Thames Water Utilities Limited (TWUL) Wholesale
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Version 1.1

Wholesale tariff document

Setting out tariffs for 2023/2024 in relation to services provided by TWUL Wholesale.

Legal foreword

This version of the Wholesale Tariff Document dated 17 January 2023 was published by Thames Water Utilities Limited ("TWUL") Wholesale and is designated by TWUL as the Wholesale Tariff Document.

This document has been produced in accordance with the Wholesale Charging Rules issued by Ofwat under sections 66E and 117I of the Water Industry Act 1991 and explain when we will apply primary and non-primary charges and charges for Additional Services to companies who provide retail services to household and non-household customers and the tariffs that will apply. The tariffs published in this document are applicable for the charging period April 2023 – March 2024.

The legal relationship between Thames Water and retailers is regulated by relevant legislation and written contracts, which require compliance with, among other things the Wholesale Contract/Wholesale-Retail Code. This document should not be relied upon as an accurate summary of any legal obligations that exist elsewhere.

Seeking feedback

This document aims to give you the information you need to understand when tariffs will apply and the level of any such charges. The charges within this document are subject to change in line with the requirements of the Wholesale Contract/Wholesale-Retail Code. We would appreciate your comments and feedback on the document. Please send your comments to: wholesalemarketservices@thameswater.co.uk

Changes to this document

Throughout the year we are constantly working to improve our services and we may issue updates to this document as appropriate.

Revision history

Date	Version	Changes
January 2023	1.0	Publication
January 2023	1.1	Part F – Household tariffs removed

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Introduction to the Wholesale Tariff Document

This document sets out the wholesale tariffs for Thames Water relating to household and non-household customers charged via retailers for the period commencing 1 April 2023 and has been created in accordance with Ofwat's wholesale charging rules.

The information in this document should be considered alongside the following:

- the Wholesale Contract/Wholesale-Retail Code;
- the Market Arrangements Code;
- the Wholesale charging rules issued by the Water Services Regulation Authority under sections 66E and 117I of the Water Industry Act 1991; and,
- our Wholesale Service Offering (document available on the Thames Water website).

Throughout this document references are made to and refer to 'you', the retailer and 'we', Thames Water Utilities Limited.

This document sets out the information that you need to identify when tariffs may apply, the actual tariffs (where available) and any conditions that relate to the tariffs and services.

It should be noted that the tariffs in this document are calculated excluding VAT and any other taxes that may be applicable.

The document contains six main parts:

Part A: Primary tariff schedule – Non-Household Charges – sets out our non-household primary and special agreement wholesale tariffs for 2023-24.

Part B: Primary charges scheme – details how we will apply our household and non-household primary and special agreement wholesale tariffs for 2023-24.

Part C: Non-primary charges scheme and schedule and Additional Services – details the non-primary wholesale tariffs and Additional Services tariffs for 2023-24 and sets out conditions that will apply to some services in addition to the Wholesale Contract/Wholesale-Retail Code.

Part D: Payment and credit support terms – sets out the payment and credit terms which will apply in respect of all primary and non-primary wholesale charges and Additional Services charges payable to Thames Water by a retailer.

Part E: Defined terms – explains the meaning of key terms used within this document.

Part F: Primary tariff schedule – Household Charges – sets out our household primary wholesale tariffs for 2023-24.

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Part A: Primary tariff schedule – Non-Household charges

This section sets out the Wholesale Charges Schedule made by Thames Water Utilities Limited under the powers conferred by Section 143 of the Water Industry Act 1991 (as amended.) It contains the wholesale non-household primary and special agreement wholesale charges for 2023-24.

CMOS Tariff Codes and Charge Elements are now included in all relevant sections and tables below. Note that wherever a variation on a Tariff Code exists for satellite sites or multi-pipe premises, the references now included can be deemed to also cover Tariff Codes with such special suffixes. For example:

- Wherever NHHMPW7 appears this can be read to also apply to NHHMPW7SAT;
- Wherever NHHUW02 appears this can be read to also apply to NHHUW02_##PIPES_##MM;
- Wherever NHHASxx appears this can be read to also apply to NHHASxx_##PIPES.

A.1 Metered charges

A.1.1 Metered water charges

Non-household charges for water services are levied as follows:

- Fixed charge (charge varies by pipe size);
- Variable charge (based on metered usage and volumetric unit rate);
- Supplementary annual charge for intermediate, large or super large user status

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A.1.1.1 Fixed charges

Table A.1-1 Fixed Charges per year – Non-household water service

CMOS Tariff Codes: NHHMPW1 – NHHMPW7 CMOS Charge Elements: D7101 (Metered Potable Water Meter Fixed Charges)		
Pipe size (mm)	Inches	Water
12/15	0.5	£0.00
20/22	0.75	£0.00
25/28	1.00	£0.00
30/32/35	1.25	£0.00
40/42	1.50	£0.00
50/54	2.00	£0.00
65	2.50	£0.00
75/80	3.00	£0.00
100	4.00	£0.00
125	5.00	£0.00
150	6.00	£0.00
200	8.00	£0.00
250	10.00	£0.00
300	12.00	£0.00

A.1.1.2 Supplementary large user annual charges

Table A.1-2 Supplementary large user annual charge

CMOS Charge Elements: D7102 (Metered Potable Water Supply Point Fixed Charges)				
Tariff		CMOS Tariff Codes	Consumption m^3	Annual Charge
Water	Intermediate volume user	NHHMPW5	20,000 - 50,000	£3,020.00
	Large volume user	NHHMPW6	50,000 - 250,000	£17,670.00
	Super large volume user	NHHMPW7	Over 250,000	£84,270.00

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A.1.1.3 Volumetric charges

Table A.1-3 Volumetric Charges (All rates in p/m^3) – Non-household

Consumption (m^3)	Water service	
	CMOS Charge Elements: D7103 (Metered Potable Water Block Tariff)	
	CMOS Tariff Codes	Volume Charge (p/m^3)
0 - 20,000	NHHMPW1 – NHHMPW4	177.60
20,000 - 50,000	NHHMPW5	162.50
50,000 - 100,000	NHHMPW6	133.20
100,000 - 250,000		
Over 250,000	NHHMPW7	106.56

A.1.2 Metered wastewater charges

Non-household charges for wastewater services are levied as follows:

- Fixed charge (full or abated, charge varies by pipe size);
- Variable charge (based on metered usage and volumetric unit rate);
- Supplementary annual charge for large user status.

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A.1.2.1 Fixed charges

Table A.1-4 Fixed Charges per year – Non-household wastewater service

CMOS Tariff Codes: NHHMS1F – NHHMS8F and NHHMS1A – NHHMS8A CMOS Charge Elements: D7301 (Metered Sewerage Meter Fixed Charges)						
Pipe size (mm)	Inches	Wastewater				
		Highways Drainage	*Surface Water Drainage*	*Foul Drainage*	Full	Abated*
12/15	0.5	*£18.69*	*£32.46*	*£0.00*	£51.15	£18.69
20/22	0.75	*£51.57*	*£76.40*	*£0.00*	£127.97	£51.57
25/28	1.00	*£92.35*	*£136.44*	*£0.00*	£228.79	£92.35
30/32/35	1.25	*£143.93*	*£212.85*	*£0.00*	£356.78	£143.93
40/42	1.50	*£206.30*	*£307.01*	*£0.00*	£513.31	£206.30
50/54	2.00	*£367.03*	*£544.39*	*£0.00*	£911.42	£367.03
65	2.50	*£574.54*	*£851.36*	*£0.00*	£1,425.90	£574.54
75/80	3.00	*£826.42*	*£1,225.21*	*£0.00*	£2,051.63	£826.42
100	4.00	*£1,469.31*	*£2,178.93*	*£0.00*	£3,648.24	£1,469.31
125	5.00	*£2,295.75*	*£3,404.14*	*£0.00*	£5,699.89	£2,295.75
150	6.00	*£3,305.65*	*£4,902.25*	*£0.00*	£8,207.90	£3,305.65
200	8.00	*£5,877.26*	*£8,714.32*	*£0.00*	£14,591.58	£5,877.26
250	10.00	*£9,182.92*	*£13,615.20*	*£0.00*	£22,798.12	£9,182.92
300	12.00	*£13,223.82*	*£19,606.20*	*£0.00*	£32,830.02	£13,223.82

* Where a premises does not discharge surface water to our sewers, a rebate can be claimed based on pipe size.

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A.1.2.2 Supplementary large user annual charges

Table A.1-5 Supplementary large user annual charge

CMOS Charge Elements: D7302 (Metered Sewerage Supply Point Fixed Charges)				
Tariff		CMOS Tariff Codes	Consumption m^3	Annual Charge
Wastewater	Large volume user*	NHHMS7F NHHMS8F NHHMS7A NHHMS8A	Over 100,000	£20,034.00

***** Note that the supplementary large volume user charge for wastewater service relates exclusively to foul drainage.

A.1.2.3 Volumetric charges

Table A.1-6 Volumetric Charges (All rates in p/m^3) – Non-household

Consumption (m^3)	Wastewater service*	
	CMOS Charge Elements: D7303 (Metered Sewerage Block Tariff)	
	CMOS Tariff Codes	Volume Charge (p/m^3)
0 - 20,000	NHHMS1F – NHHMS4F NHHMS1A – NHHMS4A	105.44
20,000 - 50,000	NHHMS5F NHHMS5A	105.44
50,000 - 100,000	NHHMS6F NHHMS6A	105.44
100,000 - 250,000	NHHMS7F NHHMS7A	84.36
Over 250,000	NHHMS8F NHHMS8A	84.36

* Note that volumetric wastewater service charges relate exclusively to foul drainage.

Fixed charges for surface water drainage (CMOS Charge Elements: D7454) and highway drainage (CMOS Charge Elements: D7504) are levied through CMOS charge element D7301, as seen in the table above.

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If the non-household customer is subject to Trade Effluent charging but no Trade Effluent meter is installed, wastewater volumes will be split between domestic sewage and Trade Effluent by reference to Section A.2.2

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A.2 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, we will determine how much of each is discharged and apply charges as appropriate.

Trade Effluent charges are levied as follows:

- Variable charge for reception (based on metered usage and volumetric unit rate)
- Variable charge for primary treatment (based on metered usage and volumetric unit rate)
- Variable charge for biological treatment (based on volume, sample strength and unit rate)
- Variable charge for solids treatment (based on volume, sample strength and unit rate)
- Variable charge for ammonia treatment (based on volume, sample strength and unit rate)
- Fixed charge for trade effluent services (charge varies by consumption band); and
- Supplementary trade effluent annual charge for large user status.

In addition, a fixed charge and volume charge for wastewater services as detailed in section A.1 are also payable.

Volume charges for trade effluent are calculated by applying the following standard charges to the trade effluent formula shown in Part B.

Additional charges apply relating to sampling and analysis. These charges are detailed in Part C: Non-primary charges scheme and schedule and Additional Services.

Table A.2-1 Standard volume charge per cubic metre of trade effluent at average strength

CMOS Tariff Codes: NHHTE1S – NHHTE7S		
Description	CMOS Charge Elements	Charge (p/m^3)
Reception and Conveyance (R)	D7559 (Reception Block Tariff)	15.95
Primary Treatment (V)	D7560 (Volumetric Charging Component)	18.65
Biological treatment (B)	D7563 (Secondary Treatment Block Tariff)	23.91
Solids treatment (S)	D7564 (Sludge Treatment Charging Component)	22.88

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Table A.2-2 Other trade effluent charges

Description	CMOS Charge Elements	CMOS Tariff Codes	Charge
Ammoniacal nitrogen treatment charge per mg in excess of 35mg/l expressed as a fraction of 35	D7565 (Ammoniacal Nitrogen Charging Component)	NHHTE1S – NHHTE7S NHHTE4LV – NHHTE7LV NHHTELV NHHTELVSAT	2.89 p/m^3

Table A.2-3 Average strength factors used in trade effluent formula

CMOS Tariff Codes: NHHTE1S – NHHTE7S, NHHTE4LV – NHHTE7LV, NHHTELV, NHHTELVSAT, NHHTELVC, NHHSATE02 – NHHSATE09			
Mogden formula element	CMOS Charge Elements	Element symbol	Average strength
Chemical oxygen demand	D7566 (Chemical Oxygen Demand Base Value)	-Os	445mg/l
Settleable solids	D7567 (Suspended Solids Base Value	-Ss	336mg/l

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Table A.2-4 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 and lorry 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 we 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 A.2-5 Other trade effluent charges

Description	CMOS Charge Elements	CMOS Tariff Codes	Charge
Minimum charge per annum or duration of Consent, whichever is the shorter	D7570 (Trade Effluent Minimum Operational Charge)	NHHTE1S NHHTELVC	£142.84

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Table A.2-6 Trade Effluent fixed charges

		CMOS Charge Elements	
Discharge Volume (m^3 per annum)	CMOS Tariff Codes	D7571 (Trade Effluent Fixed Charge)	D7570 (Trade Effluent Minimum Operational Charge)
		Fixed Charge	Minimum Charge
0 - 500	NHHTELVC	N/A	£142.84
	NHHTE1S	-£26.50	
500 – 1,000	NHHTE2S	£0.00	N/A
1,000 – 5,000	NHHTE3S	-£51.00	N/A
5,000 – 20,000	NHHTE4S	£0.00	N/A

A.2.1 Large volume trade effluent user tariff

If the annual bill is more than £107,784 at any one site (or sites qualifying for aggregation), the charge will be based on our large user trade effluent tariff. This includes an annual charge in addition to the volumetric charges set out in Table A.2-7 Large user volume charge per cubic meter of trade effluent at average strength.

Table A.2-7 Large user volume charge per cubic meter of trade effluent at average strength

CMOS Tariff Codes: NHHTE4LV – NHHTE7LV, NHHTELV, NHHTELVSAT		
Description	CMOS Charge Elements	Charge (p/m^3)
Reception and Conveyance	D7559 (Reception Block Tariff)	12.96
Primary Treatment (V)	D7560 (Volumetric Charging	14.96
Biological treatment (B)	D7563 (Secondary Treatment Block	19.17
Solids treatment (S)	D7564 (Sludge Treatment Charging Component)	18.36
CMOS Tariff Codes: NHHTE4LV – NHHTE7LV, NHHTELV		
Description	CMOS Charge Elements	Fixed Charge
Large User annual fixed charge	D7571 (Trade Effluent Fixed Charge)	£21,556.86

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A.2.2 Calculated Discharges

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, we 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 you to submit these trade effluent volumes as calculated discharge volumes at the submission frequency specified by us.

A.2.3 Domestic sewage

Where domestic sewage and trade effluent are discharged from a premises, we will assess the amount of domestic sewage based upon the following values in Table A.2-8 Domestic Sewage assessed volume calculations, or by any other agreed method.

Table A.2-8 Domestic Sewage assessed volume calculations

Source of Domestic Sewage	Volume of Domestic Sewage (Litres per working day)
Full Time Workers	25
Part Time Workers	13
Drivers	6
Special Hygiene / Person	40
Canteen / Main Meal	25
Shower / Person	50
Auto Flush Cistern	900
Economiser	200
Flat / House Resident	180

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A.3 Unmetered charges

The wholesale water and wastewater services charge for a premises is calculated by applying a 'rate per pound' to the rateable value (RV) of the premises. There is a different rate for water and wastewater services, each expressed as pence per pound (of RV) and disclosed in Table A.3-1 and Table A.3-5. In addition, a yearly 'fixed charge' is applied; disclosed in, Table A.3-3 and Table A.3-7.

The rate per pound differs by charge area as seen in Table A.3-1 and Table A.3-5. The allocation of local authorities to charge areas can be seen in Table A.3-8.

A.3.1 Unmetered water charges

Non-household premises are subject to the following charges for water services:

- Fixed charge (charge varies by pipe size); and,
- Variable charge (based on RV of premises and local authority area).

A.3.1.1 Rateable value charges

Table A.3-1 Unmetered charges pence per pound of rateable value

CMOS Charge Elements: D7252 (Unmeasured Water RV Poundage)		
Charge Area	CMOS Tariff Codes (water)	Charge (pence)
1	NHHUW01 NHHUW3	84.38
2	NHHUW02 NHHUW4	101.05
3	NHHUW03 NHHUW6	112.56
4	NHHUW04 NHHUW1	110.29
5	NHHUW05 NHHUW2	112.26
6	NHHUW06 NHHUW5	129.81
7	NHHUW07 NHHUW7	154.66

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A.3.1.2 Related seasonal and other non-household charges

Where an unmetered supply only serves specific eligible non-household premises, a fixed annual charge for each unit will apply - and no variable charge will apply.

