



Scheme of Charges 2020-21 – Thames Water Customers

1 Introduction

This Scheme of Charges sets out the Default Charges applicable to Non-Household water customers in the Thames Water area for 2020-21. This Scheme of Charges is published by Castle Water Limited and has effect from 01 April 2020. Castle Water is licensed by Ofwat as a retailer of water and sewerage services in England.

2 Metered Water and Wastewater Charges

2.1 Metered water and wastewater charges

Water charges are payable for all supply points which receive a water supply either directly or indirectly.

Wastewater charges are payable for all properties which are connected directly or indirectly to a public foul or surface water sewer or which have the benefit of these services and will include elements of foul water, surface water and highway drainage. If your property only has surface water drainage, rate-based wastewater charges are not payable. In this instance a fixed fee of £80.12 a year for non-household customers will be levied. Note that Thames Water does not offer a concessionary surface water drainage charge to community groups.

For non-household customers that do not discharge surface water to Thames Water’s sewers, an abatement can be claimed based on pipe size. The charge payable is shown in Table 2.1.

Thames Water will also consider reducing the wastewater charge where it can be proven that less than 90% of the water supplied is returned to the public wastewater system.

Table 2.1 Metered fixed charges per year based on pipe size

Pipe size (mm)	Pipe size	Water	Wastewater	
	(inches)		Full	Abated ⁽¹⁾
12/15	0.5	£0.00	£46.12	£16.78
20/22	0.75	£0.00	£130.98	£56.89
25/28	1.00	£0.00	£250.41	£108.93
30/32/35	1.25	£0.00	£390.85	£169.77
40/42	1.50	£0.00	£561.68	£243.33
50/54	2.00	£0.00	£997.42	£432.93
65	2.50	£0.00	£1,561.92	£677.68

75/80	3.00	£0.00	£2,245.29	£974.81
100	4.00	£0.00	£3,992.54	£1,733.11
125	5.00	£0.00	£6,237.84	£2,707.93
150	6.00	£0.00	£8,982.51	£3,899.16
200	8.00	£0.00	£15,968.76	£6,932.49
250	10.00	£0.00	£24,949.87	£10,831.66
300	12.00	£0.00	£35,928.63	£15,598.07

⁽¹⁾Where a non-household customer does not discharge surface water to Thames Water's sewers, an abatement can be claimed based on pipe size.

Table 2.2 Non-household metered fixed charges per year based on consumption band

Non-household		
Metered usage (m3 per year)	Water	Wastewater
0 – 500	£26.18	£35.50
500 – 1,000	N/A	N/A
1,000 – 5,000	N/A	N/A
5,000 – 20,000	N/A	N/A
20,000 – 50,000	N/A	N/A
50,000 – 100,000	N/A	N/A
100,000 – 250,000	N/A	N/A
Over 250,000	N/A	N/A

2.2 Volumetric charges

Table 2.3 Volumetric charges (All rates in p/m3)

Non-household		
Consumption (m3)	Volume charge: water (p/m3)	Volume charge: wastewater (p/m3)
0 – 500	144.40	92.45
500 – 1,000	152.01	98.86
1,000 – 5,000	152.01	98.86
5,000 – 20,000	152.01	98.86
20,000 - 50,000	139.05	98.86
50,000 - 100,000	113.99	98.86
100,000 - 250,000	113.99	79.09

Over 250,000	91.19	79.09
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2.3 Supplementary large user annual charge

Table 2.4 Supplementary large user annual charge

Tariff	Consumption m3	Annual charge
Intermediate volume user - water	20,000 - 50,000	£2,556.51
Large volume user - water	50,000 - 250,000	£14,949.17
Super large volume user – water	Over 250,000	£71,310.12
Large volume user – wastewater	Over 100,000	£19,772.38

3 Unmetered Water and Wastewater Charges

3.1 Unmetered water and wastewater charges

The water and wastewater services bill is calculated by applying a 'rate per pound' to the rateable value (RV) of your property. There is a different rate for water and wastewater services, each expressed as pence per pound (of RV) and disclosed in Table 3.1. In addition, a yearly 'fixed charge' is applied; disclosed in Table 3.2.

