



Our Charges

for household customers 2015/16

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Our charges for household customers

This guide summarises how we work out bills for our household customers, and lists the main charges from 1 April 2015. These charges have been approved by our independent financial regulator, Ofwat.

Joint water and wastewater charges have increased by around 1% on average this year. This includes inflation, plus other costs such as maintaining customer sewers which we adopted in 2011 and early work

on the Thames Tideway Tunnel. We've kept this increase to an absolute minimum by improving the way we run the company. Charges have gone down by around 7% on average for customers who only receive water from us.

For further details on our charges, including those for business customers, please see our 'Charges schedule' and 'Charges scheme' for 2015/16.



If you don't have a water meter

We calculate your water and/or wastewater charges by multiplying your home's rateable value by a 'rate per pound'. There is one rate for water services, and another for wastewater services. The rates you pay depend on where you live, and are shown in the table on pages 5 to 9. ('N/A' is shown where the water charge is not applicable, because we don't supply that area.)

Rate per pound

The rate per pound depends on your property's rateable value. It is unrelated to the amount of water you use or the number of people living at the address.

The rateable value was decided by your local authority, based on their assessment of how much the property could be let for.

Rateable values took into account factors including a house's size and condition, and the availability of services. The last published valuation was in 1989/90.

In calculating your bill, we multiply your property's rateable value by the charge for water and wastewater, which varies depending on where you live in our region.

For example, if the rateable value of your home is £250 and the rate per pound for water is 69.76p, this part of your bill would be 250×0.6976 , equalling £174.40.

We then work out the same sum for wastewater. Using the example above, the charge for sewerage is 48.91p, meaning this part of your bill would be 250×0.4891 , equalling £122.28.



Local authority area	Water (Pence)	Wastewater (Pence)
Aylesbury Vale	106.76	74.56
Barking & Dagenham	69.76	48.91
Barnet	76.13	52.33
Basingstoke & Deane	89.61	64.11
Bexley	77.71	53.04
Bracknell	N/A	64.11
Brent	69.76	48.91
Brentwood	N/A	52.33
Bromley	77.71	53.04
Broxbourne	76.13	52.33
Camden	69.76	48.91
Central Bedfordshire <small>(former South Bedfordshire District Council area)</small>	N/A	54.23
Cherwell	106.76	74.56
Chichester	106.76	74.56
Chiltern	77.49	54.23
Cotswold	106.76	74.56
Crawley	N/A	64.11
Croydon	77.71	53.04
Dacorum	77.49	54.23
Dartford	77.71	53.04
Daventry	N/A	74.56
Ealing	77.49	54.23
East Hampshire	N/A	64.11
East Hertfordshire	76.13	52.33
Elmbridge	106.76	74.56
Enfield	76.13	52.33
Epping Forest	76.13	52.33
Epsom & Ewell	77.71	53.04

Local authority area	Water (Pence)	Wastewater (Pence)
Gravesham	77.71	53.04
Greenwich	77.71	53.04
Guildford	89.61	64.11
Hackney	69.76	48.91
Hammersmith & Fulham	69.76	48.91
Haringey	76.13	52.33
Harlow	N/A	52.33
Harrow	N/A	54.23
Hart	89.61	64.11
Havering	N/A	48.91
Hertsmere	N/A	54.23
Hillingdon	N/A	54.23
Horsham	89.61	64.11
Hounslow	77.49	54.23
Islington	69.76	48.91
Kensington & Chelsea	58.25	34.06
Kingston	77.71	53.04
Lambeth	77.71	53.04
Lewisham	77.71	53.04
London, City of	58.25	34.06
Luton	N/A	52.33
Merton	77.71	53.04
Mid Sussex	N/A	64.11
Mole Valley	89.61	64.11
Newham	69.76	48.91
North Hertfordshire	N/A	52.33
Oxford	106.76	74.56
Reading	89.61	64.11

Local authority area	Water (Pence)	Wastewater (Pence)
Redbridge	69.76	48.91
Reigate & Banstead	89.61	64.11
Richmond	77.71	53.04
Runnymede	N/A	64.11
Rushmoor	N/A	64.11
St Albans	N/A	54.23
Sevenoaks	77.71	53.04
Slough	77.49	54.23
South Buckinghamshire	77.71	53.04
South Northamptonshire	N/A	74.56
South Oxfordshire	106.76	74.56
Southwark	77.71	53.04
Spelthorne	77.49	54.23
Stevenage	N/A	52.33
Stratford	N/A	74.56
Surrey Heath	N/A	64.11
Sutton	77.71	53.04
Swindon	106.76	74.56
Tandridge	77.71	53.04
Tewkesbury	N/A	74.56
Three Rivers	N/A	54.23
Tonbridge & Malling	N/A	53.04
Tower Hamlets	69.76	48.91
Uttlesford	N/A	52.33
Vale of White Horse	106.76	74.56
Waltham Forest	69.76	48.91
Wandsworth	77.71	53.04
Watford	N/A	54.23