Table A.3-2 Unmetered water miscellaneous annual charges

Seasonal and other non-household charges	CMOS Charge Elements	CMOS Tariff Codes	Annual Charge
Domestic garages, car spaces and stores (per garage/space/store)	D7256 (Unmeasured Water Miscellaneous Type A Charge)	NHHUW01 – NHHUW07 NHHUW1 – NHHUW7 NHHUWSUN	£13.37 per year
Allotment tank and water/washdown point (per tank/point)	D7257 (Unmeasured Water Miscellaneous Type B Charge)		£33.90 per year
Sprinkler, cricket pitches, tennis courts, ornamental pond/fountain and disced supplies	D7258 (Unmeasured Water Miscellaneous Type C Charge)		£107.39 per year
Cattle troughs (per unmeasured cattle trough)	D7259 (Unmeasured Water Miscellaneous Type D Charge)		£214.53 per year
Minimum charge for meter minimum equivalents	D7260 (Unmeasured Water Miscellaneous Type E Charge)		£459.45 per year

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A.3.1.3 Fixed charges

Table A.3-3 Fixed Charges – unmetered per year – Non-household water service

CMOS Tariff Codes: NHHUW1 – NHHUW7 and NHHUW01 – NHHUW07 CMOS Charge Elements: D7264 (Unmeasured Water Pipe Fixed Charge)		
Pipe size (mm)	Inches	Water
12/15	0.5	£21.75
20/22	0.75	£21.75
25/28	1.00	£21.75
30/32/35	1.25	£21.75
40/42	1.50	£21.75
50/54	2.00	£21.75
65	2.50	£21.75
75/80	3.00	£21.75
100	4.00	£21.75

A.3.2 Unmetered wastewater charges

Non-household premises are subject to the following charges for wastewater services:

- Fixed charge (full or abated, charge varies by pipe size);
- Variable charge (based on RV of premises and local authority area).

A.3.2.1 Surface water drainage only charges

Table A.3-4 Fixed charge per year for surface water drainage only – Non-household

CMOS Tariff Codes: NHHUSDOF CMOS Charge Elements: D7401 (Unmeasured Sewerage Fixed Charge)				
	Wastewater			
	Highways Drainage	*Surface Water Drainage*	*Foul Drainage*	Total
All non-households	*£18.69*	*£32.46*	*£0.00*	£51.15

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A.3.2.2 Rateable value charges

Table A.3-5 Unmetered charges pence per pound of rateable value

CMOS Charge Elements: D7402 (Unmeasured Sewerage RV Poundage)		
Charge Area	CMOS Tariff Codes (waste)	Charge* (pence)
1	NHHUS01F, NHHUS01A NHHUS3F, NHHUS3A	42.91
2	NHHUS02F, NHHUS02A NHHUS4F, NHHUS4A	61.63
3	NHHUS03F, NHHUS03A NHHUS6F, NHHUS6A	66.86
4	NHHUS04F, NHHUS04A NHHUS1F, NHHUS1A	65.95
5	NHHUS05F, NHHUS05A NHHUS2F, NHHUS2A	68.35
6	NHHUS06F, NHHUS06A NHHUS5F, NHHUS5A	80.80
7	NHHUS07F, NHHUS07A NHHUS7F, NHHUS7A	93.97

* Note that rateable value wastewater service charges relate exclusively to foul drainage.

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A.3.2.3 Related seasonal and other non-household charges

For a Domestic Garage, Car Space or Store Area at an eligible non-household premises where there is no water supply, but surface water drains to our sewer, a wastewater fixed charge is payable.

Table A.3-6 Single lock-up garages, car spaces and stores – unmetered fixed charge per year

CMOS Charge Elements: D7406 (Unmeasured Sewerage Miscellaneous Type A Charge)			
Domestic garages, car spaces and stores	CMOS Tariff Codes	Annual Charge	
Wastewater fixed charge per garage, car space or store (per garage/space/store)	NHHUS01F – NHHUS07F NHHUS1F – NHHUS7F NHHUS01A – NHHUS07A NHHUS1A – NHHUS7A NHHUSSUN	*Highways drainage*	*£0.00 per year*
		Surface water drainage	*£8.18 per year*
		Foul drainage	*£0.00 per year*
		Charge	£8.18 per year

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A.3.2.4 Fixed charges

Table A.3-7 Fixed Charges – unmetered per year – Non-household wastewater service

CMOS Tariff Codes: NHHUS1F – NHHUS7F and NHHUS01F – NHHUS07F and NHHUS1A – NHHUS7A and NHHUS01A – NHHUS07A CMOS Charge Elements: D7414 (Unmeasured Sewerage Pipe Fixed Charge)						
Pipe size (mm)	Inches	Wastewater				
		Highways drainage	*Surface water drainage*	*Foul drainage*	Full	Abated*
12/15	0.5	*£18.69*	*£32.46*	*£0.00*	£51.15	£18.69
20/22	0.75	*£51.57*	*£76.40*	*£0.00*	£127.97	£51.57
25/28	1.00	*£92.35*	*£136.44*	*£0.00*	£228.79	£92.35
30/32/35	1.25	*£143.93*	*£212.85*	*£0.00*	£356.78	£143.93
40/42	1.50	*£206.30*	*£307.01*	*£0.00*	£513.31	£206.30
50/54	2.00	*£367.03*	*£544.39*	*£0.00*	£911.42	£367.03
65	2.50	*£574.54*	*£851.36*	*£0.00*	£1,425.90	£574.54
75/80	3.00	*£826.42*	*£1,225.21*	*£0.00*	£2,051.63	£826.42
100	4.00	*£1,469.31*	*£2,178.93*	*£0.00*	£3,648.24	£1,469.31

* Where a non-household premises does not discharge surface water to our sewers, a rebate can be claimed based on pipe size.

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A.3.3 Charge areas

Table A.3-8 Charge areas

Charge Area	Local Authority Areas	Charge Area	Local Authority Areas	Charge Area	Local Authority Areas
1	Kensington & Chelsea London, City of Westminster	4	Barnet Broxbourne East Hertfordshire Enfield Epping Forest Haringey Welwyn Hatfield Brentwood* Harlow* Luton* North Hertfordshire* Stevenage* Uttlesford*	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*
2	Barking & Dagenham Brent Camden Hackney Hammersmith & Fulham Islington Newham Redbridge Tower Hamlets Waltham Forest Havering*				
3	Bexley Bromley Croydon Dartford Epsom & Ewell Gravesham Greenwich Kingston Lambeth Lewisham Merton Richmond Sevenoaks Southwark Sutton Tandridge Wandsworth Tonbridge & Malling*	5	Chiltern Dacorum Ealing Hounslow Slough South Buckinghamshire Spelthorne Wycombe Harrow* Hertsmere* Hillingdon* St. Albans* South Bedfordshire* Three Rivers* Watford*	7	Aylesbury Vale Cherwell Cotswold North Wiltshire Oxford South Oxfordshire Swindon Vale of White Horse West Oxfordshire Daventry* South Northamptonshire* Stratford* Tewkesbury*

* Customers in these local authorities do not receive water service from Thames Water.

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A.4 Business Assessed charges

Where it is impractical to meter non-household premises we may assess water usage. In this circumstance we 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, we 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. If the non-household customer is subject to Trade Effluent charging but no Trade Effluent meter is installed, assessed wastewater volumes will be split between domestic sewage and Trade Effluent by reference to Section A.2.2.

The volumetric charge to the premises is calculated by multiplying the assessed usage by the volumetric tariff. A business assessed fixed charge is payable in addition based on pipe size.

If circumstances change, and this change affects the basis of the assessed charges, you should notify us and/or the market operator with the updated information as appropriate. You must update any change to the SIC code data held by the market operator directly. Should you become aware of other relevant changes (such as a change in the number of employees at the site, or the addition of catering facilities) you must submit these details to us using the relevant form (specified in the Wholesale-Retail Code) within 30 business days of the date on which you became aware of the change.

Table A.4-1 Business Assessed bands

Business type	Band	Assessed Usage per Full Time Employee (or equivalent)
Shops, Offices, Doctors Surgeries	1	15 m^3 per year
Hairdressers, Dental Practices, Takeaways	2	50 m^3 per year
Cafes, Restaurants, Schools, Nurseries, Guest Houses, B&Bs	3	100 m^3 per year
Dry Cleaners, Sports Facilities, Clubs, Bars, Pubs	4	200 m^3 per year
Factories, Hospitals, Community Centres, Church Halls, Communal Areas, Golf Courses, Farms	5	By inspection

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A.4.1 Business assessed water charges

Business Assessed premises are charged as follows for water services:

- Fixed charge (charge varies by pipe size)
- Variable charge (based on assessed usage and volumetric unit rate)

A.4.1.1 Fixed charges

Table A.4-2 Business Assessed fixed charges per year – water service

CMOS Tariff Codes: NHHAW1 – NHHAW4 CMOS Charge Elements: D7202 (Assessed Water Meter Fixed Charges)		
Assessed pipe size (mm)	Inches	Water
12/15	0.5	£0.00
20/22	0.75	£0.00
25/28	1.00	£0.00
30/32/35	1.25	£0.00
40/42	1.50	£0.00
50/54	2.00	£0.00
65	2.50	£0.00
75/80	3.00	£0.00
100	4.00	£0.00

A.4.1.2 Volumetric charges

Table A.4-3 Business assessed volumetric charges

Assessed Usage (m^3 per year)	Water service	
	CMOS Charge Elements: D7203 (Assessed Water Volumetric Charge)	
	CMOS Tariff Codes	Volume Charge (p/m^3)
0 - 20,000	NHHAW1 – NHHAW4	177.60

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A.4.2 Business assessed wastewater charges

Business Assessed premises are charged as follows for wastewater services:

- Fixed charge (full or abated, charge varies by pipe size)
- Variable charge (based on assessed usage and volumetric unit rate)

A.4.2.1 Fixed charges

Table A.4-4 Business Assessed fixed charges per year – wastewater service

CMOS Tariff Codes: NHHAS1F – NHHAS4F and NHHAS1A – NHHAS4A CMOS Charge Elements: D7352 (Assessed Sewerage Meter Fixed Charges)						
Assessed pipe size (mm)	Inches	Wastewater				
		Highways drainage	*Surface water drainage*	*Foul drainage*	Full	Abated*
12/15	0.5	*£18.69*	*£32.46*	*£0.00*	£51.15	£18.69
20/22	0.75	*£51.57*	*£76.40*	*£0.00*	£127.97	£51.57
25/28	1.00	*£92.35*	*£136.44*	*£0.00*	£228.79	£92.35
30/32/35	1.25	*£143.93*	*£212.85*	*£0.00*	£356.78	£143.93
40/42	1.50	*£206.30*	*£307.01*	*£0.00*	£513.31	£206.30
50/54	2.00	*£367.03*	*£544.39*	*£0.00*	£911.42	£367.03
65	2.50	*£574.54*	*£851.36*	*£0.00*	£1,425.90	£574.54
75/80	3.00	*£826.42*	*£1,225.21*	*£0.00*	£2,051.63	£826.42
100	4.00	*£1,469.31*	*£2,178.93*	*£0.00*	£3,648.24	£1,469.31

*Where a non-household premises does not discharge surface water to our sewers, a rebate can be claimed based on pipe size.

A.4.2.2 Volumetric charges

Table A.4-5 Business assessed volumetric charges

Assessed Usage (m^3 per year)	Wastewater service*	
	CMOS Charge Elements: D7353 (Assessed Sewerage Volumetric Charge)	
	CMOS Tariff Codes	Volume Charge (p/m^3)
0 - 20,000	NHHAS1F – NHHAS4F NHHAS1A – NHHAS4A	105.44

* Note that volumetric wastewater service charges relate exclusively to foul drainage

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A.5 Special agreement charges

A small number of non-household premises are charged according to special agreements as listed below. The special agreement reference is as published in our Special Agreement Register (2016-17).

A.5.1 Wastewater special agreements

Premises which receive wastewater charges under a special agreement are charged as follows:

Table A.5-1 Charges for special agreement wastewater supplies

Special Agreement reference *[CMOS Tariff Codes]*	*Highways drainage*	*Surface water drainage*	*Foul drainage*	Charge
	Fixed charge per year CMOS Charge Elements: D7301 (Metered Sewerage Meter Fixed			
TMSSEW1 *[NHHSAMS7A]*	*£3,305.65*	*£0.00*	*£0.00*	£3,305.65
TMSSEW2 *[NHHSAMS8A]*	*£3,305.65*	*£0.00*	*£0.00*	£3,305.65
	Supplementary Large User Annual Charge CMOS Charge Elements: D7302 (Metered Sewerage Supply Point Fixed Charges)			
TMSSEW1 *[NHHSAMS7A]*	*£0.00*	*£0.00*	*£20,034.00*	£20,034.00
TMSSEW2 *[NHHSAMS8A]*	*£0.00*	*£0.00*	*£20,034.00*	£20,034.00
	Volume Charge - Wastewater (p/m^3) CMOS Charge Elements: D7303 (Metered Sewerage Block Tariff)			
TMSSEW1 *[NHHSAMS7A]*	*0.00*	*0.00*	*67.01*	67.01
TMSSEW2 *[NHHSAMS8A]*	*0.00*	*0.00*	*69.59*	69.59

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A.5.2 Trade Effluent special agreements

Premises which receive Trade Effluent charges made under a special agreement are charged as follows:

Table A.5-2 Charges for special agreement Trade Effluent supplies

	Unit rates are in p/m³ of trade effluent at average strength				Annual Charge
Special Agreement reference *[CMOS Tariff Codes]*	CMOS Charge Elements				
	D7559 (Reception Block Tariff)	D7560 (Volumetric Charging Component)	D7563 (Secondary Treatment Block Tariff)	D7564 (Sludge Treatment Charging Component)	D7571 (Trade Effluent Fixed Charge)
	Reception & Conveyance (R)	Primary Treatment (V)	Biological Treatment (B)	Solids Treatment (S)	Fixed charge
TMSTE1 *[NHHSATE02]*	n/a	15.85	23.91	22.88	n/a
TMSTE3 *[NHHSATE04]*	15.95	18.65	23.91	22.88	£313,523.00
TMSTE4 *[NHHSATE05]*	5.98	9.14	11.71	11.21	£0.00
TMSTE5 *[NHHSATE06]*	15.95	n/a	n/a	n/a	n/a
TMSTE8 *[NHHSATE08]*	n/a	16.54	23.91	22.88	£5,000.00
TMSTE9 *[NHHSATE09]*	n/a	14.96	19.17	18.36	£21,556.86

Where required, charges for Ammoniacal Nitrogen Treatment per mg in excess of 35mg/l expressed as a fraction of 35 are also applied at a rate of 2.89 pence per m³ (CMOS Charge Element D7565 – Ammoniacal Nitrogen Charging Component).

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A.6 Sundry charges

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

Table A.6-1 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

Table A.6-2 Use of hydrants

Use of hydrants	Charge
Daily rate	£150.90
Subsequent days	£53.62

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 A.6-3 Regular user licence per item

Regular user licence per item	Charge
Low demand (0 – 1.0m^3 a day) Only applicable to 20mm standpipes	£410.25 a year
Average demand (1.0 – 10.0m^3 a day)	£2,083.50 a year
High demand (10.0 – 20.0m^3 a day)	£4,175.05 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 £142.11 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.

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A.7 Infrastructure charges

For the infrastructure charges please refer to the charges published on our Website.

A.8 Wholesale connection charges

You can find the charges for the provision of water main, connection of a service pipe to one of our mains, drain or sewer communication with our public sewers and provision of a lateral drain, in the Charging arrangements for new connection services document published on our Website

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Part B: Primary charges scheme

B.1 Water and Wastewater supply wholesale charges scheme 2023

This scheme, referred to as the Thames Water Utilities Limited Water supply and Wastewater wholesale charges scheme 2023, is made by Thames Water under Section 143 of the Water Industry Act 1991 (as amended) and shall operate from 1 April 2023 until 31 March 2024 inclusive.

Part A: Part B and Part F: of this document set out wholesale charges applicable to households and wholesale charges that we make to retailers for the provision of services to non-household customers.

These charges apply to the period 1 April 2023 until 31 March 2024.

Wholesale charges have been prepared to comply with wholesale charging rules issued by Ofwat. Although the wholesale charging rules only apply to charges that wholesalers make to retailers for the provision of services to non-household customers, for the purposes of demonstrating compliance with the price controls determined by Ofwat in respect of wholesale activities, we are required (under Licence condition B), to publish all wholesale charges in one document. Thames Water is required by the Licence and under the terms of an agreement with the Infrastructure Provider (Bazelgette Tunnel Limited) to make payments to the Infrastructure Provider in respect of costs incurred by the Infrastructure Provider relating to the Thames Tideway Tunnel. The tariffs set out in Part B: Primary tariff schedule have been calculated to include provision for Thames Water to finance this obligation.

B.1.1 Interpretation

(1) Subject to sub-clause (2), the Interpretation Act 1978 shall have effect for the interpretation of this scheme as it has effect for the interpretation of an Act of Parliament.

(2) All of the defined terms that are set out in Part E: Defined Terms of the Wholesale Tariff Document and appear in this scheme shall have the meaning set out in Part E: Defined Terms of the Wholesale Tariff Document.

B.1.2 General

(1) It is intended that the charges to be made under this scheme will, with any other relevant sources of revenue, provide the income necessary to finance the water supply, wastewater, and sewage disposal functions of Thames Water. These include elements of foul water, surface water and highway drainage. These charges will be fixed with due regard to the principles laid down in The Act and in Condition E of the Licence.