Water charges are payable for all premises which receive a water supply either directly or indirectly. Wastewater charges are payable for all properties which are connected directly or indirectly to a public foul or surface water sewer or which have the benefit of these services and will include elements of foul water, surface water and highway drainage. If your property only has surface water drainage, rate-based wastewater charges are not payable. In this instance a fixed fee £80.12 a year for non-household customers will be levied. Note that Thames Water does not offer a concessionary surface water drainage charge to community groups.

For non-household customers that do not discharge surface water to Thames Water's sewers, an abatement can be claimed based on pipe size. The charge payable is shown in Table 3.2

Table 3.1 Unmetered charges pence per pound of rateable value

Charge area	Local Authority areas	Non- household	
		Water pence	Wastewater pence
1	Barnet	88.42	60.49
	Broxbourne		
	East Hertfordshire		
	Enfield		
	Epping Forest		
	Haringey		
	Welwyn Hatfield		
	Brentwood	N/A	
	Harlow		
	Luton		
	North Hertfordshire		
	Stevenage		
	Uttlesford		
2	Chiltern	90.00	62.69
	Dacorum Ealing		
	Hounslow		
	Slough		
	South Buckinghamshire		
	Spelthorne		
	Wycombe	N/A	
	Harrow		
	Hertsmere		
	Hillingdon		
	St. Albans		
	South Bedfordshire		
	Three Rivers		
Watford			

		Non-household	
Charge area	Local Authority areas	Water pence	Wastewater pence
3	Kensington & Chelsea London, City of Westminster	67.65	39.36
4	Barking & Dagenham Brent Camden Hackney Hammersmith & Fulham Islington Newham Redbridge Tower Hamlets Waltham Forest	81.02	56.53
	Havering	N/A	
5	Basingstoke & Deane Chichester Elmbridge Guildford Hart Horsham Kennet Mole Valley Newbury Reading Reigate & Banstead Waverley Windsor & Maidenhead Wokingham	104.07	74.11
	Bracknell Crawley East Hampshire Mid Sussex Runnymede Rushmoor Surrey Heath	N/A	

Non- household			
Charge area	Local Authority areas	Water pence	Wastewater pence
6	Bexley Bromley Croydon Dartford Epsom & Ewell Gravesham Greenwich Kingston Lambeth Lewisham Merton Richmond Sevenoaks Southwark Sutton Tandridge Wandsworth	90.25	61.32
	Tonbridge & Maling	N/A	
7	Aylesbury Vale Cherwell Cotswold North Wiltshire Oxford South Oxfordshire Swindon Vale of White Horse West	123.98	86.19
	Daventry South Northamptonshire Stratford	N/A	

3.2 Fixed charges

Table 3.2 Fixed charges - unmetered per year

Non-household		Water	Wastewater	
Pipe size (mm)	Pipe size (inches)		Full	Abated ⁽²⁾
12/15	0.5	£42.38	£80.12	£50.97
20/22	0.75	£42.38	£164.45	£89.45
25/28	1.00	£18.47	£250.41	£108.93
30/32/35	1.25	£18.47	£390.50	£169.77
40/42	1.50	£18.47	£561.68	£243.33
50/54	2.00	£18.47	£997.42	£432.93
65	2.50	£18.47	£1,560.50	£677.68
75/80	3.00	£18.47	£2,245.29	£974.81
100	4.00	£18.47	£3,992.54	£1,733.11

⁽²⁾Where a non-household customer does not discharge surface water to Thames Water's sewers, an abatement can be claimed based on pipe size.

3.3 Business assessed

Where it is impractical to meter non-household premises Thames Water may assess water usage. In this circumstance they will request information about the type of business, the industrial category of the business (SIC code) and how many people work at the site. Using this information Thames Water will allocate the premises to one of the five bands of assessed charges as shown below. The assessed usage for the premises will be calculated by multiplying the number of full-time employees (or equivalent) by the assessed usage per employee (band 1-5) shown in the table below.

