

Scheme of Charges 2025-26 for Thames Water Customers

Table 1.3

Customer Group	Expected Consumption during Tariff Year (m3)
Group 1	0-500
Group 2	500-50,000
Group 3	Greater than 50,000

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2.4 Supplementary annual charge

Customers with annual consumption in excess of 20,000m³ will be charged a supplementary charge as set out in Table 2.4 below. This charge will be based on previous estimated and/or actual consumption as determined by Thames Water.

Table 2.2A Metered fixed charges per year based on pipe size.

Pipe size (mm)	Water		Wastewater				
	All customers	Group 1 Customers		Group 2 Customers		Group 3 Customers	
	Water	Full (£)	Abated (£) ⁽¹⁾	Full (£)	Abated (£) ⁽¹⁾	Full (£)	Abated (£) ⁽¹⁾
12/15	£0.00	82.72	30.23	86.94	31.77	90.11	32.92
20/22	£0.00	186.12	68.01	195.62	71.48	202.74	74.08
25/28	£0.00	330.88	120.90	347.78	127.07	360.42	131.69
30/32/35	£0.00	517.01	188.91	543.40	198.55	563.16	205.77
40/42	£0.00	744.49	272.03	782.50	285.91	810.95	296.31
50/54	£0.00	1,323.54	483.60	1,391.10	508.29	1,441.69	526.77
65	£0.00	2,068.03	755.63	2,173.60	794.20	2,252.64	823.08
75/80	£0.00	2,977.96	1,088.10	3,129.98	1,143.65	3,243.80	1,185.24
100	£0.00	5,294.15	1,934.40	5,564.42	2,033.15	5,766.76	2,107.08
125	£0.00	8,272.11	3,022.50	8,694.40	3,176.80	9,010.56	3,292.32
150	£0.00	11,911.84	4,352.40	12,519.94	4,574.59	12,975.21	4,740.94
200	£0.00	21,176.60	7,737.60	22,257.66	8,132.61	23,067.03	8,428.34
250	£0.00	33,088.44	12,090.01	34,777.60	12,707.20	36,042.24	13,169.28
300	£0.00	47,647.35	17,409.61	50,079.74	18,298.37	51,900.83	18,963.76

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

Metered usage (m ³ per year)	Water (£ per year)	Wastewater (£ per year)
0 – 500	67.52	56.51

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

Consumption (m3 per year)	Volume charge: water (£/m3)	Volume charge: wastewater (£/m3)
0 – 500	2.5895	1.7054
500 – 1,000	2.6722	1.7925
1,000 – 5,000	2.6722	1.7925
5,000 – 20,000	2.6722	1.7925
20,000 - 50,000	2.4451	1.7925
50,000 - 100,000	2.1341	1.8576
100,000 - 250,000	2.1341	1.4861
Over 250,000	1.7073	1.4861

Table 2.4 Supplementary large user annual charge

Tariff	Consumption (m3 per year)	Annual charge (£)
Intermediate volume user - water	20,000 - 50,000	4,542.48
Large volume user - water	50,000 - 250,000	28,314.15
Super large volume user – water	Over 250,000	135,005.40
Large volume user – wastewater	Over 100,000	35,294.40

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3 Unmetered Water and Wastewater Charges

3.1 Unmetered water and wastewater charges

- 3.1.1 The water and wastewater services bill is calculated by applying a ‘rate per pound’ to the rateable value or notional rateable value (RV) of your property as determined by Thames Water. There is a different rate for water and wastewater services, each expressed as pound per pound (of RV) and disclosed in Table 3.1. In addition, a yearly ‘fixed charge’ is applied as set out in Table 3.2A.
- 3.1.2 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.
- 3.1.3 If your property only has surface water drainage, rate-based wastewater charges are not payable. In this instance a fixed fee £139.24 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.
- 3.1.4 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 abated charge payable is shown in Table 3.2B.