(2) To the extent that any part of this charges scheme is inconsistent with any agreement between a retailer and Thames Water, the terms of the agreement will prevail.

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B.1.3 Payment of charges by retailers

The charges calculated shall be due and payable in accordance with the provisions of the Wholesale Contract for Wholesale Services between Thames Water and the retailer.

B.1.4 Aggregation of charges

If the water supply to any connected premises is on a basis falling under more than one of clauses B.2.2.1, B.2.2.2, B.5.2.1 and B.5.2.2 then the charges payable shall be the sum of the charges provided for under the relevant clauses

B.2 Metered charges

B.2.1 Metered water charges

B.2.1.1 Charges for metered supplies

There shall be payable to Thames Water in respect of water supplied by meter, an amount equal to the sum of the following charges: the volume charge in (a) below; plus the graduated fixed charge in (b) below; plus the additional charge (if applicable) in (c) below; plus the reservation charge (if applicable) in (d) below.

(a) Volume charge - The amount produced by multiplying the volume of water supplied as measured by the meter or as estimated by Thames Water by a rate per cubic metre as shown in the Part A: Primary tariff schedule. There are four separate tariffs:

- Tariff band 1 (0-20,000m^3), which applies to Eligible Premises where the annual volume of water supplied is less than twenty thousand cubic metres;
- Tariff band 2 (20,000-50,000m^3), which applies to Eligible Premises where the annual volume of water supplied is between twenty thousand and fifty thousand cubic metres;
- Tariff band 3 (50,000-250,000m^3), which applies to Eligible Premises where the annual volume of water supplied is between fifty thousand and two hundred and fifty thousand cubic metres; and,
- Tariff band 4 (over 250,000m^3), which applies to Eligible Premises where the annual volume of water supplied is more than two hundred and fifty thousand cubic metres.

PROVIDED ALWAYS that:

i) Thames Water may at its absolute discretion determine that Eligible Premises subject to a special agreement regarding charges for water supply will not be eligible for the above tariffs;

ii) where the retailer can demonstrate that water has been used for the purposes of fighting a fire, testing firefighting equipment or providing firefighting training, Thames Water will make an Allowance for any water used by calculating a

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reasonable estimate of the water used for these purposes based on information provided by the retailer; and,

iii) Thames Water will combine metered consumption volumes across multiple meters and across multiple Eligible Premises for the purposes of establishing volumes for large use charges eligibility, but only where the Eligible Premises are in the same occupation and only divided by a highway, other public right of way, railway or watercourse, but are otherwise immediately adjacent.

iv) Thames Water will charge you for all water passing through a meter. This includes water lost through leakage from an internal or external supply pipe owned by the retailer's customer which serves the Eligible Premises; and

v) The leakage allowance contained in the Thames Water Household Charges Scheme will apply in any circumstances where it can be established to Thames Water's satisfaction that the Eligible Premises includes Domestic Premises, as defined in Condition H of the Instrument of Appointment, and all relevant criteria set out in Condition H has been satisfied.

vi) Where the retailer can demonstrate that water has been lost by leakage from the supply pipe owned by the retailer's customer which serves the Eligible Premises, Thames Water will make an Allowance against water charges to account for water lost by leakage where the following applies:

- The supply point is metered
- The leaked water (in part, or entirety) did not return to the public sewer
- Evidence of the leak has been provided to Thames Water's satisfaction
- The leak has been repaired within six weeks of the leak being confirmed to Thames Water
- The Allowance is claimed within six months of the date of repair
- The leak has not been caused by negligence of the retailer's customer, the retailer, or any third party
- Only one Allowance will be granted within a 12 month period
- If the occupier has changed within 24 months of an Allowance being granted at the premise, the new occupier can make a claim and will not be penalised for a previous occupiers claim
- Customers with multiple premises or multi supplies on a premises would be able to apply for an Allowance per metered supply in line with the time constraints above
- Thames Water has not served a notice in connection with the leak under the provisions of section 75 of The Act.

The Allowance against water charges will be paid for a period from the date the leak commenced or twelve months prior to the date the leak was fixed, whichever is the shorter. The Allowance will be based on Thames Water's reasonable estimate of the volume lost by leakage with reference to historical consumption data for the Eligible Premises as well as meter readings for the Eligible Premises following repair of the leak.

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(b) Graduated fixed charge - a graduated fixed charge in respect of each service pipe which is used for the water supply, the amount of which is shown in Part A: Primary tariff schedule fixed by reference to the size of the relevant service pipe.

(c) Additional charge - for each single site where Tariff bands 2, 3 or 4 apply, an additional daily charge is payable, the amount of which is shown in Part A: Primary tariff schedule.

(d) Reservation Charges - in cases where there is an alternative supply to the one provided by Thames Water; the Eligible Premises shall be subject to such reservation charges as may be approved from time to time by the Water Services Regulation Authority. These approved charges will be published on the Thames Water website (thameswater.co.uk).

B.2.1.2 Other charges

(1) For services performed, facilities provided, or rights made available in pursuance of the water supply function of Thames Water, other than those referred to above, Thames Water may fix such charges as deemed by Thames Water to be appropriate.

(2) Without prejudice to the generality of sub-clause (1) and its ability to fix further charges some other charges which have already been fixed by Thames Water are shown in Part A: Primary tariff schedule.

B.2.2 Metered wastewater charges

B.2.2.1 Wastewater charges where water supply to eligible premises is metered

(1) Subject to Clause B.2.2.1(2): and where the charges for water have been fixed by Thames Water or another water undertaker by reference to volume, there shall be payable to Thames Water an amount equal to the sum of the following charges: the volume charge in (a) below; plus the graduated fixed charge in (b) below; plus the additional charge (if applicable) in (c) below.

(a) Volume charge - the amount produced by multiplying the volume of water supplied as measured by a meter used by Thames Water or other water undertaker, or as estimated by Thames Water by a rate per cubic metre as shown in Part A: Primary tariff schedule. However, where it is shown to the satisfaction of Thames Water that more than five percent of the measured quantity (less any quantity which in Thames Water's opinion has been lost through leakage) is not discharged to a public sewer, that volume shall for the purposes of this calculation be reduced by such quantity from the date on which this was brought to the attention of Thames Water in writing. Thames Water may review the validity of the Allowance given under this sub-clause B.2.2.1(1)(a) at any time and adjust the charges to reflect any change in circumstances. There are two separate tariffs:

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- Tariff band 1 (below 100,000 m^3 per annum), which applies to Eligible Premises where the annual volume of water supplied is less than one hundred thousand cubic metres; and,

- Tariff band 2 (above 100,000 m^3 per annum) which applies to Eligible Premises where the annual volume of water supplied is above one hundred thousand cubic metres;

PROVIDED ALWAYS that:

i) Thames Water may at its absolute discretion determine that Eligible Premises subject to a special agreement regarding wastewater charges for Eligible Premises will not be eligible for the above tariffs.

ii) Where the retailer can demonstrate that water has been used for the purposes of fighting a fire, testing fire equipment or providing firefighting training, Thames Water will make an Allowance for any water used by calculating a reasonable estimate of the water used for these purposes based on information provided by the retailer.

iii) Thames Water will combine metered consumption volumes across multiple meters and across multiple Eligible Premises for the purposes of establishing volumes for large use charges eligibility, but only where the Eligible Premises are in the same occupation and only divided by a highway, other public right of way, railway or watercourse, but are otherwise immediately adjacent.

iv) Where the retailer can demonstrate that water has been lost by leakage from the supply pipe owned by the retailer's customer which serves the Eligible Premises, Thames Water will make an Allowance against wastewater charges to account for water lost by leakage where the following applies:

- The supply point is metered
- The leaked water (in part, or entirety) did not return to the public sewer
- Evidence of the leak has been provided to Thames Water's satisfaction
- The leak has been repaired within six weeks of the leak being confirmed to Thames Water
- The Allowance is claimed within six months of the date of repair
- The leak has not been caused by negligence of the retailer's customer, the retailer, or any third party
- Only one Allowance will be granted within a 12 month period
- If the occupier has changed within 24 months of an Allowance being granted at the premise, the new occupier can make a claim and will not be penalised for a previous occupiers claim
- Customers with multiple premises or multi supplies on a premises would be able to apply for an Allowance per metered supply in line with the time constraints above
- Thames Water has not served a notice in connection with the leak under the provisions of section 75 of The Act.

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The Allowance against wastewater charges will be paid for a period from the date the leak commenced or twelve months prior to the date the leak was fixed, whichever is the shorter. The Allowance will be based on Thames Water's reasonable estimate of the volume lost by leakage with reference to historical consumption data for the Eligible Premises as well as meter readings for the Eligible Premises following repair of the leak.

(b) Graduated fixed charge

(i) A graduated fixed charge in respect of each pipe which is used for the water supply, the amount of which is shown in the Part A: Primary tariff schedule fixed by reference to the size of the pipe (including where appropriate a notional pipe size).

(ii) Where Thames Water is satisfied that of the water supplied to the relevant Eligible Premises (as shown on the relevant return) a quantity is not discharged to a public sewer there will be a reduction in the volume of wastewater billed as detailed in B.2.2.1(1)(a). There is no longer an abatement against graduated fixed charges.

(iii) Where Thames Water is satisfied that the discharge rate in any Trade Effluent Consent granted in respect of Eligible Premises under the Public Health (Drainage of Trade Premises) Act 1937 or The Act exceeds the potential rate of water supplied by Thames Water or other water undertaker, the graduated fixed charge payable will be based on the notional size of the relevant service pipe, as determined by Thames Water.

(iv) No Abatement of the fixed charge will be granted in respect of any contents discharged to the public sewer from Eligible Premises which constitutes trade effluent in respect of which volume charges are payable under the Trade effluent wholesale charges scheme 2023

(c) Additional charge - for each single site where Tariff band 2 applies, an additional daily charge is payable, the amount of which is shown in Part A: Primary tariff schedule.

(2) Where the charges for water supplied to the Eligible Premises have been fixed by reference to volume by a water undertaker other than Thames Water, Thames Water may at its discretion decide that wastewater charges will not be paid by reference to volume, but under the provisions of Clause B.5.2.1 or B.6.2:

B.2.2.2 Wastewater charges where water supply to eligible premises is obtained in pursuance of a relevant abstraction licence

(1) For the purposes of this Clause B.2.2.2 the relevant volume to be used in calculating the charges ("relevant volume") shall be determined as follows:

(i) Where the retailer has delivered returns, the contents of which are accepted as accurate by Thames Water, specifying (for such period of twelve months as may be required by Thames Water) both the volume of water abstracted in pursuance of the Relevant Abstraction Licence for use on the Eligible Premises and the volume of water so abstracted which was discharged to a public sewer, the relevant volume will be the volume shown on the return as having been discharged to the public sewer;

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(ii) Where the retailer has not delivered such a return of water discharged to a public sewer as is specified in the preceding paragraph (i) but has delivered a return, the contents of which have been accepted as accurate by Thames Water, specifying the volume of water abstracted in pursuance of the Relevant Abstraction Licence for use on the Eligible Premises for such a period of twelve months as may be required by Thames Water, that will be the relevant volume; and,

(iii) Where a retailer has delivered neither such return of water discharged to a public sewer as is specified in the preceding paragraph (i) nor such return of the water abstracted under the relevant abstraction notice as is specified in paragraph (ii), then the relevant maximum volume will be the volume authorized to be abstracted by the Relevant Abstraction Licence.

(2) There shall be payable to Thames Water in respect of Eligible Premises where a water supply is obtained in pursuance of a Relevant Abstraction Licence, an amount equal to the sum of the following charges: the volume charge in (a) below; plus the graduated fixed charge in (b) below; plus the annual charge (if applicable) in (c) below:

(a) Volume charge - the amount produced by multiplying the relevant volume by a rate per cubic metre as shown in the Part A: Primary tariff schedule.

- Tariff band 1 (below 100,000 m^3 per annum), which applies to Eligible Premises where the annual volume of water supplied is less than one hundred thousand cubic metres; and,
- Tariff band 2 (above 100,000 m^3 per annum) which applies to Eligible Premises where the annual volume of water supplied is above one hundred thousand cubic metres;

PROVIDED ALWAYS that:

(i) Thames Water may at its absolute discretion determine that Eligible Premises subject to a special agreement regarding wastewater charges for Eligible Premises will not be eligible for the above tariffs; and,

(ii) Thames Water will combine consumption volumes across multiple meters and across multiple Eligible Premises for the purposes of establishing volumes for large use charges eligibility, but only where the Eligible Premises are in the same occupation and only divided by a highway, other public right of way, railway or watercourse, but are otherwise immediately adjacent.

(b) Graduated fixed charge

(i) A graduated fixed charge in respect of each pipe which is used for the water supply in pursuance of the Relevant Abstraction Licence, the amount of which is shown in the Part A: Primary tariff schedule fixed by reference to the size of the pipe.

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Where Thames Water is satisfied that of the water supplied to the relevant Eligible Premises (as shown on the relevant return) a quantity is not discharged to a public sewer there will be a reduction in the volume of wastewater billed as detailed in B.2.2.1(1)(a). There is no longer an abatement against graduated fixed charges.

(ii) At the discretion of Thames Water.

(iii) No Abatement of the fixed charge will be granted in respect of any contents discharged to the public sewer from Eligible Premises which constitutes trade effluent in respect of which volume charges are payable under B.4 Trade effluent wholesale charges scheme 2023

(c) For each single site where Tariff band 2 applies, an additional daily charge is payable, the amount of which is shown in Part A: Primary tariff schedule.

B.2.2.3 Other charges

(1) For services performed, facilities provided, or rights made available in pursuance of the wastewater and sewage disposal functions of Thames Water, other than those referred to above Eligible Premises, Thames Water may fix such charges as appear to be appropriate.

(2) Without prejudice to the generality of sub-clause (1) and its ability to fix further charges, some other charges which have already been fixed by Thames Water are shown in Part A: Primary tariff schedule. These are charges for the reception, treatment and disposal of the contents of cesspools and septic tanks in accordance with the following provisions:

(a) The charges shall have regard to the estimated annual regional costs of the service for the relevant year;

(b) There shall be two rates of charge based on the strength of the effluent received from the cesspools and/or septic tanks. These rates apply to those sites where the strength of effluent is monitored:

(i) The first rate will apply to effluent with a suspended solids (SS) strength of 399 milligrams per litre (mg/l) or less;

(ii) The second rate will apply to effluent with a SS strength of 400 mg/l and above;

(c) The charges shall be calculated by multiplying the charge for monitored loads per cubic metre as shown in Part A: Primary tariff schedule fixed by reference to the quantity delivered to Thames Water;

(d) The charges shall be payable by the person requesting the service forthwith on delivery of an account by Thames Water to that person; and,

(e) The rate of charge to be applied shall be determined on the basis of Thames Water's measurement of the strength of the effluent. However, where for any

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reason no such measurement is made, the rate of charge shall be calculated by multiplying the charge as shown in Part A: Primary tariff schedule fixed by reference to the quantity delivered to Thames Water.

B.2.2.4 Trade Effluent charges

Where premises discharge both sewage and trade effluent, Thames Water will determine, at its discretion but following consultation with the retailer, the proportion of the discharge which is to be charged under this Scheme and the proportion which is to be charged under the B.4

B.3 Surface water rebates

Surface Water Rebates - in cases where the retailer has established to the satisfaction of Thames Water that no surface water from Eligible Premises drains to a public sewer, the wastewater charges shall be reduced by the amount shown in Part A: Primary tariff schedule.

Thames Water does not consider it appropriate to reduce charges where some (but not all) surface water from Eligible Premises has been diverted away from a public sewer. The additional administrative burden and cost to accurately and fairly calculate partial surface water rebates based on the proportion of surface water from each property that is diverted away from our sewers would be considered prohibitive. If at some future date Thames Water introduces surface water drainage charging on a site areas basis, this policy will be reviewed.

Any rebate will be applied from the date of a written application up to a maximum of 6 years where evidence is provided.

B.4 Trade effluent wholesale charges scheme 2023

This scheme, referred to as the Thames Water Trade Effluent wholesale charges scheme 2023 is made by Thames Water Utilities Limited under section 143 of the Water Industry Act 1991 (as amended) and shall operate from 1 April 2023 until 31 March 2024 inclusive.

Part A: Part B and Part F: of this document set out wholesale charges applicable to households and wholesale charges that we make to retailers for the provision of services to non-household customers.

These charges apply to the period 1 April 2023 until 31 March 2024.

Wholesale charges have been prepared to comply with wholesale charging rules issued by Ofwat. Although the wholesale charging rules only apply to charges that wholesalers make to retailers for the provision of services to non-household customers, for the purposes of demonstrating compliance with the price controls determined by Ofwat in respect of wholesale activities, we are required (under Licence condition B), to publish all wholesale charges in one document.

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B.4.1 Interpretation

(1) Subject to sub-clause (2), the Interpretation Act 1978 shall have effect for the interpretation of this scheme as it has effect for the interpretation of an Act of Parliament.