Local authority area	Water (Pence)	Wastewater (Pence)
Waverley	89.61	64.11
Welwyn Hatfield	76.13	52.33
Westminster	58.25	34.06
West Berkshire <small>(former Newbury District Council area)</small>	89.61	64.11
West Oxfordshire	106.76	74.56
Wiltshire <small>(former Kennet Council area)</small>	89.61	64.11
Wiltshire <small>(former North Wiltshire District Council area)</small>	106.76	74.56
Winchester	N/A	64.11
Windsor & Maidenhead	89.61	64.11
Woking	N/A	64.11
Wokingham	89.61	64.11
Wycombe	77.49	54.23

If your property only has surface water drainage, you don't have to pay rate-based wastewater charges, and instead pay a fixed fee of £44 a year.

Fixed charges

Once we've worked out the 'rate per pound' charges for water and/or wastewater, we then add a fixed charge. This includes the costs of producing bills, processing payments and answering queries. For wastewater customers, it also contributes towards the costs of providing surface water drainage and highway drainage.

For household customers, the fixed charge is £30.70 for water services and £53.25 for wastewater services. If your home isn't connected to our sewer for the purpose of discharging surface water, you can claim a reduction of £25 on the wastewater fixed charge, bringing it to £28.25.



If you have a water meter

Your bill will include a charge which varies depending on how much water you use, plus a fixed charge.

Volume charges

Your water and/or wastewater charges depend on how much water you use. We work this out by reading your meter or, if we haven't been able to do this, by estimating your usage.

We measure this in cubic metres of water used (one cubic metre is equal to 1,000 litres). We then multiply this by the charge per cubic metre.

For 2015/16, the volume charge for water is 126.29 pence per cubic metre, and for wastewater is 79.43 pence per cubic metre.

Fixed charges

Once we've worked out the volume charges for water and/or wastewater, we then add a fixed charge. This includes the costs of producing bills, processing payments and answering queries. For wastewater customers, it also contributes towards the costs of providing surface water drainage and highway drainage.

In addition, your fixed charge includes the costs of reading, maintaining and replacing meters.

For household customers, the fixed charge is £21.25 for water services and £68.15 for wastewater services. If your home isn't connected to our sewer for the purpose of discharging surface water, you can claim a reduction of £25 on the wastewater fixed charge, bringing it to £43.15.



If we can't fit a water meter at your home

We sometimes find we can't fit a meter at a property, either because it is not practical or too expensive. In such cases, we offer an alternative charging rate called the assessed household charge. It is based on the number of bedrooms in the property or, for those who live alone, a single occupier tariff, as shown below.

We compare your bill with what it would normally be for an unmetered property of this sort. Future bills are then based on whichever figure is lower, meaning you pay the cheapest rate for your property.

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 noted on page 9.

WaterSure and WaterSure *Plus*

The WaterSure and WaterSure *Plus* schemes are designed to help you pay your bill if you're on a low income.

Who is eligible?

You, or someone in your household, must be receiving one of the following:

- Income-related Employment and Support Allowance or Income Support
- Income-based Jobseeker's Allowance
- Housing Benefit
- Pension Credit
- Working Tax Credit
- Child Tax Credit (other than just the family element)
- Universal Credit

In order to qualify to have your bills capped under the WaterSure scheme, you need to have a water meter and meet one or both of the following criteria:

- Three or more children under the age of 19 living in the household, and you (or the person responsible for them) claim Child Benefit for them; or
- You or someone living in your household has a medical condition that means they use a lot of extra water.

WaterSure *Plus* applies to both metered and unmeasured household customers in receipt of specified benefits. In order to qualify, your Thames Water bill must also account for 3 per cent or more of your total net household income, once mortgage and/or rent payments (net of receipts or allowances) for the household have been removed. ('Household income' includes the income of all members of the household.)

Eligible customers will have their total bill reduced by 50 per cent (excluding any previous charges).

How to apply

If you think you're eligible for either scheme, please complete the appropriate form at thameswater.co.uk/helppaying or call our helpline on **0800 009 3652** (lines open Monday to Friday, 9am to 5pm).

Backcharging and refunds

We recognise that, in some cases, customers will have received services from us, but have either not been charged or charged less than the correct amount.

We will apply back charges if the customer should reasonably have known that they were being undercharged, or not charged, for a service they receive. The correct charges will be applied to both the full year in which we identified the undercharge and the previous year.

In such cases, we will not backcharge for the full period allowed by law, which could be six years or more.

We also recognise 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.