Table 3.1 Unmetered charges pound per pound of rateable value

Charge area	Local Authority Areas	Water (£/per pound of rateable value)	Wastewater (£/per pound of rateable value)
1	Kensington & Chelsea London, City of Westminster	1.2790	0.6940
2	Barking & Dagenham, Brent, Camden, Hackney, Hammersmith & Fulham, Islington, Newham, Redbridge, Tower Hamlets, Waltham, Forest Havering, Havering*	1.5318	0.9965
3	Bexley, Bromley, Croydon, Dartford, Epsom & Ewell, Gravesham, Greenwich, Kingston, Lambeth, Lewisham, Merton, Richmond, Sevenoaks, Southwark, Sutton, Tandridge Wandsworth, Tonbridge & Malling*	1.7062	1.0812
4	Barnet, Broxbourne, East Hertfordshire, Enfield, Epping Forest, Haringey, Welwyn, Hatfield, Brentwood*, Harlow*, Luton*, North Hertfordshire*, Stevenage*, Uttlesford*	1.6718	1.0665
5	Chiltern, Dacorum, Ealing, Hounslow, Slough, South Buckinghamshire, Spelthorne, Wycombe, Harrow*, Hertsmere*, Hillingdon*, St. Albans*, South Bedfordshire*, Three Rivers*, Watford*	1.7017	1.1053
6	Basingstoke & Deane, Chichester, Elmbridge, Guildford, Hart, Horsham, Kennet, Mole Valley, Newbury, Reading, Reigate & Banstead, Waverley, Windsor & Maidenhead, Wokingham, Bracknell*, Crawley*, East Hampshire*, Mid Sussex*, Runnymede*, Rushmoor*, Surrey Heath*, Winchester*, Woking*	1.9677	1.3066

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7	Aylesbury Vale, Cherwell, Cotswold, North Wiltshire, Oxford, South Oxfordshire, Swindon, Vale of White Horse, West Oxfordshire, Daventry*, South Northamptonshire,* Stratford*, Tewkesbury*	2.3444	1.5196
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* Customers in these local authorities do not receive water service from Thames Water.

3.2 Fixed charges

Table 3.2A Fixed charges - unmetered per year

Water Pipe size (mm)	Wastewater		
	Water (£ per year)	Full (£ per year)	Abated (£ per year) ⁽²⁾
12/15	16.75	82.72	30.23
20/22	16.75	186.12	68.01
25/28	16.75	330.88	120.90
30/32/35	16.75	517.01	188.91
40/42	16.75	744.49	272.03
50/54	16.75	1,323.54	483.60
65	16.75	2,068.03	755.63
75/80	16.75	2,977.96	1,088.10
100	16.75	5,294.15	1,934.40

⁽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.

Table 3.2B Fixed charges - unmetered per year

Annual Fixed Charge	Water (£ per year)	Wastewater (£ per year)
All Customers	56.51	56.51

3.3 Related seasonal and other non-household charges

3.3.1 Where an unmetered supply only serves a domestic garage car space or store area, a fixed annual charge for each unit will apply as set out in table 3.4A. Where there is no water supply, but surface water drains to the Thames Water sewer, only the wastewater fixed charge is payable.

Table 3.4A 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	£19.49 per supply
Wastewater fixed charge per garage, car space or store	£13.23 per supply

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3.3.2 Other non-household charges shall apply as set out in table 3.4B.

Table 3.4B Seasonal and other non-household charges

Seasonal and other non-household charges	Annual charge
Allotment tank and water/washdown point	£49.42 per supply
Sprinkler, cricket pitches, tennis courts, ornamental pond/fountain and disced supplies	£156.58 per supply
Water troughs	£312.80 per supply
Minimum charge for meter minimum equivalents	£669.86 per supply

Table 3.3A 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
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Table 3.3B Business assessed volumetric charges

Assessed usage (m3 per year)	Volume charge: water (£ per m3)	Volume charge: wastewater (£ per m3)
0 – 500	2.5895	1.7054
500 – 1,000	2.6722	1.7925
1,000 – 5,000	2.6722	1.7925
5,000 – 20,000	2.6722	1.7925

Table 3.3C Business assessed fixed charges per year based on consumption band

Assessed usage (m3)	Water (£ per year)	Wastewater (£ per year)
0 – 500	56.51	56.51