(2) All of the defined terms that are set out in Part E: Defined Terms of the Wholesale Tariff Document and appear in this scheme shall have the meaning set out Part E: Defined Terms of the Wholesale Tariff Document.

B.4.2 General

(1) It is intended that the charges to be made under this scheme for the availability of facilities and the reception of trade effluent from Eligible Premises into Thames Water's public sewers will provide the income necessary to finance the reception, conveyance, treatment and disposal of trade effluent in pursuance of the wastewater and sewage disposal function of Thames Water. These charges will be fixed with due regard to the principles laid down in Chapter 1 of Part V of the 1991 Act and in the Licence.

(2) Charges under this scheme will have regard to the volume and strength of the trade effluent discharges from Eligible Premises related to the cost of reception, conveyance, treatment and disposal of sewage averaged over the whole of Thames Water's area.

(3) The charges under this scheme are levied in accordance with the provisions of the 1991 Act and the Licence and any taxes imposed by law on the making of such charges shall be recoverable in addition to such charges.

(4) To the extent that any part of this charges scheme is inconsistent with any agreement between a retailer and Thames Water, the terms of the agreement will prevail.

B.4.3 Charges

(1) Subject to the succeeding provisions of this scheme there shall be payable to Thames Water in respect of the reception of trade effluent discharge from relevant premises into Thames Water's public sewers in pursuance of a Consent or Agreement.

(i) The greater in any billing period of

(a) charges derived by applying to the volume of trade effluent as calculated or agreed under the terms of the relevant Consent or Agreement, a charge calculated either in accordance with the formula set out in sub clause (2) below PROVIDED ALWAYS;

1) that in respect of those discharges specified in Part A: Primary tariff schedule in the table headed "Agreed strength discharges" the value of Ot and St in this formula shall be deemed to be as specified in the table. This formula may be varied by Agreement when special circumstances apply (e.g. capital contributions by the charge payer for works on Thames Water's infrastructure);

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2) where the discharge is contaminated surface water and the volume is not metered, the volume will be calculated by reference to average rainfall over the contaminated surface area;
3) where the total volume of the discharge is measured by a meter which is owned or maintained by the non-household customer and does not have the capacity record a continuous index read, the meter reading will be accepted as the calculated discharge and the non-household customer will be required to submit the readings to Thames Water at specified intervals;
4) Thames Water will combine metered consumption volumes across multiple meters and across multiple Eligible Premises for the purposes of establishing volumes for large use charges eligibility, but only where the Eligible Premises are in the same occupation and only divided by a highway, other public right of way, railway or watercourse, but are otherwise immediately adjacent;

or,

(b) the appropriate portion of the annual minimum charge shown in Part A: Primary tariff schedule.

plus,

(ii) any charges for sampling and analysis which might be applicable by virtue of sub-clause (4) below; plus,

(iii) any additional treatment charges which may apply by virtue of sub-clause (5) below.

(2) (i) Volume and strength charge - standard tariff

The charge per cubic metre of trade effluent shall be derived from the formula below: –

$$R + V + \frac{Ot}{Os}B + \frac{St}{Ss}S$$

Where:

R = the amount shown in Part A: Primary tariff schedule. This is the volume related wastewater charge for receiving into its public sewers and conveying one cubic metre of foul sewage to Thames Water's sewage treatment works;
V = the amount shown in Part A: Primary tariff schedule. This is the charge for primary treatment of one cubic metre of foul sewage at Thames Water's sewage treatment works;
Ot = the Chemical Oxygen Demand of the trade effluent (in milligrams per litre) after one hour of quiescent settlement or such other parameter as may be determined by Thames Water;
Os = the Chemical Oxygen Demand of average strength settled foul sewage (in milligrams per litre) after one hour of quiescent settlement or such other parameter as determined at Thames Water's sewage treatment works;

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B = the amount shown in Part A: Primary tariff schedule. This is the charge per cubic metre of settled sewage of average strength for biological oxidation at Thames Water's sewage treatment works;
St = the total suspended solids settleable in one hour from the trade effluent at pH 7.0 or at the pH of mixed sewage (in milligrams per litre);
Ss = the total suspended solids removed from average strength foul sewage by settlement (in milligrams per litre) in one hour at pH 7.0 or the pH of mixed sewage as determined by Thames Water; and
S = the amount shown in Part A: Primary tariff schedule. This is the charge per cubic metre of settled sewage of average strength for treatment and disposal of sludge at Thames Water's sewage treatment works.

(3) In sub-clause (2) references to Ot and St will in each case refer to values which have been determined by one of the following methods:

(i) by reference to the mid-point of a band determined by Thames Water by samples taken for charging purposes (this is known as banded billing); or,

(ii) where:
(a) the maximum daily discharge permitted under a Consent exceeds four hundred cubic metres; or,
(b) the values of Ot and St for a relevant Consent are highly variable; or,
(c) the values of Ot and St for a relevant Consent exceed the maximum value in the bands determined by Thames Water under paragraph (i) of this sub-clause by reference to a sampling programme directed by Thames Water (this is known as sampled billing); or,

(iii) for certain categories of premises determined by Thames Water, by reference to a standard value determined by Thames Water (this is known as standard strength billing).

(4) Where the strength of the trade effluent subject to this scheme is unknown, Thames Water will take, for analysis, the number of samples statistically required to demonstrate the accurate trade effluent strength for charging purposes. The sampling and analysis charge payable under sub-clause (1) (ii) above shall be the charge shown in Part C: Non-primary charges scheme and schedule and Additional Services.

(5) Where samples taken by Thames Water establish that there has been a breach of an Agreement or a Consent, the retailer shall be liable to pay the sampling and analysis charge for each sample that was necessary to take in order to establish such a breach, which shall be the charge shown in Part C: Non-primary charges scheme and schedule and Additional Services.

(6) Where the trade effluent requires treatment for ammoniacal nitrogen in addition to that reflected by the formula detailed in sub-clause (2) the additional charge payable per cubic metre under paragraph (iii) of sub-clause (1) shall be a multiple of the charge per cubic metre shown in Part A: Primary tariff schedule. The multiple will be calculated as the concentration of ammoniacal nitrogen in mg/l in excess of 35mg/l expressed as a fraction of 35. Effluent with a concentration of less than 35mg/l will not be subject to this additional charge.

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Non-Return Allowance

(7) Where the volume of trade effluent is calculated on the basis of the volume of water supplied and the non-household customer is able to demonstrate to the satisfaction of Thames Water that water used in a trade process either evaporates or is not otherwise discharged to the sewer, the volume charge calculated under B.4.3(1)(i)(a) will be reduced by an amount to recognise this loss, such reduction to be determined by Thames Water on the basis of information provided by the non-household customer.

B.4.4 Wastewater charges

Where Eligible Premises discharge both trade effluent and domestic sewage, the volume of the discharge which is to be charged under B.1 will be calculated by reference to Table A.2-8 in Part A: Primary tariff schedule.

B.5 Unmetered charges

B.5.1 Unmetered water charges

B.5.1.1 Charges for unmetered supplies

(1) Subject to the succeeding provisions of this scheme, there shall be payable to Thames Water in respect of each unmetered supply of water where Business Assessed Charges do not apply, an amount equal to the sum of the charges referred to in paragraphs (a) and (b) below:

(a) Rate-based charge - the amounts in the pound shown in Part A: Primary tariff schedule multiplied by the net annual value of the premises.

(b) Graduated fixed charge - in the case of each service pipe providing a supply to Eligible Premises, a graduated fixed charge, the amount of which is shown in Part A: Primary tariff schedule, fixed by reference to the size of the relevant service pipe.

Such a fixed charge will apply only in respect of premises with a net annual value (or a notional net annual value fixed under sub-clause (5) as the case may be) equal to or exceeding £50.

(2) The amount in the pound fixed annually by Thames Water for the purpose of sub-clause (1)(a) is different for each Charging Area.

(3) Subject to the following provisions of this clause, for the purposes of any rate-based charge the net annual value of any premises (or the rateable value so appearing in any case where a rateable value but no net annual value appears) shall be taken to be that value which appeared in the last published Valuation List.

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(4) In the case of premises with both an unmetered supply and a metered supply, and where such premises are the subject of a single entry in the Valuation List, Thames Water may apportion the net annual value thereof and charge the rate-based charges in respect of the unmetered supply to such premises on a proportion only of the net annual value.

(5) In the case of premises not appearing in the Valuation List or having no value appearing therein, any rate-based charge shall be based on a notional net annual value which shall be determined by Thames Water and may be revised by them. The notional net annual value shall be determined by reference to properties on the Valuation List of a similar size and in the same Charging Area. It will be based on information provided to Thames Water by the retailer. In the absence of such information and until such time as the information is received, Thames Water will apply a default value based on their best estimate in the light of whatever relevant information is reasonably available.

(6) Unless Thames Water otherwise agrees, where there is communication otherwise than by a highway, between buildings or parts of buildings in the same occupation, those buildings or parts of buildings shall be treated, for the purpose of charging the rate-based charge, as one building having a net annual value equal to the aggregate of their net annual values.

(7) Except where they are served by a metered supply, charges for each domestic garage, car space or storage area shall be payable as a single annual charge as shown in Part A: Primary tariff schedule.

(8) Where the occupier of any premises ("the occupied premises") which do not receive a supply of water direct from Thames Water, has the right to use a supply of water in other premises (which is not charged for by Thames Water on a metered basis) by virtue of their occupation of the occupied premises, there shall be payable to Thames Water in respect of the occupied premises a sum calculated in accordance with the preceding provisions of this clause.

(9) Where an unmetered supply is used for the purposes of building or construction, a charge shall be payable to Thames Water, the amount of which is shown in Part A: Primary tariff schedule. Such charge shall be in addition to any other charges payable under this Clause B.5.1.1

B.5.2 Unmetered wastewater charges

B.5.2.1 Wastewater charges where water supply to eligible premises is unmetered

(1) Subject to the succeeding provisions of this scheme, there shall be payable to Thames Water in respect of each Eligible Premises where the supply of water to those premises is unmetered and Business Assessed Charges do not apply an amount equal to the sum of the charges referred to in paragraphs (a) and (b) below.

(a) Rate-based charge - the amounts in the pound shown in Part A: Primary tariff schedule multiplied by the net annual value of the eligible premises;

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(b) Graduated fixed charge - in the case of each service pipe providing a supply of water to eligible premises, a graduated fixed charge, the amount of which is shown in the Part A: Primary tariff schedule fixed by reference to the size of each relevant service pipe.

Such fixed charges will apply only in respect of Eligible Premises with a net annual value (or notional net annual value fixed under sub-clause (5) as the case may be) equal to or exceeding £50.

(2) The amount in the pound fixed annually by Thames Water for the purposes of sub-clause (1)(a) is different for each Charging Area.

(3) Subject to the following provisions of this clause, for the purposes of any rate-based charge the net annual value of any Eligible Premises (or the rateable value in any case where a rateable value but no net annual value appears) shall be taken to be that value which appeared in the last published Valuation List.

(4) In the case of eligible premises with both an unmetered water supply and a metered water supply and where such Eligible Premises are the subject of a single entry in the Valuation List, Thames Water may apportion the net annual value thereof and charge the rate-based charges in respect of such Eligible Premises on a proportion only of the net annual value.

(5) In the case of any Eligible Premises not appearing in the Valuation List or having no value appearing therein, any rate-based charge shall be based on a notional net annual value which shall be determined by Thames Water and may be revised by them. The notional net annual value shall be determined by reference to properties on the Valuation List of a similar size and in the same Charging Area. It will be based on information provided to Thames Water by the retailer. In the absence of such information and until such time as the information is received, Thames Water will apply a default value based on their best estimate in the light of whatever relevant information is reasonably available.

(6) Unless Thames Water otherwise agrees, where there is communication, otherwise than by a highway, between buildings or parts of buildings in the same occupation, those buildings or parts of buildings shall be treated, for the purpose of charging the rate-based charge, as one building having a net annual value equal to the aggregate of their net annual values.

(7) Except where they are served by a metered supply, charges for each domestic garage, car space or storage area ("the premises") shall be payable to Thames Water as follows:

(i) where the premises are within the water supply area of Thames Water, there shall be a single annual charge as shown in Part A: Primary tariff schedule;

(ii) where the premises are within the water supply area of another company, there shall be a single annual rate-based charge calculated in the same manner as sub-clause B.5.2.1(1)(a) above.

(8) Where the occupier of any premises ("the occupied premises") has the right to use the sanitary facilities in other Eligible Premises (where Thames Water does not charge for

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wastewater services on a metered basis) by virtue of their occupation of the occupied premises, there shall be payable to Thames Water in respect of the occupied premises a sum calculated in accordance with the preceding provisions of this clause.

B.5.2.2 Wastewater charges where there is only a surface water discharge from eligible premises to sewer

With the exception of domestic garages, car spaces and storage areas charged under sub-clause B.5.2.1(7) there shall be payable to Thames Water in respect of each Eligible Premises where surface water only is discharged from such premises to a public sewer, a fixed charge only, the amount of which is shown in Part A: Primary tariff schedule. Such fixed charge will apply only in respect of premises with a net annual value (or notional net annual value fixed under sub-clause B.5.2.1(5) as the case may be) equal to or exceeding £50.

B.6 Business Assessed charges

B.6.1 Business assessed water charges

(1) Where Thames Water has determined that it is impractical or infeasible to meter Eligible Premises, charges shall be payable as set out in sub-clause (2) on the basis of an assessment of the quantity of water to be supplied ("the assessed quantity") as determined by Thames Water and shown by reference to charge bands in the "business assessed" section of Part A: Primary tariff schedule. This includes instances where Thames Water determine that it is neither practical nor feasible to meter an Eligible Premises in which a meter has previously been installed, for example if an existing meter has been built over due to the redevelopment of the premises.

(2) There shall be payable to Thames Water in respect of the assessed quantity an amount calculated by multiplying the assessed quantity by the rate per cubic metre as shown in Part A: Primary tariff schedule.

For the avoidance of doubt, the business assessed charge is still payable in respect of the relevant Eligible Premises where they do not receive a supply of water direct from Thames Water, but benefit from a right to use a supply of water in other premises (which is not charged for by Thames Water on a metered basis).

(3) Business assessed charge will be based on information requested by and provided to Thames Water. Where no such information is forthcoming, Thames Water will have total discretion to calculate the business assessed charge on the basis of an estimated number of employees (subject to a minimum of ten) and the type of business Thames Water believes is being carried out at the Eligible Premises. If, at a later date, the correct information is supplied, the account will be amended from the date the correct information is received by Thames Water, but no amendment will be made for any period prior to receipt of such information.

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B.6.2 Business assessed wastewater charges

(1) Where the water undertaker has determined that it is not reasonably practicable to meter Eligible Premises, charges for such premises shall be payable as set out in sub-clause (2) on the basis of an assessment of the quantity of water to be supplied ("the assessed quantity") as determined by Thames Water and shown by reference to charge bands in the "business assessed" section of Part A: Primary tariff schedule. This includes instances where Thames Water determine that it is neither practical nor feasible to meter an Eligible Premises in which a meter has previously been installed, for example if an existing meter has been built over due to the redevelopment of the premises.

(2) In respect of supplies of water to Eligible Premises, there shall be payable to Thames Water in respect of water supplied by meter, an amount calculated by multiplying the assessed quantity by the rate per cubic metre as shown in the Part A: Primary tariff schedule.

(3) The business assessed charge will be based on information provided to Thames Water by the retailer completing and returning a questionnaire provided by Thames Water. Where no such information is forthcoming, Thames Water will have total discretion to calculate the business assessed charge on the basis of an estimated number of employees (subject to a minimum of ten) and the type of business Thames Water believes is being carried out at the relevant premises. If, at a later date, the correct information is supplied, the account will be amended from the date the correct information is received by Thames Water, but no amendment will be made for any period prior to receipt of such information.

B.7 Vacant premises

B.7.1 Charge variations for empty properties

No charges will be payable in respect of Eligible Premises for any period during which they are classed as unoccupied under the provisions of the Wholesale Contract for Wholesale Services, except where water consumption is registered by a meter, in which case all relevant charges will apply. In addition, should Thames Water become aware by means other than reading a meter that water is being used at that premises (which includes any usage by way of leakage) all relevant charges will be payable on the basis of Thames Water's reasonable estimate of the water usage PROVIDED ALWAYS that Thames Water may at its absolute discretion decide not to raise the graduated fixed charge under clause B.2.1.1(b)

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Part C: Non-primary charges scheme and schedule and Additional Services

Non-primary tariffs normally relate to one off or discrete services which are delivered in addition to any primary tariffs outlined in Part A: Primary tariff schedule. This document sets out when charges will be applied to the services described in Part C, the tariffs we expect to charge, as well as conditions surrounding the delivery of each service.

In addition to setting out tariffs that apply to our appointed services and those covered by the Wholesale Contract/Wholesale-Retail Code, we have also included in this section details of tariffs that apply to Additional Services that we offer to retailers. These are subject to the Additional Terms and Conditions (which incorporate by reference and for convenience some parts of the Wholesale Contract/Wholesale Code). For the avoidance of doubt these Additional Terms and Conditions do not apply to primary or non-primary services, tariffs or charges.