The volumetric charge to the premises is calculated by multiplying the assessed usage by the volumetric tariff. In addition, two Business assessed fixed charges are payable with one charge based on consumption band and a second charge based on pipe size.

If circumstances change i.e. regarding the industrial category of the business (SIC code) or the number of people who work at the site, the updated information should be notified your Retailer.

Table 3.4 Business assessed bands

Band	Assessed usage per FT employee (or equivalent)
1	15 m3 per year
2	50 m3 per year
3	100 m3 per year
4	200 m3 per year
5	By inspection

Table 3.5 Business assessed volumetric charges

Assessed usage (m3 per year)	Volume charge : water	Volume charge: wastewater
0 – 500	144.53 pence per m3	92.45 pence per m3
500 – 1,000	152.42 pence per m3	98.86 pence per m3
1,000 – 5,000	152.42 pence per m3	98.86 pence per m3
5,000 – 20,000	152.42 pence per m3	98.86 pence per m3

Table 3.6 Business assessed fixed charges per year based on consumption band

Assessed usage (m3 per year)	Water	Wastewater
0 – 500	£26.18	£35.50
500 – 1,000	N/A	N/A
1,000 – 5,000	N/A	N/A
5,000 – 20,000	N/A	N/A

Table 3.7 Business assessed fixed charges per year based on pipe size

Pipe size (mm)	Pipe size (inches)	Water	Wastewater	
			Full	Abated ⁽³⁾
12/15	0.5	£0.00	£46.12	£16.78
20/22	0.75	£0.00	£130.98	£56.89
25/28	1.00	£0.00	£250.41	£108.93
30/32/35	1.25	£0.00	£390.85	£169.77
40/42	1.50	£0.00	£561.68	£243.33
50/54	2.00	£0.00	£997.42	£432.93
65	2.50	£0.00	£1561.92	£677.68
75/80	3.00	£0.00	£2245.29	£974.81
100	4.00	£0.00	£3992.54	£1733.11

⁽³⁾Where a non-household customer does not discharge surface water to Thames Water's sewers an abatement can be claimed based on pipe size.

3.4 Related seasonal and other non-household charges

Where an unmetered supply only serves a domestic garage car space or store area, a fixed annual charge for each unit will apply. Where there is no water supply, but surface water drains to the Thames Water sewer, only the wastewater fixed charge is payable.

Table 3.8 Domestic garages, car spaces and stores – unmetered fixed charge per year

Domestic garages, car spaces and stores	Annual charge
Water fixed charge per garage, car space or store	£35.62 per supply
Wastewater fixed charge per garage, car space or store	£41.80 per supply

Table 3.9 Seasonal and other non-household charges

Seasonal and other non-household charges	Annual charge
Allotment tank and water/washdown point	£52.02 per supply
Sprinkler, cricket pitches, tennis courts, ornamental pond/fountain and disced supplies	£110.70 per supply
Minimum charge for meter minimum equivalents	£391.86 per supply

4 Trade Effluent Charges

4.1 Trade effluent charges

Trade effluent charges apply for the treatment and disposal of effluent from trade discharges into the public sewer system.

Where a discharge is a mixture of trade effluent and domestic sewage, Thames Water will determine how much of each is discharged and apply charges as appropriate.

In addition, a fixed charge and volume charge for wastewater services as detailed in Section 2 are also payable. Volume charges for trade effluent are calculated by applying the following standard charges to the trade effluent formula shown in the charges scheme.