Table 3.3D Business assessed fixed charges per year based on pipe size

Pipe size (mm)	Water	Wastewater			
	All Customers	Group 1 Customers		Group 2 Customers	
	Water	Full (£)	Abated (£) ⁽¹⁾	Full (£)	Abated (£) ⁽¹⁾
12/15	£0.00	82.72	30.23	86.94	31.77
20/22	£0.00	186.12	68.01	195.62	71.48
25/28	£0.00	330.88	120.90	347.78	127.07
30/32/35	£0.00	517.01	188.91	543.40	198.55
40/42	£0.00	744.49	272.03	782.50	285.91
50/54	£0.00	1,323.54	483.60	1,391.10	508.29
65	£0.00	2,068.03	755.63	2,173.60	794.20
75/80	£0.00	2,977.96	1,088.10	3,129.98	1,143.65
100	£0.00	5,294.15	1,934.40	5,564.42	2,033.15

4 Trade Effluent Charges

4.1 Trade effluent charges

- 4.1.1 Trade effluent charges apply for the treatment and disposal of effluent from trade discharges into the public sewer system.
- 4.1.2 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.
- 4.1.3 In addition, a fixed charge and volume charge for wastewater services as detailed in Section 2 are also payable.
- 4.1.4 Where a customer has only trade effluent services and no domestic sewerage, then a fixed charge of £56.51 shall apply.
- 4.1.5 In the absence of any direct or indirect measurement of trade effluent volumes discharged by the non-household customer, the Trade Effluent volumes shall be assessed in accordance with the Trade Effluent Consent or otherwise in agreement with the non-household customer. This agreed volume of Trade Effluent discharge may be entered as a calculated discharge. If the non-household customer is consented for the discharge of contaminated surface water and the volume is not metered, Thames Water will calculate a discharge volume based on average rainfall over the contaminated surface area as a calculated discharge. If an installed private trade effluent meter does not have the capacity to record a continuous index read but does measure a total volume of trade effluent discharged, the meter, where necessary, will be registered in the market as a calculated discharge. This will require the customer to submit these trade effluent volumes as calculated discharge volumes at the submission frequency specified by Thames Water.
- 4.1.6 Volume charges for trade effluent are calculated by applying the standard charges and assumptions set out in tables 4.1 to 4.4 to the trade effluent formula shown in the Thames Water Wholesale Tariff Document 2025/2026 at paragraph B4.3(2).

Table 4.1 Standard volume charge per cubic metre

	Group 1 Customer	Group 2 Customer	Group 3 Customer
Description	Charge (£/m³)		
Reception and conveyance (R)	0.2580	0.2712	0.2810
Primary treatment (V)	0.3016	0.3170	0.3285
Biological treatment (B)	0.3867	0.4065	0.4212
Solids treatment (S)	0.3701	0.3890	0.4031
Ammoniacal nitrogen treatment charge per mg in excess of 35mg/l expressed as a fraction of 35	0.0468	0.0492	0.0510

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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 (m ³ per year)	Fixed charge	Minimum charge
0 - 500	-27.73	£231.02
500 or more	-56.10	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	1,730	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
Groundwater	118	114
Plant, Tool and Equipment washing (including contaminated surface water)	176	72

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.

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- 4.2 Trade effluent charges apply for the treatment and disposal of effluent from trade discharges into the public sewer system.
- 4.3 If the overall annual invoiced charges at any one site (or sites qualifying for aggregation), is more than £166,565 charges will be calculated utilising the large user trade effluent tariff. This includes an annual charge in addition to the volumetric charges set out in table 4.5 below. The charges are determined by customer Group as set out in paragraph 1.3.

Table 4.5 Large user volume charge per cubic meter or kg of trade effluent

Description	Group 2 Customer	Group 3 Customer
	Charge (£/m ³) (except where indicated)	
Reception and conveyance (R)	0.2203	0.2283
Primary treatment (V)	0.2543	0.2636
Biological treatment (B)	0.3259	0.3378
Solids treatment (S)	0.3121	0.3234
Ammoniacal nitrogen treatment charge per mg in excess of 35mg/l expressed as a fraction of 35	0.0492	0.0510
Large volume trade effluent user tariff	£36,644.21 single annual charge	£37,976.73 single annual charge