Structure of Part C

Part C of this document sets out when non-primary tariffs may apply, the actual tariffs and any requirements and/or conditions that apply in general or to specific services as well as detailing specified Additional Services where tariffs and any additional requirements and/or conditions apply:

- General conditions – this sets out conditions relating to services in general, such as appointments, cancellations and accessibility.
- Tariffs and specific service-related conditions – this section sets out charging information service by service, including:
    - details of when tariffs may become payable by you the retailer - this includes services for which there are usually no discrete tariffs but which may be charged under certain circumstances; e.g. services provided Outside Our Normal Working Hours; or where Abortive Charges may apply;
    - a table showing tariffs applying to that service:
        - standard tariffs are shown where available;
        - price on application (POA) is shown where a quote would be produced (including where the service is beyond the standard scope); and,
    - conditions relating to that service – including what would be considered standard or non standard.

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C.1 General conditions for non-primary services and Additional Services

This section sets out conditions relating to services in general, such as appointments, cancellations and accessibility. These conditions apply across all services within this section except where specific conditions are detailed at an individual service level in the C.2 Tariffs and specific service related conditions for non-primary services and additional services section.

C.1.1 Service requests and ordering

Please read Part C carefully and make sure that you, as the retailer, understand the conditions, before ordering any services under Part C. You should understand that by ordering any of our services, you agree to the conditions set out in the Wholesale Contract/Wholesale-Retail Code and accept the conditions of this Part C (which include the general conditions and specific service-related conditions).

In addition to non-primary tariffs, some Additional Services are included in this section that are not set out in the Wholesale Contract/Wholesale-Retail Code (and to which Non-Primary Charges do not apply). These services are subject to further terms and conditions referred to as the 'Additional Terms and Conditions'. These services are identified in this section and the Additional Terms and Conditions can be found on the respective Thames Water service request forms. The following chargeable services are subject to the Additional Terms and Conditions;

- Providing digital meter data
- Incentivising Water Efficiency
- Using our powers of entry to enable a meter read

By submitting a Service Request using the Bilateral Hub or a form you accept to be bound by the conditions of service in the Wholesale Contract/Wholesale-Retail Code, Part C, as well as where relevant the Additional Terms and Conditions (for the Additional Services detailed above).

When requesting a service, you are required to provide complete and accurate information for the request to be processed, meaning that all mandatory information required is provided and the information is sufficient to enable us to undertake the service which has been requested. Where the relevant process is mandated in the Bilateral Hub, all requests shall be progressed through the Bilateral Hub, outside of this request forms can be found on our Website.

On submitting the service using the Bilateral Hub or a form you accept liability for payment of any standard tariffs in the Wholesale Tariff Document that are effective at the time you submit your Service Request and any related tariffs which will be charged in full with the exception of the Ongoing Services where the price will be as set out in the Wholesale Tariff Document at the time the service is provided.

We may include indicative service levels to help guide the efficient delivery of services, any failure on our part to meet stated service levels does not remove your liability to pay any and all charges relating to the service that has been delivered.

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C.1.2 Quotations

Where a service we offer is requested and the work required falls outside of our definition of a standard service, we will provide a price on application. A site visit might be required for the preparation of the quote; charges might apply.

By accepting a quote or price on application you accept liability to pay the charges set out in that quote. Following a quote being accepted, even when that order has been cancelled, we may charge for any costs reasonably incurred, including costs from obtaining any permits or other Traffic Management measures in line with the Traffic Management Act 2004.

Quotes are valid for 30 business days from the date they were issued, unless otherwise stated in the specific service related conditions. If you don't accept a quote within its time validity period, the quote will be deemed to have expired and the related service cancelled. Where a site survey was required for the production of a quote (see service related conditions for applicability), you may be charged for that survey.

C.1.3 Appointments

We may offer appointments for our representative to visit premises where the visit either:

- requires access in order to provide the service; and/or,
- requires presence on the premises of you, your non-household customer or their representative.

We may offer appointments subject to our availability and the service offering. We will provide written notification of the appointment, including the agreed date and the agreed time slot.

Where appointments are available upon request, we may offer these during Normal Working Hours and Outside Our Normal Working Hours. Unless otherwise stated in the specific service related condition we will offer the following appointment windows, excluding bank holidays and public holidays:

- Monday – Friday, 9am – 1pm
- Monday – Friday, 1pm – 5pm

Appointments Outside Our Normal Working Hours are only available for specific service offerings and are listed in the specific service related conditions where applicable. Additional charges may apply for appointments Outside Our Normal Working Hours.

Where we offer an appointment slot and we commence work within the allotted appointment slot, we consider the appointment to be met. In the event that we fail to meet an appointment, a payment may be due to your non-household customer under the Guaranteed Standards Scheme Regulations. We will pay this to you as set out in the Wholesale Contract/Wholesale-Retail Code, for you to pay to your non-household customer.

When we attend an appointment within the allotted appointment slot and you, your non-household customer or their representative is not there within 15 minutes of us arriving, we consider that appointment to be missed and abortive charges may apply.

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C.1.4 Reschedules and cancellations

Subject to any specific service related conditions, rescheduling or cancellation of a service or an appointment will be accepted in writing only and no later than **1 business day in advance** of the originally planned delivery date and/or visit. After this time, you may still request in writing to reschedule or cancel a service or an appointment, but Abortive Charges will apply, which you shall be liable for.

If you reschedule or cancel a service or an appointment with notice of more than **1 business day,** we will not apply abortive charges, unless a quote has been already accepted where we may charge for any costs reasonably incurred, which you shall be liable for, including costs from obtaining any permits or other Traffic Management measures in line with the Traffic Management Act 2004.

Where rescheduling or cancelling certain services with short delivery timescales, this will attract abortive charges. In those circumstances, once you have issued the Service Request you cannot cancel these services without incurring abortive charges, although you can still notify us that the service is no longer required. Where this is relevant it is identified in the specific services.

C.1.5 Abortive charges

We may apply Abortive Charges in relation to delivery of services within Part C, in circumstances where we have incurred costs and have been unable to deliver the service. These include, but are not limited to, the following situations:

- where an appointment was made, but was not kept by you, your non-household customer or their representative;
- where we were unable to deliver the service due to your non-household customer not meeting the Accessibility requirements, including, but not limited to providing a safe working environment, access to the site or the presence of other utilities;
- where we were unable to deliver the service due to Circumstances outside our control originating from fault, actions or absence of necessary action of you, your non-household customer or their representative; and,
- where the information you provided in the service request form indicated a standard service, but when we attempted to provide the service it was non standard.

Where an Abortive Charge is applicable it is listed in the specific service relevant conditions and tariffs.

C.1.6 Accessibility

Where we require access to a site, you need to ensure that we can gain safe entry to where work needs to be completed, and that there is a safe working environment for our staff.

Where an appointment has been made, it is your responsibility to ensure that your non-household customer or their representative keeps the appointment, or Abortive Charges will apply. The non-household customer or their representative needs to be present at all times within the allocated appointment time and they or their representative must be at least 18 years old.

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We may employ sub-contractors to carry out the whole or part of the work. The general accessibility provision will apply so that the sub-contractor or third party can gain access to the premise.

C.1.7 Reinstatement

The following information relates to reinstatement where the excavation is carried out as part of an agreed service.

Highway reinstatement

Reinstatements in the highway shall be carried out and conform to all relevant regulatory requirements.

Private land reinstatement

On private land, standard reinstatement will be to a level and safe standard. If the reinstatement is on natural ground, on completion of the work, the trench will be backfilled with material from the excavation only, making the surface level and safe.

We don't accept liability for loss or damage resulting from the removal or re-planting of plants.

If the reinstatement is on permanent ground this will be surfaced with black tarmac or concrete and such reinstatement may result in a visual patchwork effect. We will not resurface or accept liability for the cost of resurfacing the entire area of permanent ground. We reserve the right to exclude relaying other surface types and we will advise you of the position in each case where this applies.

To return the affected area to its original condition, especially for specialist surfaces, your non-household customer may need to arrange for further work to be carried out, for which we accept no liability.

We will take reasonable steps to salvage any special surfaces, for example, modular blocks, natural stone, bricks, and cobbles, following excavation and store these for the non-household customer to carry out their own reinstatement. We may carry out non standard "like for like" reinstatements for an additional charge which will be priced on application.

C.1.8 Circumstances outside our control

From time to time we may be unable to deliver a service or meet a defined service level due to circumstances Outside Our reasonable control. Such circumstances may include, but are not limited to:

- health and safety risks;
- contaminated land;
- restricted access;
- inaccessible site due to, for example, presence of other utilities or irremovable obstructive objects;
- restrictions placed upon us by any authority;
- absence of any required third party consent;

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- absence of you, your non-household customer or their representative, when required
- adverse weather conditions;
- negligence by you, your non-household customer or their representative;
- national security incidents; and,
- any other condition, incident or event outside or beyond our reasonable control.

Abortive Charges may apply where these circumstances are due to the fault, actions or absence of necessary action of you, your non-household customer or their representative.

C.1.9 Limit of liability

Our total liability to you for any losses whatsoever is limited to the applicable tariff paid for the particular service in dispute and where that particular service is an ongoing service, then the liability shall be limited to the previous year's applicable tariff charges and in respect of the first calendar year it shall be the anticipated tariff to be paid in the first calendar year.

You shall always be liable to and shall always indemnify us against liabilities, costs, expenses, damages and losses, including any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal and other reasonable professional costs and expenses suffered or incurred by us arising out of or in connection:

- With your use of a particular service, however it may arise; and/or,
- With your delivery (which shall include your use of accredited entities) of any services on the Thames Water network or estate; and/or,
- With any action brought against us by the non-household customer and/or any third party with respect to the service; and/or,
- With any matter with respect to provision of services.

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C.2 Tariffs and specific service related conditions for non-primary services and Additional Services

This section sets out the information you need to identify when discrete charges may apply to a specific service, what the tariffs are for that service and any service specific conditions that apply in addition to or instead of the general conditions set out above. Detailed service information can be found in our Wholesale Service Offering document available on our Website.

For each service we set out:

- The service name, Wholesale Service Offering reference number and a short description of the service;
- A table of tariffs applying to that service; and,
- Service specific conditions applying to that service.

C.2.1 Metering and data

This section sets out our range of metering and data services. There are some common aspects to these services that will guide your understanding of where charges may apply and which tariff applies to your request.

The detailed tariffs for metering services reflect both the size and type of the meter to be installed or replaced (in line with our Metering Policy and Meter Menu) and also the location of that meter (in line with our hierarchy of meter locations).

For services involving a meter replacement the majority of replacements can be achieved using the location code 'screw in'. This is where the new meter can be replaced (screwed or bolted in) at its current location without the need for excavation or alterations to pipework or related assets.

When installing a meter, we will use the following hierarchy of meter locations and corresponding charges for these locations are identified in the following service related sections.

1. "External screw in or inline" - external fit into existing boundary box
2. "External dig, public" - external installation requiring a dig or excavation in public highway
3. "External dig, private" - external installation requiring a dig or excavation on private property)
4. "Internal screw in or inline" - internal fit within the customer's property where pipes or existing meters are accessible

While we have attempted to give greater certainty by providing tariffs for most standard services, for services involving the largest classes of meter (100mm +) and any non standard aspects to a service we will generate a price on application and issue you a quote. This would include where the location of the meter means that Traffic Management and/or a Street Works permit is required.

Meter sizes

Meters are sized by the diameter of the attached pipe. The following meter sizes apply for the information in this section.

- Small: less than 25mm
- Medium: 25 – 49mm

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- Large: 50 – 99mm
- Extra large: 100mm+

Supply proving

Supplies shall be proved when installing a new meter to establish a direct relationship between the meter and the premises to be billed on the basis of that meter. For meter replacements no proof shall be required unless specifically requested by you or your non-household customer. For new connections the proof will be against the property address and not the plot number.

We will provide verification of supply arrangements for currently metered properties if requested by you or your non-household customer. See our verifying meter details or supply arrangement service.

Appointments and cancellations

Unless specified within the specific service provisions, metering appointments can be made within our Normal Working Hours, excluding bank holidays and public holidays, of:

- Monday – Friday, 8am – 5pm
- Saturday, 8am – 1pm

We can also make appointments during specific periods Outside Our Normal Working Hours, though additional charges may apply. The tariffs for Outside Our Normal Working Hours in the tables below apply to appointments made on:

- Monday – Friday evenings, 5pm – 9pm
- Saturday, 1pm – 5pm
- Sunday, 8am – 5pm

You may request an appointment for any other time, including weekends, to suit your customer, and these will be priced on application.

Abortive Charges

Abortive charges apply to all metering and data services in line with our general conditions for abortive visits. Tariffs are set out in the tables for each service.

Liabilities

The non-household customer shall be liable for any damage to a meter fitted at their premises. Where damage to a meter has been identified we will charge you and it will be your responsibility to reclaim the expense from the non-household customer. Damage includes physical damage to the meter body, register and ancillary equipment connected to the meter so that it causes water leakage from the meter and installation or that it impairs or prevents the meter from correctly registering consumption. Under these circumstances, the tariff to replace a damaged meter, which you shall be liable for, will be in accordance with our repairing or replacing faulty meters service.

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C.2.1.1 Installing a meter

ID: SC-W004: You can request to have a meter installed at your non-household customer's premises where there isn't one currently. We always aim to install the meter upon our first visit subject to job complexity or health and safety requirements. Charges do not apply to the standard service but will apply to you and you shall be liable for, where you request a service Outside Our Normal Working Hours or where Abortive Charges apply. Tariffs will vary depending on the outcome of the visit(s) and you shall be liable for such tariffs and charges.

Table C.2-1 Tariffs

Meter installation survey				
	Within our normal working hours	Within our normal working hours Abortive	Outside our normal working hours	Outside our normal working hours Abortive
Survey	£51	£44	£69	£69

Note: a request beyond the standard service may require a price on application

Table C.2-2 Tariffs

Meter installations								
Type	Within our normal working hours				Outside our normal working hours			
	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline
Small	no charge				£34	£104	£99	£56
Medium					£60	£136	£108	£66
Large					£183	£388	£388	£173
Extra large					price on application			

Note: a request beyond the standard service may require a price on application

Table C.2-3 Tariffs

Meter installations – abortive charges								
Type	Within our normal working hours				Outside our normal working hours			
	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline
Small	£44	£77	£73	£53	£46	£104	£99	£56
Medium	£70	£101	£80	£60	£154	£136	£108	£66
Large	£119	£184	£184	£123	£227	£326	£326	£173
Extra large	price on application							

Note: a request beyond the standard service may require a price on application

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Site visits

We will contact you or your non-household customer, where you've given us permission to do so, to arrange and install on first visit, where possible. Meter installation and their Abortive Charges are set out in the tables above.

If the meter installation proves to be non standard, we may need to undertake a survey to produce a quote. Survey tariffs are set out in the table above.

As an alternative to the stated hierarchy, we may install an internal meter when requested by a 'Sensitive Customer' with specific requirements where requested by you on their behalf, and you shall be liable for the charges.

For existing properties where the supply connects to multiple properties, we may choose to install a bulk meter for demand monitoring purposes. In this case, the consumption will not be used for billing purposes.

We will install in line with our Metering Policy and Meter Menu.

Exclusions

We shall not install, change, repair or replace a meter where the installation, change, repair or replacement is infeasible or impractical, in which case your request shall be declined. We will not charge you for this survey, unless you have requested a service Outside Our Normal Working Hours or where Abortive Charges apply.

Also, it is our policy not to meter existing properties under circumstances where:

- More than two water meters per supply are required to calculate the consumption; or,
- It is unreasonably expensive to do so (defined where the total cost exceeds a 50% uplift on the standard cost); or,
- The installation would create an unacceptable health and safety risk.

C.2.1.2 Providing non-market meter reads

ID: SC-W008: We provide ad hoc non-market meter reads when a non-household customer transfers retailer or an interim retailer is appointed. A standard read will be charged in line with the tariff and conditions identified below and you shall be liable for the charges.

Table C.2-4 Tariffs

Type	Standard
Special read	£10.34

Note: a request beyond the standard service may require a price on application

Appointments and cancellations

We will make a minimum of 3 attempts to establish an appointment to take a read.

If required, appointments will be arranged during the following working hours, excluding bank holidays and public holidays:

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- Monday – Friday, 8am – 8pm
- Saturday, 8am – 4pm
- Sunday, 9am – 1pm

If we are unable to take a visual or electronic read we will provide an estimate. If an estimated meter read is provided, no charge will be made.

C.2.1.3 Testing meter accuracy

ID: SC-W013: You can request to test the accuracy of your non-household customer's meter installed at the property. In order to test the meter, we will need to remove the meter and send it away for analysis. We will install a replacement meter whilst we establish the accuracy of the original meter. To understand the requirements of the work we may conduct a survey in line with the tariffs and provisions outlined below. Tariffs will vary depending on the outcome of the survey and investigations and you shall be liable for such tariffs and charges. Where we have tested a meter and it is shown to be accurate, tariffs will apply as set out in the table below shown as 'meter accurate'. Please refer to the conditions and tariffs outlined below.