Table 4.1 Standard volume charge per cubic metre or kg of trade effluent

Description	Volume (m3 per year)	Charge
Reception and conveyance (R)	0 – 500	51.26 pence per m3
Reception and conveyance (R)	500 – 1,000	16.45 pence per m3
Reception and conveyance (R)	1,000 – 5,000	16.45 pence per m3
Reception and conveyance (R)	5,000 – 20,000	16.45 pence per m3
Primary treatment (V)		18.03 pence per m3
Biological treatment (B)		51.94 pence per kg
Solids treatment (S)		65.85 pence per kg

Table 4.2 Average strength factors used in trade effluent formula

Mogden formula element	Element symbol	Average strength
Chemical oxygen demand	-Os	445mg/l
Settleable solids	-Ss	336mg/l

Table 4.3 Trade effluent fixed charges

Discharge Volume (m3 per annum)	Fixed charge	Minimum charge
0 - 500	N/A	£147.45
500 – 1,000	N/A	N/A
1,000 – 5,000	N/A	N/A
5,000 – 20,000	N/A	N/A
20,000 – 50,000	N/A	N/A
50,000 – 250,000	N/A	N/A
Over 250,000	N/A	N/A

Table 4.4 Standard strength discharges (mg/l)

Standard strength premises	Value for Ot	Value for St
Launderettes	576	58
Car washes	88	62
Dry cleaners	30	7
Commercial swimming pools	120	108
Small / micro-brewery	1730	88
Concrete contaminated sites (batching plants, wheel washes on construction sites)	116	58
Laboratory glassware washing	308	34
Bus wash	621	92
Train wash	594	71
Contaminated surface water at waste transfer sites	638	81
Gasholder runoff	20	11

Standard strength discharges, shown in the table above, will be applied for charging purposes unless Thames Water determine that it is not a suitable basis of charge in specific circumstances or if the customer requests charging to be based on sample results.

Table 4.5 Other trade effluent charges

Description	Charge
Minimum charge per annum or duration of consent, whichever is the shorter	£147.45
Ammoniacal nitrogen treatment charge per mg in excess of 35mg/l expressed as a fraction of 35	2.98 pence per m3

4.2 Large volume trade effluent user tariff

If your annual bill is more than £116,263 at any one site (or sites qualifying for aggregation), the charge will be based on the Thames Water large user trade effluent tariff. This includes an annual charge of £22,252.74 in addition to the charges set out in section 4.

Table 4.6 Large user volume charge per cubic meter or kg of trade effluent

Description	Volume (m3 per year)	Charge
Reception and conveyance (R)	Over 20,000	13.37 pence per m3
Primary treatment (V)		15.43 pence per m3
Biological treatment (B)		44.44 pence per kg
Solids treatment (S)		56.34 pence per kg

4.3 Industrial and commercial wastewater

Before trade effluent is disposed into a sewer or in any other way, the customer must have the appropriate consent from Thames Water (in the case of a public sewer) and/or environmental authorities (in the case of discharges to watercourses, land or air).

Applications to Thames Water should be made at least two months before the proposed start date. If you are unsure about whether you have the right permissions, contact the trade effluent team on 0203 577 9200 to help ensure compliance with the law and with good environmental practice.

5 Sundry Charges

Other sundry charges not covered in the sections above are detailed below.

5.1 Building supplies

Table 5.1 Building supplies

Building supplies	Charge
New supplies	Metered
Alterations to existing properties with contract sum over £100,000 (where no new supplies needed)	0.17% of contract value
Minimum charge for non-metered supplies	£154.38 per year

5.2 Use of hydrants

A hydrant licence will be required in all cases. The charges for such licences are as follows: Daily user licence (up to 20 cubic meters); higher demand rates on application.

Table 5.2 Use of hydrants

Use of hydrants	Charge
Daily rate	£126.33
Subsequent days	£41.72

Table 5.3 Regular user licence per item

Regular user licence per item	Charge
Low demand (0 – 1.0m ³ a day) Only applicable to 20mm standpipes	£319.20 a year
Average demand (1.0 – 10.0m ³ a day)	£1,621.05 a year
High demand (10.0 – 20.0m ³ a day)	£3,248.36 a year
Very high demand (> 20.0m ³ a day)	By agreement
Shorter term licences available	On application

- a) Where a visit is required by a technician an attendance fee will be payable.
- b) Where Thames Water agrees consent retrospectively an administration fee of £123.60 will be required plus the relevant licence fee as detailed above.
- c) Hydrant customers are required to hire a metered standpipe from a Thames Water approved supplier. A hire charge will apply in addition to the charge set above.

