



Smart Water Saver

Terms & Conditions

Introduction

Following the introduction of the hosepipe ban in our area, Thames Water has launched a water-saving incentive scheme for business customers called Smart Water Saver. The scheme is designed to encourage businesses across our areas to reduce water consumption and help protect essential water supplies.

Eligibility

To be eligible for our Smart Water Saver scheme, businesses must meet the following eligibility criteria:

- Be supplied by Thames Water for water
- Have an operational smart water meter
- Have had the smart meter installed on or before **14 September 2025**
- Remain active and registered throughout the scheme period
- Achieve a minimum 10% reduction in water consumption

How the scheme works for Business customers

If you reduce your water usage by at least 10% over the 4-month period from 14 September 2026 to 13 January 2027, we will reward you with a water bill credit that matches your percentage reduction, up to a maximum of 50%.

Example: If you reduce your water usage by 20%, you'll receive a 20% credit on top of your water bill for that 4-month period. That's double savings on your bill!

All eligible smart meter customers will be automatically enrolled into the scheme and we will track the consumption via the smart meter data for the following 4-month period from 14 September 2026 to 13 January 2027 against the same period last year (14/09/2025 to 13/01/2026).

A credit will be applied where the target reduction has been achieved and this will be passed to the Retailer to apply to your billing account.

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- The scheme is available exclusively to eligible businesses located within the Thames Water service area.
- To qualify, businesses must have had a smart meter installed on or before 14 September 2025.
- The smart meter must be Advanced Metering Infrastructure (AMI) enabled. For more information on AMI enabled please see our [Metering Code of Practice](#).
- Businesses operating under special agreements are not eligible for this scheme.
- Participating businesses must achieve a minimum of 10% reduction, capped at 50% in water consumption between the 4-month period from 14 September 2026 to 13 January 2027.
- Eligible businesses that meet the reduction target will receive a credit equivalent that matches their reduction percentage for the 4-month period using current 2026/27 wholesale water charges (excluding wastewater charges).
- The credit will be applied to each smart metered business premises where the required water reduction has been achieved.
- Credits will be passed to the retailer for application to the relevant non-household customer's billing account.
- Credits will be applied within two months of Thames Water obtaining the final qualifying smart meter reading for the relevant premises.
- Premises that become vacant, leave the market, or receive other allowances during the scheme period will not qualify.