Table C.2-5 Tariffs

Testing meter accuracy survey				
	Within our normal working hours	Within our normal working hours abortive	Outside Our normal working hours	Outside Our normal working hours abortive
Survey	£51	£44	£69	£69

Note: a request beyond the standard service may require a price on application

Table C.2-6 Tariffs

Testing meter accuracy (meter accurate)								
Type	Within our normal working hours				Outside Our normal working hours			
	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline
Small	£267	£647	£594	£385	£276	£735	£676	£412
Medium	£606	£1,063	£1,023	£561	£668	£1,249	£1,209	£602
Large	£1,242	£2,463	£2,419	£1,257	£1,439	£2,941	£2,900	£1,415
Extra large	price on application							

Note: a request beyond the standard service may require a price on application

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Table C.2-7 Tariffs

Testing meter accuracy (meter inaccurate)								
Type	Within our normal working hours				Outside Our normal working hours			
	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline
Small	no charge				£29	£104	£99	£46
Medium					£61	£194	£194	£66
Large					£186	£476	£476	£99
Extra large					price on application			

Note: a request beyond the standard service may require a price on application

Table C.2-8 Tariffs

Testing meter accuracy – abortive charges								
Type	Within our normal working hours				Outside Our normal working hours			
	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline
Small	£32	£85	£81	£53	£39	£104	£99	£53
Medium	£106	£158	£158	£54	£157	£194	£194	£66
Large	£308	£275	£275	£81	£461	£476	£476	£99
Extra large	price on application							
Powers of Entry	price on application							

Note: a request beyond the standard service may require a price on application

Abortive Charges

Abortive Charges apply to this service as set out in the table above. If we had to use our powers of entry to carry out the work, you will be charged for any cost associated with obtaining and using a Warrant in addition to the charges set out above.

Investigations

When we carry out a meter accuracy test, we will remove the meter and send it for testing at a United Kingdom Accreditation Service certified test house. A new meter will be fitted at the same time. We always aim to remove the meter and install its replacement upon our first visit subject to job complexity or health and safety requirements.

We will install in line with our Metering Policy and Meter Menu.

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There won't be any charge associated with carrying out this service where our meter is inaccurate. If the meter is found to be accurate you will be charged for the test, the survey and the cost of exchanging the meter. Tariffs are set out in the table above.

Exclusions

If an accuracy test has been completed within the past three months you cannot request this service.

We shall not install, change, repair or replace a meter where the installation, change, repair or replacement is infeasible or impractical, in which case your request shall be declined. We will not charge you for this survey, unless you have requested a service Outside Our Normal Working Hours or where Abortive Charges apply.

Also, it is our policy not to meter existing properties under circumstances where:

- It is unreasonably expensive to do so (defined where the total cost exceeds a 50% uplift on the standard cost); or,
- The meter accuracy test would create an unacceptable health and safety risk.

C.2.1.4 Repairing or replacing faulty meters

ID: SC-W022: You can ask us to repair or replace a faulty, damaged or missing meter at your non-household customer's premises. We always aim to repair or replace the meter upon our first visit subject to job complexity or health and safety requirements. Tariffs will vary depending on the outcome of the visit(s) and you shall be liable for such tariffs and charges. Please refer to the conditions and tariffs outlined below.

Table C.2-9 Tariffs

Repairing or replacing faulty meters survey				
	Within our normal working hours	Within our normal working hours abortive	Outside our normal working hours	Outside our normal working hours abortive
Survey	£51	£44	£69	£69

Note: a request beyond the standard service may require a price on application

Table C.2-10 Tariffs

Repairing or replacing faulty meters (customer's fault)								
Type	Within our normal working hours				Outside our normal working hours			
	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline
Small	£118	£502	£448	£239	£139	£590	£530	£266
Medium	£290	£825	£785	£306	£352	£1,011	£971	£364
Large	£629	£1,759	£1,718	£445	£816	£2,281	£2,238	£617
Extra large	price on application							

Note: a request beyond the standard service may require a price on application

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Table C.2-11 Tariffs

Repairing or replacing faulty meters								
Type	Within our normal working hours				Outside our normal working hours			
	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline
Small	no charge				£29	£104	£99	£46
Medium					£61	£194	£194	£66
Large					£186	£476	£476	£99
Extra large					price on application			

Note: a request beyond the standard service may require a price on application

Table C.2-12 Tariffs

Repairing or replacing faulty meters – abortive charges								
Type	Within our normal working hours				Outside our normal working hours			
	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline
Small	£39	£77	£73	£53	£39	£104	£99	£53
Medium	£70	£134	£134	£54	£154	£181	£181	£66
Large	£119	£184	£184	£81	£227	£390	£390	£99
Extra large	price on application							
Powers of Entry	price on application							

Note: a request beyond the standard service may require a price on application

Site visits

We will arrange a site visit to determine whether or not the meter is faulty and to determine whether the fault was caused by the customer. This may require your non-household customer to be at the property but we will contact you or your non-household customer, where you have given permission, if we need to make an appointment. Where possible we will exchange the meter at the same visit. Repairing or replacing faulty meters tariffs are set out in the tables above.

If the meter's working we will let you know but you shall be liable for and will have to pay the Abortive Charges set out in the table above. If we have used our powers of entry to carry out the work, you shall be liable for any costs relating to using our powers of entry. If we need to repair or replace the meter, and it wasn't possible to do at the same time as the visit, we will arrange a convenient time for the work to be done. We may need to undertake a survey to produce a quote if the repair or replacement of the meter proves to be non standard. Survey tariffs are set out in the table above.

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We will replace or repair the meter and reinstate the site to a safe standard with respect to external installations.

Exclusions

We shall not install, change, repair or replace a meter where the installation, change, repair or replacement is infeasible or impractical, in which case your request shall be declined. We will not charge you for this survey, unless you have requested a service Outside Our Normal Working Hours or where Abortive Charges apply.

Also, it is our policy not to meter existing properties under circumstances where:

- It is unreasonably expensive to do so (defined where the total cost exceeds a 50% uplift on the standard cost)
- The repair or replacement would create an unacceptable health and safety risk.

C.2.1.5 Changing meters – retailer request (location)

ID: SC-W037: You can ask to change the location of your non-household customer's meter. To understand the requirements of the work we will conduct a survey in line with the tariffs and conditions outlined below. Tariffs will vary depending on the outcome of the survey and investigations and you shall be liable for such tariffs and charges. The changing meters – retailer request (location) service requires a price on application.

Please refer to the conditions and tariffs outlined below.

Table C.2-13 Tariffs

Changing meters – retailer request (location) survey				
	Within our normal working hours	Within our normal working hours abortive	Outside our normal working hours	Outside our normal working hours abortive
Survey	£51	£44	£69	£69

Note: a request beyond the standard service may require a price on application

Table C.2-14 Tariffs

Changing meters – location								
Type	Within our normal working hours				Outside our normal working hours			
	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline
Small	price on application							
Medium								
Large								
Extra large								

Note: a request beyond the standard service may require a price on application

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Table C.2-15 Tariffs

Changing meters – location – abortive charges								
Type	Within our normal working hours				Outside our normal working hours			
	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline
Small	price on application							
Medium								
Large								
Extra large								

Note: a request beyond the standard service may require a price on application

Investigations

We may need to undertake a site survey and tariffs for a survey are set out in the table above. If this is required, we will contact you or your non-household customer, where you've given us permission to do so, to arrange the survey as appropriate.

We will install in line with our Metering Policy and Meter Menu.

Exclusions

We shall not install, change, repair or replace a meter where the installation, change, repair or replacement is infeasible or impractical, in which case your request shall be declined. We will not charge you for this survey, unless you have requested a service Outside Our Normal Working Hours or where Abortive Charges apply.

Also, it is our policy not to meter existing properties under circumstances where:

- More than two water meters per supply are required to calculate the consumption as a result of the re-location of the meter
- It is unreasonably expensive to do so (defined where the total cost exceeds a 50% uplift on the standard cost)
- The re-location of the meter would create an unacceptable health and safety risk.

C.2.1.6 Changing meters – retailer request (size and model)

ID: SC-W037: You can ask to change the size and model of your non-household customer's meter. We always aim to exchange the meter upon our first visit subject to job complexity or health and safety requirements. To understand the requirements of the work we may conduct a survey in line with the tariffs and conditions outlined below. Tariffs will vary depending on the outcome of the visit(s) and you shall be liable for such tariffs and charges. If you request a change to the size of a meter, it must be supported by appropriate evidence. Guidance on required evidence is available upon request.

Please refer to the conditions and tariffs outlined below.

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Table C.2-16 Tariffs

Changing meters – retailer request (size and model) survey				
	Within our normal working hours	Within our normal working hours abortive	Outside our normal working hours	Outside our normal working hours abortive
Survey	£51	£44	£69	£69

Note: a request beyond the standard service may require a price on application

Table C.2-17 Tariffs

Changing meters – size and model								
Type	Within our normal working hours				Outside our normal working hours			
	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline
Small	£135	£502	£448	£239	£146	£590	£530	£266
Medium	£290	£736	£603	£323	£352	£869	£703	£364
Large	£629	£1,659	£1,659	£628	£816	£2,059	£2,012	£761
Extra large	price on application							

Note: a request beyond the standard service may require a price on application

Table C.2-18 Tariffs

Changing meters – size and model – abortive charges								
Type	Within our normal working hours				Outside our normal working hours			
	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline
Small	£44	£184	£184	£160	£127	£434	£389	£196
Medium	£70	£184	£184	£184	£188	£702	£575	£235
Large	£119	£184	£184	£184	£277	£1,581	£1,549	£358
Extra large	price on application							

Note: a request beyond the standard service may require a price on application

Site visits

We will arrange a site visit to determine whether or not we can exchange the meter. This may require your non-household customer to be at the property but we will contact you or your non-household customer, where you have given permission, if we need to make an appointment. Where possible we will change the meter at the same visit. Changing meters – size and model and Abortive Charges are set out in the tables above.

We need to undertake a site survey and tariffs are set out in the table above, for example to produce a quote if the meter change proves to be non standard. If this is required, we will contact you or your non-household customer, where you've given us permission to do so, to arrange the survey as appropriate.

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We will install in line with our Metering policy and Meter Menu.

Using our powers of entry

Using our powers of entry at your request service requires a price on application and where you have agreed to proceed with this, you shall be liable for the quoted amount.

If a Warrant is granted, we will notify you of the date and time on which we intend to serve and exercise the powers under Warrant and will ask you to confirm in writing that there has been no change in circumstance and the survey and/or entry is still required. We will also provide you with a contact to inform if there is a change in circumstances such that the entry is no longer required.

We may engage bailiffs to serve the Warrant on your non-household customer and, if necessary, we will also contact the police to gain their assistance in accessing the premises. If, as a result of requesting such assistance, there is a change of the planned date and time on which the Warrant will be served, we will notify you of the new date and time. Additional charges may apply if we are required to engage bailiffs and/or police to gain access.

Table C.2-19 Tariffs

Type	Standard	Abortive Charge
Using our powers of entry	price on application	recovery of reasonable costs

Note: a request beyond the standard service may require a price on application

Abortive Charges

Abortive Charges apply to this service in line with our general conditions for abortive visits. You may be charged for the visit(s), irrespective of the outcome in line with the Abortive Charges set out above.

If a Warrant is not granted, we will inform you of the reasons. Nonetheless, this will still attract an Abortive Charge as set out in the table above.

Where you have already accepted a quote, we will charge you for any costs reasonably incurred, which you shall be liable for, including costs from obtaining a Warrant, engaging bailiffs and/or the police, other legal fees etc.

Exclusions

We shall not install, change, repair or replace a meter where the installation, change, repair or replacement is infeasible or impractical, in which case your request shall be declined. We will not charge you for this survey, unless you have requested a service Outside Our Normal Working Hours or where Abortive Charges apply.

Also, it is our policy not to meter existing properties under circumstances where:

- more than two water meters per supply are required to calculate the consumption as a result of changing the size and model; or,
- it is unreasonably expensive to do so (defined where the total cost exceeds a 50% uplift on the standard cost); or,
- changing the size and model of the meter would create an unacceptable health and safety risk.

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C.2.1.7 Changing meters – wholesaler request

ID: SC-W038: Each year we plan a programme of work to upgrade some of our meters. We'll identify the meters that we want to replace and send you a list before we start the work. This programme will be subject to change but we'll send you updates before we do anything.

We always aim to exchange the meter upon our first visit subject to job complexity or health and safety requirements. There will be no charge to you where we carry out an exchange within our Normal Working Hours. There will be separate charges, which you shall be liable for, for any additional or non standard work that you ask us to do, such as working Outside Our Normal Working Hours and some services which we'll need to give you a quote for. We'll let you know about these before undertaking any work. Abortive Charges will apply, and you shall be liable for these, where we have agreed an appointment to carry out the survey or exchange the meter but you, your customer or your customer's representative fails to meet the conditions. All tariffs and conditions are set out below.

Table C.2-20 Tariffs

Changing meters – wholesaler request survey				
	Within our normal working hours	Within our normal working hours abortive	Outside our normal working hours	Outside our normal working hours abortive
Survey	no charge	£44	£69	£69

Note: a request beyond the standard service may require a price on application

Table C.2-21 Tariffs

Changing meters – wholesaler request								
Type	Within our normal working hours				Outside our normal working hours			
	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline
Small	no charge				£34	£104	£99	£46
Medium					£61	£177	£144	£66
Large					£186	£444	£444	£150
Extra large					price on application			

Note: a request beyond the standard service may require a price on application

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Table C.2-22 Tariffs

Changing meters – wholesaler request – abortive charges								
Type	Within our normal working hours				Outside our normal working hours			
	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline	External screw in or inline	External dig - public	External dig - private	Internal screw in or inline
Small	£44	£85	£81	£53	£46	£104	£99	£53
Medium	£154	£145	£118	£54	£154	£177	£144	£66
Large	£227	£209	£209	£136	£227	£364	£364	£150
Extra large	price on application							

Note: a request beyond the standard service may require a price on application

Site visits

We will arrange a site visit to determine whether or not we can exchange the meter. This may require your non-household customer to be at the property but we will contact you or your non-household customer, where you have given permission, if we need to make an appointment. Where possible we will change the meter at the same visit. Changing meters – size and model and Abortive Charges are set out in the tables above.

We may need to undertake a site survey and tariffs are set out in the table above, for example to produce a quote if the meter change proves to be non standard. If this is required, we will contact you or your non-household customer, where you've given us permission to do so, to arrange the survey as appropriate.

If you request a change to the size of a meter, it must be supported by appropriate evidence. Guidance on required evidence is available upon request.

We will install in line with our Metering policy and Meter Menu.

Exclusions

We shall not install, change, repair or replace a meter where the installation, change, repair or replacement is infeasible or impractical to do so. We will not charge you for this as this is a wholesalers request.

Also, it is our policy not to meter existing properties under circumstances where:

- it is unreasonably expensive to do so (defined where the total cost exceeds a 50% uplift on the standard cost); or,
- changing the meter would create an unacceptable health and safety risk.

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C.2.1.8 Providing digital meter data

This is an Additional Service and Additional Terms and Conditions apply for this service and can be found on the service request form at the Thames Water website.

ID: SC-W095: When a digital (smart AMI) meter has been installed as per our Metering Policy, we will provide a digital meter data service where the meter is under our wide area network coverage area. For non-household properties requiring logging equipment please refer to our Metering Policy.

Any Retailer or Third Party requesting digital data will be liable for the tariffs and conditions set out below. Any request can be made through the service request form. After the initial set up costs, any meter data provided daily on an hourly or 15 minute basis will be on a zero-subscription basis. On request you are able to upgrade from an hourly to 15 minute digital meter data. This upgrade is chargeable.

A Retailer or Third Party can request for an individual digital data or bulk requests as detailed in the table below.

Table C.2-23 Tariffs

Type	Setup tariff
Retailer/Third Party one-off system set-up and registration	£81

Note: a request beyond the standard service may require a price on application

Table C.2-24 Tariffs

Meter one-off set-up tariffs	
Type	Wide area network (per meter)
Meter reading data collected hourly and provided daily	£42
Meter reading data collected every 15 minutes and provided daily	£166

Note: a request beyond the standard service may require a price on application

Table C.2-25 Tariffs

Type	Upgrade tariff (per meter)
Upgrade from hourly to 15 minute meter reading data	£136

Table C.2-26 Tariffs

Meter bulk set-up tariffs	Wide area network (per bulk request)
Up to 10 meters (Meter reading data collected hourly and provided daily)	£74
Up to 100 meters (Meter reading data collected hourly and provided daily)	£141

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If we are unable to set up the meter, we will not charge the meter one-off set-up tariff.

Standard service

Where a digital (smart AMI) meter is installed at your non-household customer's premises and it is located within our wide area network, we will set up the data service to extract and send the data.

