

Household customer charges.

Our charges from 1 April 2018.



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This year, joint water and wastewater charges have increased by around 2% for our household customers. This includes inflation, plus costs such as early work on the Thames Tideway Tunnel (see page 13 for more information).

Customers who only receive wastewater services from us – but are billed through another water company – will see their wastewater charges increase by around 4%.

For more information on our charges, please see our 'Charges schedule' and 'Charges scheme' for 2018/19.



If you don't have a water meter

If you don't have a water meter fitted at your home, we work out your charges by multiplying your properties chargeable value, by a 'rate per pound.' There's one rate for water and one rate for wastewater.

The rate per pound for your home will be worked out depending on where you live, which is shown in the tables on pages five to eight.

Chargeable values were decided by local authorities, based on their assessment of how much a property could be let for.

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

Water

For example, if your home's chargeable value is £250 and the rate per pound for water is 80.51p, this part of your bill would be $250 \times 80.51\text{p}$, equalling £201.28.

Wastewater

We then work out the same sum for wastewater. Using the example above, the rate per pound for sewerage is 58.97p, meaning this part of your bill would be $250 \times 58.97\text{p}$, equalling £147.43.

Surface water drainage

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 £45.81 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, managing debt 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 £32.63 for water services and £55.05 for wastewater services. If your home isn't connected to our surface water drains, you can claim a reduction of £25.15 on the fixed wastewater charge, bringing it down to £29.90.

Local authority area	Water (Pence)	Wastewater (Pence)
Aylesbury Vale	110.92	81.08
Barking & Dagenham	72.47	53.18
Barnet	79.10	56.90
Basingstoke & Deane	93.10	69.72
Bexley	80.73	57.68
Bracknell	N/A	69.72
Brent	72.47	53.18
Brentwood	N/A	56.90
Bromley	80.73	57.68
Broxbourne	79.10	56.90
Camden	72.47	53.18
Cherwell	110.92	81.08
Chichester	93.10	69.72
Chiltern	80.51	58.97
Cotswold	110.92	81.08
Crawley	N/A	69.72
Croydon	80.73	57.68
Dacorum	80.51	58.97
Dartford	80.73	57.68
Daventry	N/A	81.08
Ealing	80.51	58.97
East Hampshire	N/A	69.72
East Hertfordshire	79.10	56.90
Elmbridge	93.10	69.72
Enfield	79.10	56.90
Epping Forest	79.10	56.90
Epsom & Ewell	80.73	57.68
Gravesham	80.73	57.68

Local authority area	Water (Pence)	Wastewater (Pence)
Greenwich	80.73	57.68
Guildford	93.10	69.72
Hackney	72.47	53.18
Hammersmith & Fulham	72.47	53.18
Haringey	79.10	56.90
Harlow	N/A	56.90
Harrow	N/A	58.97
Hart	93.10	69.72
Havering	N/A	53.18
Hertsmere	N/A	58.97
Hillingdon	N/A	58.97
Horsham	93.10	69.72
Hounslow	80.51	58.97
Islington	72.47	53.18
Kennet	93.10	69.72
Kensington & Chelsea	60.52	37.03
Kingston	80.73	57.68
Lambeth	80.73	57.68
Lewisham	80.73	57.68
London, City of	60.52	37.03
Luton	N/A	56.90
Merton	80.73	57.68
Mid Sussex	N/A	69.72
Mole Valley	93.10	69.72
Newbury	93.10	69.72
Newham	72.47	53.18
North Hertfordshire	N/A	56.90
North Wiltshire	110.92	81.08

Local authority area	Water (Pence)	Wastewater (Pence)
Oxford	110.92	81.08
Reading	93.10	69.72
Redbridge	72.47	53.18
Reigate & Banstead	93.10	69.72
Richmond	80.73	57.68
Runnymede	N/A	69.72
Rushmoor	N/A	69.72
St Albans	N/A	58.97
Sevenoaks	80.73	57.68
Slough	80.51	58.97
South Bedfordshire	N/A	58.97
South Buckinghamshire	80.51	58.97
South Northamptonshire	N/A	81.08
South Oxfordshire	110.92	81.08
Southwark	80.73	57.68
Spelthorne	80.51	58.97
Stevenage	N/A	56.90
Stratford	N/A	81.08
Surrey Heath	N/A	69.72
Sutton	80.73	57.68
Swindon	110.92	81.08
Tandridge	80.73	57.68
Tewkesbury	N/A	81.08
Three Rivers	N/A	58.97
Tonbridge & Malling	N/A	57.68
Tower Hamlets	72.47	53.18
Uttlesford	N/A	56.90
Vale of White Horse	110.92	81.08