5.3 Cattle troughs

Table 5.4 Cattle troughs (unmeasured supply)

Cattle troughs (unmeasured supply)	Charge
Per unmeasured cattle trough	£166.92 per year

6 Infrastructure Charges

For details of Infrastructure Charges, refer to the Thames Water Wholesale Tariff Document which can be found on the Thames Water website.

7 Network Charges

For details of Network Charges, refer to the Thames Water Wholesale Tariff Document which can be found on the Thames Water website.

8 Disconnection and reconnection

Disconnection and reconnection charges may apply in line with Thames Water Wholesale Tariff document (Prices are subject to change).

8.1. Disconnection

Table 8.1 Disconnection tariff

Type	Within our normal working	Within our normal working hours abortive	Outside our normal working	Outside our normal working hours abortive
Survey	£89	£79	£101	£101
Temporary Disconnection	£244	£195	£300	£300
Permanent Disconnection	Price on application			

8.2 Reconnection

Table 8.2 Reconnection tariff

Type	Within our normal working	Within our normal working hours abortive	Outside our normal working	Outside our normal working hours abortive
Survey	£89	£79	£101	£51
Reconnection	£244	£188	£285	£285
Emergency Reconnection	£285			

9 Other Charges

Other charges may apply in line with Thames Water Wholesale Tariff document.

Castle Water may charge a reasonable administration cost in connection with services provided by Thames Water or procured for customers by Thames Water, where there is no specified Retail charge. Charges will be made at the higher rate of 3.5% or an hourly rate of £75.

Castle Water may charge a failed direct debit charge of £43.75 if there is any failure in any direct debit payment (other than as a result of the act or omission of Castle Water).

Castle Water may charge:

- A debt collection charge of £25 in respect of any invoice where Castle Water passes the account to an external debt collection agency for collection activity (other than activity involving visits to the relevant premises);
- A visit charge of £150 in respect of any invoice where Castle Water arrange a visit to the relevant premises for collection and/or disconnection activity through either Castle Water staff or any subcontractor of Castle Water; and
- a recoveries charge of £130.00 in respect of any overdue invoice where Castle Water has undertaken legal action to recover such sums.

These charges are in addition to:

- charges in connection with disconnection as set out in the Thames Water Wholesale Tariff Document; and
- third party costs incurred by Castle Water in connection with debt recovery action including without limitation court fees and the costs of instructing solicitors to pursue outstanding invoices

Castle Water may charge a meter reading charge of £10 for any meter reads requested by a customer in addition to the minimum number of meter reads required to be undertaken by Castle Water under the market codes. Where the Customer requests a specific appointment for the reading of meters, there will be an additional charge for such appointment of an amount to be notified to the customer by Castle Water

Castle Water may charge an additional invoice charge of £2.50 for each copy invoice issued to a customer by post.

Castle Water may charge a replacement invoice charge of £25 where:

- a customer has switched to another retailer and Castle Water has issued a final invoice based on estimated readings due to the failure of the incoming retailer to provide a meter read for the transfer date within 7 days of the date on which the customer has transferred to a new retailer; and
- the customer subsequently requests a replacement invoice based on an actual meter read on the transfer date rather than the previous estimated read.

10 Emergency Tariff

Where charges cannot be calculated in line with the Wholesale tariff determined by the Wholesaler for the customer, (for example due to a dispute over Wholesale parameters in the Market Data Set, a broken meter), the Retailer may, at its discretion, charge for water and sewerage services on the

Emergency Tariff. This charges customers in line with typical Business Assessed prices. Where this tariff is used, a reconciliation can be undertaken when it is subsequently replaced by another tariff, with any refund paid to the customer, or further charges payable by the customer.

Where previous annual charges are lower than the Emergency Tariff, charges shall be calculated on the relevant fixed charges for that supply, and not on the Emergency Tariff.

Infrastructure Charge	
Water	£250.00
Wastewater	£500.00