Where you apply for this service for the first time, we need to set up this service. This will involve setting up the data service to extract and send the data and also to arrange the secure transfer mechanism (SFTP) at the agreed frequency We will need to work with you in order to set this up.

Once this is established, we will need to set up each meter that you have requested data from. When this set-up is complete, we can then supply the regular data service at the agreed frequency.

Where the digital meter is in an area not yet covered by our wide area network, the meter can be read via AMR (automatic meter reading) mode.

Non standard service

There will be separate charges, which you shall be liable for, for any additional or non standard work that you ask us to do, such as working outside our Normal Working Hours and some services which we'll need to give you a quote for. We'll let you know about these before undertaking any work.

Appointments

We may be able to offer this service at other times as a non standard service to suit your non-household customer. We will consider each request individually and give you a quote for the work requested. An appointment may not be necessary.

Exclusions

We cannot guarantee completeness of meter reading data but we will endeavour to provide you with the most complete information based on what we obtain.

Use of data

Subject to the data service being available for the meter and at the requested premises, the service shall commence only when you have completed and submitted the services request form.

You are responsible for satisfying yourself you have the appropriate lawful basis to record and /or collect and/or process the consumption data and that that lawful basis is current at all times during the collection and processing of that consumption data. We accept no liability and/or responsibility for your decision to collect and/or record and/or process the consumption data.

Should you notify us that you no longer want the consumption data, we will terminate this service.

Nothing in this agreement shall oblige us to disclose any data and /or information to you if we are of the view that to do so would be a breach of any law or regulation.

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Data protection

In relation to data protection you must comply with:

(a) All relevant data protection legislation including (but not limited to) the Data Protection Act (2018) and the General Data Protection Regulations (2016)
(b) All codes of practice, guidance and standards issued by the Information Commissioner's Office from time to time.

Termination

We may terminate this service with you at any time for any reason, including but not limited to:

- The water supply to the premises is permanently disconnected
- We withdraw any of our consumption data services

The service shall terminate with immediate effect if you are no longer the retailer to the relevant non-household customer.

Providing smart meter reads

We do not offer a meter read service. We regularly provide smart meter reads where available as wholesaler reads entered into CMOS. We do not charge for the provision of these reads.

C.2.1.9 Using our powers of entry to enable a meter read

This is an Additional Service and Additional Terms and Conditions apply for this service and can be found on the service request form at the Thames Water website.

ID: SC-W113: This service is provided where you are having difficulty gaining access to your non-household customers' premises to obtain a meter read. You can request for us to write to your non-household customer and the registered owner to arrange an appointment to enable a meter read. Also, you can use our powers of entry to gain access where applicable.

The service comprises of two phases. During Phase I, if your non-household customer makes contact with you before Access letter 1 and/or 2 you would still be liable for the standard payment for phase I. If phase I does not have the required outcome you will need to confirm if you wish to proceed to phase II. Please see below table:

Table C.2-27 Tariffs

Phase	Service	Standard	Abortive Charge
I	Access Request Letters 1 + 2	£25	No Charge
II	Using our powers of entry	POA	Recovery of reasonable costs

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Note: a request beyond the standard service may require a price on application.

Abortive Charges apply to this service in line with our general conditions for abortive visits. If a Warrant is not granted, we will inform you of the reasons. Where you are liable, this will attract an Abortive Charge.

Where you have accepted a quote, we will charge you for any costs reasonably incurred, which you shall be liable for, including costs from obtaining a Warrant, engaging bailiffs and/or the police, other legal fees etc.

C.2.2 Verification and Deregistration of services

C.2.2.1 Assessing allowances and abatements

ID: SC-W011: This service is provided when you wish us to apply or perform a review of the Allowances, Abatements or similar, applied to a supply point for which you are the retailer. We may charge you, and you may be liable to us for that charge, for a desktop analysis and/or a site survey charge, to investigate if your non-household customer meets the criteria for the Allowance or Abatement. If we conclude our investigations and your non-household customer meets the criteria for the Allowance or Abatement, no charge will apply. However, if your non-household customer doesn't meet the criteria for the Allowance or Abatement the standard charge shall apply and you, the retailer will be liable to us for that charge.

Table C.2-28 Tariffs

Service	Desktop analysis	Site survey
Assessing allowances and abatements	£52	£135

Note: a request beyond the standard service may require a price on application

Appointments and cancellations

When you apply for a water or wastewater Allowance, we may need to visit your non-household customer's premises to verify information stated and determine whether the criteria for an Allowance or Abatement are met.

If required, appointments will be arranged during the following working hours, excluding bank holidays and public holidays:

- Monday – Friday, 8am – 8pm
- Saturday, 8am – 4pm
- Sunday, 9am – 1pm

Appointments Outside Our Normal Working Hours can also be scheduled and would need to be agreed and priced on application.

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C.2.2.2 Reviewing our tariffs

ID: SC-W085: This service is provided when you wish us to perform a review of any service component tariff[1] applied to a supply point for which you are the retailer. We may charge you, and you may be liable to us for that charge, for a desktop analysis and/or a site survey charge, to investigate if your non-household customer meets the criteria for a change in the service component tariff. If we conclude our investigations and your customer meets the criteria for a change in the service component tariff, no charge will apply. However, if your non-household customer doesn't meet the criteria for the Allowance or Abatement the standard charge shall apply and you, the retailer, will be liable to us for that charge.

Table C.2-29 Tariffs

Service	Desktop analysis	Site survey
Reviewing our tariffs	£52	£135

Note: a request beyond the standard service may require a price on application

Appointments and cancellations

When we perform a review of any service component tariff we may need to arrange a visit to a premise to assess the particulars of the request.

If required, appointments will be arranged during the following working hours, excluding bank holidays and public holidays:

- Monday – Friday, 8am – 8pm
- Saturday, 8am – 4pm
- Sunday, 9am – 1pm

Appointments Outside Our Normal Working Hours can also be scheduled and these would need to be agreed and priced on application.

C.2.2.3 Maintaining existing supply point data

SC-W028: We maintain supply point data within the market registration system and where we are the Data Owner, we can make any changes that are identified. You can inform us that you believe a change is needed to the market data and we will investigate in line with the conditions set out below. We will charge you and you will be liable to us for that charge, for a desktop analysis and/or a survey charge, to investigate whether the market data needs to be changed in the market registration system. If we conclude our investigations and the market data is found to be inaccurately registered in the market registration system, no charge will apply.

Table C.2-30 Tariffs

Service	Desktop analysis	Site survey
Maintaining existing supply point data	£52	£110

Note: a request beyond the standard service may require a price on application

[1] Any changes to tariffs will be applied for future periods from the application date.

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Appointments and cancellations

Site surveys and visits can normally be carried out without the need for appointments or the presence of the customer. If required, appointments will be arranged during the following working hours, excluding bank holidays and public holidays:

- Monday – Friday, 8am – 8pm
- Saturday, 8am – 4pm
- Sunday, 9am – 1pm

Appointments Outside Our Normal Working Hours can also be scheduled at other times and these would need to be agreed and priced on application.

Exclusions

We can only update the market data if we are the Data Owners. Where we are not the owner and believe it to be incorrect, we will query the item with the owner, for example, another wholesaler.

C.2.2.4 Verifying meter details or supply arrangements

ID: SC-W039: We can verify meter asset details including location and meter supply arrangements upon request. We will charge you and you will be liable to us for that charge, for a desktop analysis and/or a site survey charge, to investigate whether the market data are accurately registered. If we conclude our investigations and the market data is found to be inaccurately registered in the market registration system, no charge will apply.

Table C.2-31 Tariffs

Service	Desktop analysis	Site survey
Verifying meter details or supply arrangements	£52	£110

Note: a request beyond the standard service may require a price on application

Appointments and cancellations

If required, appointments will be arranged during the following working hours, excluding bank holidays and public holidays:

- Monday – Friday, 8am – 8pm
- Saturday, 8am – 4pm
- Sunday, 9am – 1pm

Appointments Outside Our Normal Working Hours can also be scheduled and would need to be agreed and priced on application.

We may need to temporarily limit supply of water services in order to carry out this service. If the premises is flagged as a Sensitive Customer or has a site specific arrangement we will take this into account and take the appropriate action.

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C.2.2.5 Investigating occupancy status

ID: SC-W109: You can change the occupancy status of premises, of which you are the retailer, in the Central Market Operating System from vacant to occupied and vice versa. We may verify that your actions meet the occupancy status criteria. If we conclude our investigations and your actions meet the criteria, no charge will apply. However, if your action doesn't meet the criteria we will recover the costs of our investigation and you, the retailer will be liable to us for that charge.

Table C.2-32 Tariffs

Service	Desktop Analysis	Site Visit
Investigating occupancy status	Recovery of reasonable costs	

C.2.3 Disconnection and Reconnection services

This section details tariffs and conditions that apply to disconnecting or reconnecting a non-household customers' supply. We offer temporary and permanent disconnections and can disconnect and reconnect a service in line with the conditions identified in this Part C. There are standard and non standard services for both a disconnection and a reconnection. Standard services will be charged at a fixed price and tariffs are set out in the section below. Any non standard requests will be dealt with as a price on application and a quote will be generated.

The conditions set out below apply to all disconnection and reconnection services and any conditions specific to individual services can be found within the service related information.

During the first reconnection or disconnection visit we will:

- Confirm whether we can deliver the service;
- Carry out the reconnection or disconnection, where possible; and,
- Carry out a survey to conclude the best action, if a standard service is not possible.

When a temporary disconnection takes place all water and wastewater charges will continue to apply.

Standard disconnections and reconnections requirements		
	Temporary	Permanent
Disconnection	• An operable outside stop valve is shut off; • There are no access restrictions; • Street works are not required; • Traffic management is not required • The only resource required to deliver the service is a technician.	• The existing supply pipe's diameter is 75mm or less; • The existing supply pipe is located at a depth not exceeding 1200mm; • The meter installed is the only asset that requires removal; • There are no access restrictions; • The land is not contaminated; • No other utilities' supplies (such as gas, electricity,

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		telephony) require work, ie diversion; • Work will be performed with basic signing, lighting, guarding and a street works permit; • No traffic management measures are required.
Reconnection	• An operable outside stop valve is turned on; • There are no access restrictions; • Street works are not required; • Traffic management is not required • The only resource required to deliver the service is a technician.	• A new connection is required - please refer to connections services on our website.

Non standard service

If the work required falls outside of our definition for a standard service and requires resources over and above those needed for a standard disconnection or reconnection we will cost the work and provide a price on application.

Liabilities

You are liable for unconsented reconnections made by your non-household customer and for any primary charges incurred from illegal water usage.

If a non-household customer reconnects without our consent they may be permanently disconnected and prosecuted.

It remains your responsibility to exhaust all consumer protection measures, before requesting a disconnection service for non-payment. You need to provide us with evidence such as a copy of any notice you've served on your non-household customer, attached to your service request form.

It is your responsibility to ensure that:

- You request a disconnection for the correct premises; and,
- You do not request a disconnection for a premise where it would be illegal to disconnect, for example a sensitive customer site[2].

[2] as described by schedule 4a of the Water Industry Act 1991

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Where such disconnection has been made, an Emergency Reconnection will follow and charges apply, which you shall be liable for. In the rare circumstance where we have wrongly disconnected a non-household customer, who is not legally allowed to be disconnected, we will carry out an Emergency Reconnection as soon as possible.

It remains your or your non-household customer's responsibility to take all necessary measures to avoid potential flooding, before or while we carry out a reconnection to the water services. We accept no such liability or duty of care, where following or during the provision of any reconnection service, flooding has been caused to your non-household customer.

Exclusions

It is not legally permissible to carry out disconnections for certain classes of non-household customers[3], who provide services to customers who may be regarded as vulnerable, or sites that lead to a health and safety risk.

If the reason why we cannot disconnect is due to a faulty asset on our water network, then we will fix the problem as soon as reasonably practicable and carry out the disconnection at a later date.

Reconnection services are only available where a temporary disconnection has been made.

If a permanent disconnection has been made the non-household customer must apply for a new connection.

Where two or more premises are connected to our network by a single service pipe, a disconnection may be considered to be impractical.

C.2.3.1 Disconnecting for non-payment

ID: SC-W056: You can request to have the water service of any of your non-household customers temporarily or permanently disconnected if they haven't paid their water bills. You can order the service within our Normal Working Hours or Outside Our Normal Working Hours in line with the conditions and tariffs identified below, and you shall be liable for the relevant charges. Abortive Charges apply for this service.

Table C.2-33 Tariffs

Type	Within our Normal Working Hours	Within our normal working hours abortive	Outside our normal working hours	Outside our normal working hours abortive
Survey	£42	£32	£56	£56
Temporary Disconnection	£157	£118	£203	£203
Permanent Disconnection	Price on application			

[3] as described by schedule 4a of the Water Industry Act 1991

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Note: a request beyond the standard service may require a price on application

Appointments and cancellations

During the first site visit, we will remain at the premises for 30 minutes where we will:

- Attempt to contact your non-household customer;
- Allow your non-household customer to get in contact with you; and,
- Allow you to advise our Wholesale Market Services team, in writing, to cancel the disconnection.

Please see our general conditions for information about appointments within our Normal Working Hours. Additionally, if requested, we can carry out the disconnection service Outside Our Normal Working Hours. Appointments Outside Our Normal Working Hours can be made on, excluding bank holidays and public holidays:

- Saturdays,10am – 4pm
- Sundays, 10am – 4pm
- Monday – Friday, 5pm – 7pm

C.2.3.2 Using our powers of entry at your request

ID: SC-W060: In delivering our disconnection services, we may need entry to your non-household customer's premises to carry out a survey or make a disconnection. Where we are refused entry, we will leave notice at the premises advising that we will make a further attempt to gain entry. If we are not permitted access during the second visit, we will not attempt to gain entry again, unless you request us to use our powers of entry.

Using our powers of entry at your request service requires a price on application and where you have agreed to proceed with this, you shall be liable for the quoted amount.

If a Warrant is granted, we will notify you of the date and time on which we intend to serve and exercise the powers under Warrant and will ask you to confirm in writing that there has been no change in circumstance and the survey and/or entry is still required. We will also provide you with a contact to inform if there is a change in circumstances such that the entry is no longer required.

We may engage bailiffs to serve the Warrant on your non-household customer and, if necessary, we will also contact the police to gain their assistance in accessing the premises. If, as a result of requesting such assistance, there is a change of the planned date and time on which the Warrant will be served, we will notify you of the new date and time. Additional charges may apply if we are required to engage bailiffs and/or police to gain access.

Table C.2-34 Tariffs

Type	Standard	Abortive charge
Using our powers of entry	price on application	recovery of reasonable costs

Note: a request beyond the standard service may require a price on application

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Abortive Charges

Abortive Charges apply to this service in line with our general conditions for abortive visits. You may be charged for the visit(s), irrespective of the outcome in line with the Abortive Charges set out above.

If a Warrant is not granted, we will inform you of the reasons. Nonetheless, this will still attract an Abortive Charge as set out in the table above.

Where you have already accepted a quote, we will charge you for any costs reasonably incurred, which you shall be liable for, including costs from obtaining a Warrant, engaging bailiffs and/or the police, other legal fees etc.

C.2.3.3 Reconnecting following non-payment disconnection

ID: SC-W061: You can request to have the water service reconnected to any of your non-household customers who were previously temporarily disconnected. We offer a standard reconnection and a non standard reconnection, including an option Outside Our Normal Working Hours. Tariffs and conditions have been outlined below. Abortive Charges apply for this service. You shall be liable for all such tariffs and charges.

Table C.2-35 Tariffs

Type	Within our normal working hours	Within our normal working hours abortive	Outside our normal working hours	Outside our normal working hours abortive
Survey	£42	£32	£56	£56
Reconnection	£149	£112	£191	£191
Emergency Reconnection	£191			

Note: a request beyond the standard service may require a price on application

Appointments and cancellations

Given the short timescales for delivery of this service, once you have issued the Service Request you cannot cancel the reconnection without incurring Abortive Charges, although you can still notify us that the reconnection is not required.

Please see our general conditions for information about appointments within our Normal Working Hours. Additionally, if requested, we can carry out the reconnection service Outside Our Normal Working Hours. Appointments Outside Our Normal Working Hours can be made on, excluding bank holidays and public holidays:

- Monday – Friday, 5pm – 7pm
- Saturdays,10am – 4pm
- Sundays, 10am – 4pm

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C.2.3.4 Disconnecting and reconnecting for non-payment using an accredited entity

ID: SC-W096: We allow accredited entities to disconnect and reconnect non-household customers connected to our network following instruction from you where that customer has not paid an invoice issued by you.

The Accredited Entity must be accredited as a WIRSAE provider by Lloyds to carry out temporary disconnections and reconnections for non-payment of a retailer invoice within our operational area.

If the disconnection has had or is having an adverse effect on our network and/or other customers, for example if we are contacted by a customer who has no water due to work carried out by you or on your behalf (whether deliberately or unintentionally), we may:

- Carry out an Emergency Reconnection and may charge you; or,
- Ask you to instruct the Accredited Entity to carry out an Emergency Reconnection, which must be completed within 24 hours of us notifying you that an Emergency Reconnection is required; and/or,
- We may request that the Accredited Entity ceases all work immediately.

