges for water and wastewater</p> <p>Our fixed water charge pays for reading, maintaining and replacing meters, producing bills, processing payments, managing debt and answering queries. The additional charge for wastewater customers covers the cost of providing surface water and highway drainage.</p> <p>Our fixed charges for metered customers are shown on page 4.</p>	<p>Water</p> <p>The fixed charge for water for a whole year is £19.26, or 1,926p, making the charge for a day 5.28p ($1,926 \div 365$) so, for 180 days, the charge is 5.28 x 180 (which equals 950.4p). This gives a final figure of £9.50.</p> <p>Wastewater</p> <p>The fixed charge for wastewater for a whole year is £63.56, or 6,356p, making the charge for a day 17.41p ($6,356 \div 365$) so, for 180 days, the charge is 17.41 x 180 (which equals 3,133.8p). This gives a final figure of £31.34.</p>	<p>$1,926 \div 365 = 5.28$ $5.28 \times 180 =$</p> <p>$6,356 \div 365 = 17.41$ $17.41 \times 180 =$</p>	<p>£9.50</p> <p>£31.34</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.</p> <p>Possible adjustments are described in more detail on page 4.</p>	<p>Let's assume we don't need to make any adjustments.</p>	<p>(no deductions)</p>	
			<p>Example final bill comes to £177.53</p>

Our metered charges

Charges per cubic metre

Water	Wastewater
138.18p	89.63p

Fixed charges

	Water	Wastewater
All households except those qualifying for a reduction	£19.26	£63.56
Households with no surface water drainage	£19.26	£37.16

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.
- You find it hard to save water because you have a large family or water-dependent medical condition. You could qualify for our WaterSure scheme, which this year caps your bill at **£395**.

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 **£37.16**.

For more details see thameswater.co.uk/swd

- More than 10% of the water you use doesn't return to our sewers (and you can provide evidence). This might be because:
 - you use a lot of water to irrigate a large garden
 - you lose water through evaporation from a swimming pool or large pond
 - your property connects to a public sewer, but some of your wastewater drains to a private outfall, like a watercourse or soakaway

For more details see thameswater.co.uk/nonreturn

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