Local authority area	Water (Pence)	Wastewater (Pence)
Waltham Forest	72.47	53.18
Wandsworth	80.73	57.68
Watford	N/A	58.97
Waverley	93.10	69.72
Welwyn Hatfield	79.10	56.90
Westminster	60.52	37.03
West Oxfordshire	110.92	81.08
Winchester	N/A	69.72
Windsor & Maidenhead	93.10	69.72
Woking	N/A	69.72
Wokingham	93.10	69.72
Wycombe	80.51	58.97





If you have a water meter

Your bill is worked out using the amount of water you use, plus a fixed charge.

We work out how much water you've used by taking a meter reading, or if we haven't been able to do this, we'll estimate your usage.

For 2018/19, the volume charge for water is 129.54 pence per cubic metre, and for wastewater it's 82.61 pence per cubic metre.

We then multiply your usage against the charge per cubic metre (a cubic metre is equal to 1,000 litres).

Fixed charges

Once we've worked out the volume charges for water and/or wastewater, we then add a fixed charge, which includes:

- reading your meter
- producing your bill
- processing payments
- managing debt
- answering queries

For wastewater customers, it also contributes towards the costs of providing surface water drainage and highway drainage.

As well as this, your fixed charge includes the costs of maintaining and replacing meters.

For household customers, the fixed charge is £20.57 for water services and £70.07 for wastewater services. If your home isn't connected to our sewer for the purpose of taking away surface water, you can claim a reduction of £25.15 on the wastewater fixed charge, bringing it to £44.92.

If we couldn't fit a water meter

We sometimes find we can't fit a meter at a property, which is usually due to location. If you have requested a meter, and we couldn't fit one, we offer a different charging rate called the assessed household charge.

The assessed household charge is based on the number of bedrooms in the property or, for those who live alone, a single occupier tariff, as shown below.

Assessed household charge rates.

Band	Bedrooms	Water (£)	Wastewater (£)
1	0/1 bedroom	127.94	81.59
2	2 bedrooms	139.44	88.93
3	3 bedrooms	160.88	102.60
4	4 bedrooms	177.94	113.48
5	5 or more bedrooms	200.71	128.00
6	Single occupier	94.54	60.29

In addition, you pay a fixed charge of £32.63 for water and £55.05 for wastewater, if you're on an assessed household charge.



Thames Tideway Tunnel

We're always working to modernise our water and sewer networks throughout London and the Thames Valley to make sure they can cope with the demands of the future.

One of the biggest projects to future-proof our network is the Thames Tideway Tunnel. This is a 15-mile-long sewer, the width of three London buses, which will run beneath the River Thames in London.

It will capture millions of tonnes of sewage, which would otherwise overflow into the river from the capital's overloaded sewer system. We will treat the sewage and return the clean water to the environment.

This huge project is being delivered by a separate company, known as Tideway, and will be completed by 2023.

Around £16 of an average household bill for 2018/19 will go towards the project. This amount will eventually rise to no more than £25 a year, before inflation.

We'll continue to work as efficiently as possible, to make sure we keep your wastewater bill as low as possible.



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 first 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

If you do receive one of the above, to have your bills capped (at £383 per year) 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) are claiming 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 unmetered household customers. In order to qualify, in addition to the points above, your 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 form at thameswater.co.uk/helpaying or call our helpline on **0800 009 3652** (lines open Monday to Friday, 9am to 5pm).

Back-charging and refunds

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

We will not back charge 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 we'll amend the bill accordingly.



Contact us



[thameswater.co.uk](https://www.thameswater.co.uk)



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: 01793 486 555



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This leaflet can be supplied in large print, braille, or audio format upon request.