Table C.2-36 Tariffs

Type	Standard
Emergency reconnection	£191

Liabilities and warranties

Without limiting the application of section C.1.9 in any way, we do not guarantee the availability of an operable Outside Stop Valve for the Accredited Entity to use to disconnect the supply.

Retailers and accredited entities should report any damaged or faulty assets and we will assess the priority of the work and determine the timescale for completing any repairs.

We do not accept liability for any losses incurred by the retailer and/or the Accredited Entity or non-household customer.

The Accredited Entity or you may be asked to rectify any damage caused to our network and/or pay any losses incurred by Thames Water.

Exclusions

Accredited Entities are not permitted to make permanent disconnections, make modifications to the water network or remove water meters or data logging Equipment or provide metering services.

Thames Water shall not make any payments to retailers and/or accredited entities for any services provided by the retailer and/or accredited entities.

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C.2.3.5 Reconnecting following breach of water regulations

ID: SC-W062: Following a Temporary Emergency Disconnection in relation to a breach of water regulations, we offer a reconnection service. This service is available upon completion of the rectification work. Once you have been informed by your non-household customer that the rectification is complete, we will perform an inspection to confirm that the breach has been satisfactorily rectified and reconnect the premises. You shall be liable for the reconnection charges outlined below. Where the rectification work has not been completed to a satisfactory level, we will not reconnect the premises and you shall be liable for the survey charges set out below.

Table C.2-37 Tariffs

Type	Standard
Survey	£52
Reconnection	£113

Note: a request beyond the standard service may require a price on application

C.2.3.6 Reconnecting for non-household customer request

ID: SC-W063: Following a temporary disconnection, your non-household customer can ask you to submit a request for us to reconnect the water supply to their premises. Standard charges and Abortive Charges apply as per the table below. You shall be liable for all such charges.

Table C.2-38 Tariffs

Type	Standard	Abortive Charge
Survey	£52	£44
Reconnection	£91	£62

Note: a request beyond the standard service may require a price on application

C.2.4 Water Services

C.2.4.1 Replacement of lead pipes

Non-household customers who are concerned about lead levels in their water supply should contact us directly, so we can arrange for water samples to be collected and analysed. We will undertake free water quality sampling to confirm the current lead concentration in the water. If the results of the sample analysis show that there are significant levels of lead in the water, we will replace any pipe that belongs to us, alongside a commitment from your non-household customer to replace the lead pipework within their property boundary.

Table C.2-39 Tariffs

Type	Less than the lead standard (<10ug/l)	Greater than the lead standard (>10ug/l)
Replacement of lead pipes	Not qualified for free replacement of our lead communication pipe	Qualified for free replacement of our lead communication pipe, provided the non-household customer commits to replacing their lead pipework

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C.2.4.2 Installing and maintaining fire hydrants

We work directly with fire authorities within our operational area to install, maintain and repair fire hydrants on our network. Fire authorities may contact us directly to arrange for repairs or other work to be carried out on fire hydrants and we may contact them to arrange site meetings to discuss the scope of work to be carried out or inspect completed work.

We will recover all costs reasonably incurred, including costs for performing site surveys, serving statutory notices, carrying out repairs and/or installations of fire hydrants etc., via the charges agreed with the relevant fire authorities. We reserve the right to charge the fire authorities for work carried out.

Table C.2-40 Tariffs

Type	Standard	Abortive Charge
Installing and maintaining fire hydrants	Recovery of reasonable costs	Recovery of reasonable costs

C.2.4.3 Provision and use of standpipes

For more information on these charges, please refer to the section on Sundry charges within the Primary tariff schedule.

C.2.5 Incentive schemes

C.2.5.1 Incentivising water efficiency

This is an Additional Service and Additional Terms and Conditions apply for this service and can be found on the service request form at the Thames Water website.

Our water efficiency incentive offer supports our ambition to deliver Water Efficiency savings/demand reductions across our region as outlined in our Water Resource Management Plan and Business Plan.

SC-W108: Our water efficiency incentive offer to you is applied on a supply point by supply point basis and will reward for proven water efficiencies that you enable your non-household customer to deliver. We require details on the customer (SPID) you have worked with, evidence of the work that has taken place and how much water has been saved. Only water savings achieved directly from Water Efficiency interventions will be considered for this offer. For clarity, a repair to a leak does not qualify for a water incentive payment and other specific exclusions apply.

Applicable interventions include:

- Installation of water saving devices
- Fixing internal plumbing losses (“wastage” loss from internal fittings or devices)

This offer will not be available on water reductions achieved through the following interventions:

- Fix of any leak outside of the premises’ buildings (e.g. external pipes or external site infrastructure)

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- Change in business practice e.g. cease of manufacturing operations
- Change in full time equivalent (FTE) number
- Change in opening hours
- Change of operations and/or production line
- Any Water Efficiency interventions that occurred more than 12 months before application submission

Following verification of the submitted water savings evidence, the incentive payment will be calculated using a standard rate per litre per day saved. This means that you will be paid the rate on table below multiplied by the litres your customer saved through Water Efficiency interventions in one day (average}. This will be paid as a single lump sum payment. Every SPID is eligible for the offer only once in a 2 year period and you cannot use the same work and/or water saving evidence on any subsequent application.

Table C.2-41 Tariffs

Service	Water saved
Incentivising water efficiency	£ 0.09 per litre per day

Calculation:

Saving: Average consumption prior to Water Efficiency intervention (litres per day) – Average consumption following Water Efficiency intervention (litres per day) = Water saved (litres per day)
Payment per application: Water saved (litres per day) * Rate (table above)

Worked example:

Confirmed water intervention is saving 10,000 litres per day. The payment will be calculated as:

$$Payment = £0.09\ x\ 10{,}000 = £900$$

Appointments and cancellations

We reserve the right to carry out audit visits at your non-household customer's premises as part of this offer.

We aim to provide the following service levels:

- Where we have arranged to carry out a visit to a non-household premises and the visit is planned 2 business days or more in advance, we will tell you when the visit will take place
- We will notify you of any visits to your non-household customers' premises within 2 business days of the visit.

Standard

Information required:

- Months of consumption data - 3 monthly meter reads of pre- and 3 monthly meter reads post-water efficiency intervention
- Evidence of the Water Efficiency intervention (such as photos)

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C.2.5.2 Incentivising gap site registration

ID: SC-W114 We offer an incentive scheme for the registration of gap sites, qualifying criteria apply and in order to participate in the scheme, you must have a Contract for Wholesale Services with us and be the registered retailer for the gap site.

Where an application is successful and meets the required criteria as documented on our Website, we will make the following payments.

Table C.2-42 Tariffs

Type	Per gap site
Initial payment water and wastewater	£330
Initial payment water only	£165
Initial payment wastewater only	£165

Where duplicate applications are made from retailers for the same potential gap site, we will only make an initial payment to the first successful application made.

In addition, an Allowance of 50% will be given for the first year's primary wholesale charges minus the initial payment already given for the individual gap site. The Allowance will be given on expiry of the year one period and once all other requirements have been satisfied.

For an incentive payment to be made you must have provided all required mandatory information as documented on our Website.

If when processing your application, we find that it is erroneous or does not have all mandatory information provided or no full justification is provided by you as to why you believe all information is not necessary this will be treated as an erroneous application and we will charge an administration fee.

Table C.2.43 Tariffs

Type	Per gap site
Administration fee	£35

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C.2.6 Other Services

C.2.6.1 Damage to our apparatus

In the event that we suffer or incur any costs in relation to the network which is caused by an act or omission of the customer, or its agents or subcontractors, or any other third party, we shall be entitled to recover from the responsible party the total cost of the actual work involved in repairing or replacing the damaged network. We will recover all costs reasonably incurred, associated with performing site surveys, serving statutory notices, customer service loss, repair and reinstatement of that asset.

Notwithstanding the above, any damage to metering assets caused by the fault of the customer will be charged to the relevant retailer, in line with our repairing or replacing faulty meters service as set out in Part C: Non-primary charges scheme and schedule and Additional Services.

Table C.2-44 Tariffs

Type	Standard
Third party damages and remedial work	Recovery of reasonable costs

C.2.6.2 Carrying out of inspections to ascertain whether any provision contained in or made or having effect under the Water Industry Act 1991 with respect to any water fittings or with respect to the waste or misuse of water is being or has been contravened

We will charge you reasonable costs for carrying out any works necessary following non-compliance with a notice served under the provisions of section 75 of The Act. If the supply is disconnected following an emergency notice served under section 75 of The Act, we will charge for any subsequent reconnection. We also reserve the right to prosecute under section 73 of The Act. C.2.3.5 Reconnecting following breach of water regulations.

C.2.6.3 Site inspections

Throughout this document services are listed that include a site inspection element. Please see the individual services for all site inspection or survey charging related information.

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C.2.7 Trade Effluent

C.2.7.1 Assessing applications for trade effluent consents

ID: SC-WW028: You can request a Trade Effluent Consent on behalf of your non-household customer. We will assess applications for the following types of Consents:

- temporary consent – valid for a maximum period of 6 months from the date it was issued; and,
- full consent – all other Trade Effluent discharges not covered by the above, no time-limited validation.

An application fee will be charged in relation to each application made and if samples are required in order to assess the application, we will also charge you for each sample that we take as detailed below. If sewerage modelling is required, we will charge on a price on application basis. Tariffs will be charged, and you will be liable for, in line with the conditions set out below.

Table C.2-45 Tariffs

Assessing applications for trade effluent consents	Trade effluent consent fee	Abortive charge	Sewerage modelling
Temporary application fee	£57	£57	POA
Full application fee	£245	£69	POA
Sample fee	£112	£79	POA

Note: a request beyond the standard service may require a price on application

Service requests and ordering

If the request form is Materially Complete, we will review it to decide if we can issue a Consent and the conditions to be applied. If the form isn't Materially Complete, we will tell you what information we need. If we do not receive the information within 5 business days, we will reject the application and you will need to restart the process. Please note we will require a scanned copy of an application which your non-household customer has signed.

Consents cannot be transferred to a new owner or occupier of the premises. New owners or occupiers of the premises who would like permission to discharge trade effluent must apply for a Consent.

Under section 125 of the Water Industry Act 1991, we may decide to change the conditions of a trade effluent Consent at any time if we consider it necessary to do so in order to protect persons that are likely to be affected by the discharge.

Abortive Charges

Abortive Charges apply to this service in line with our general conditions and may also apply where the service has been cancelled and we have either completed preliminary work or arranged a site survey or sampling visit. Tariffs are set out in the table above and you shall be liable for all such tariffs and charges.

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Investigations

We may need to undertake a site survey to assess the application. We will contact you or your non-household customer, where you've given us permission to do so, to arrange the survey as appropriate.

If sewerage modelling or other studies are necessary to complete the assessment, it's likely that we will apply additional charges which will be priced on application.

If details of the application need to be referred to the Environment Agency or any other appropriate agency/body, we will let you and your non-household customer know and keep both of you updated regarding any communication and progress relating to the referral.

Exclusions

We will not register temporary consents with the market operator. All temporary discharges will be treated as non-primary charges and calculation methods can be found in A. .

C.2.7.2 Assessing variations to trade effluent consents

ID: SC-WW029: You can request a change to a trade effluent full consent on behalf of your non-household customer, commonly known as a variation request.

An application fee will be charged in relation to each application made. In addition to this, if samples are required to assess the application we will also charge you for each sample that we take as detailed below. If sewerage modelling is required, we will charge on a price on application basis. Tariffs will be charged, and you will be liable for, in line with the conditions set out below.

Table C.2-46 Tariffs

Assessing variations for trade effluent consents	Trade effluent consent fee	Abortive charge	Sewerage modelling
Application fee	£93	£43	POA
Sample fee	£112	£79	POA

Note: a request beyond the standard service may require a price on application

Service requests and ordering

If the request form is Materially Complete, we will review it, to decide if we can issue a variation and any conditions that need to be applied. If it isn't Materially Complete, we will tell you what information we need. If we do not receive the information within 5 business days, we will reject the application and you will need to restart the process

Consents cannot be transferred to a new owner or occupier of the premises. New owners or occupiers of the premises must apply for a Consent if they would like permission to discharge trade effluent.

Under section 125 of the Water Industry Act 1991, we may decide to change the conditions of a Trade Effluent Consent at any time if we consider it necessary to do so in order to protect persons that are likely to be affected by the discharge.

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Abortive Charges

Abortive Charges apply to this service in line with our general conditions and may also apply where the service has been cancelled and we have either completed preliminary work or arranged a site survey or sampling visit. Tariffs are set out in the table above and you shall be liable for all such tariffs and charges.

Investigations

We may need to undertake a site survey to assess the application. We will contact you or your non-household customer, where you've given us permission to do so, to arrange the survey as appropriate.

If sewerage modelling or other studies are necessary to complete the assessment, it's likely that we will apply additional tariffs which will be priced on application.

If details of the application need to be referred to the Environment Agency or any other appropriate agency or body, we will let you and your non-household customer know and keep both of you updated regarding any communication and progress relating to the referral.

C.2.7.3 Sampling & analysis for trade effluent billing

ID: SC-WW005: Under the terms of a Trade Effluent Consent your non-household customer must pay for any monitoring and analysis that we carry out. Following the issue of a Trade Effluent Consent we will assess how trade effluent charges will be calculated. We will take samples and carry out an analysis to enable Trade Effluent billing.

We may take either:

- Banding samples to allocate discharge to specific Charging Bands
- Billing samples, to determine the variable strength of the discharge for billing purposes.

Tariffs will be charged, and you will be liable for, in line with the conditions set out below.

Table C.2-47 Tariffs

Service	Sample fee	Abortive charge
Sampling & analysis for trade effluent billing	£112 per sample	£79

Note: a request beyond the standard service may require a price on application

Investigations

If **standard strength** as set out in A.1 is not an appropriate method to use we may need to carry out a sample survey. We will normally collect a minimum of 6 samples from each discharge point. However, we may decide that more samples are needed. The tariff of each sample is set out in the table above. For example, where 6 samples are required you will be charged for 6x the tariff per sample set out in the table above.

We will use the sample results to determine whether charges should be calculated using banding or sampling methods, as follows:

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- **banded billing**: we will use the averages of the results from the sample survey to identify the strength and also assess how much effluent is likely to be discharged and then allocate an appropriate tariff based on the likely value of the discharge; and,
- **sampled billing**: we will establish the number of samples which need to be taken using a statistical analysis assessment. A minimum of 24 samples need to be collected per sample point per year. For example, in the case where we need to take 24 samples a year, you will be charged 24x the tariff per sample set out in the table above.

Abortive Charges

Abortive Charges apply to this service in line with our general conditions for abortive visits where we have arranged a site survey or sampling visit. Tariffs are set out in the table above and you shall be liable for all such tariffs and charges.

C.2.7.4 Sampling & analysis for trade effluent by customers

ID: SC-WW056: Under the terms of a Trade Effluent Consent your non-household customer must pay for any monitoring and analysis that we carry out. If your non-household customer wants to make their own arrangements for trade effluent billing samples to be collected and analysed, they should contact you. We may need to carry out initial sampling in parallel and will charge in line with the tariff below. You will be liable for all such tariffs and charges outlined below.

Table C.2-48 Tariffs

Service	Sample fee	Abortive charge
Sampling & analysis of trade effluent by customers	£112 per sample	£79

Note: a request beyond the standard service may require a price on application

Standard service

To collect and analyse trade effluent samples your non-household customer must:

- Demonstrate the ability to collect and analyse samples to our satisfaction including flow proportional, refrigeration, storage of samples, bottles used, equipment etc. This may involve us carrying out a site visit;
- Ensure sampling procedures are to Environment Agency of England & Wales Monitoring Certification Scheme or equivalent standards;
- Have the samples analysed to United Kingdom Accreditation Service accredited laboratory standards for the required operational parameters;
- Initially be sampled by us until bipartite samples show the results are comparable to ours over a period of three to six months;
- Allow us to undertake an audit upon request;
- Provide sample analysis results on demand in the manner specified, within the specified timeframe and frequency
- Analyse the samples for settled chemical oxygen demand (Ot), settleable solids (St) and if appropriate, ammoniacal nitrogen (At) and other determinants required.

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Exclusions

We may decide to remove permission for your non-household customer to collect samples if we are not confident or satisfied with the sampling method, analysis and storage carried out. We may also decide to remove permission for your non-household customer to collect samples if the result is not provided to us within the specified time.

Abortive Charges

Abortive Charges apply to this service in line with our general conditions for abortive visits where we have arranged a site survey or sampling visit. Tariffs are set out in the table above and you shall be liable for all such tariffs and charges.

C.2.7.5 Monitoring trade effluent discharges

ID: SC-WW030: Under the terms of a Trade Effluent Consent your non-household customer must pay for any monitoring and analysis that we carry out. We carry out visits to undertake routine and non-routine monitoring of Trade Effluent. Where samples taken establish that your customer is in breach of the conditions of their Consent we will charge for the sampling and analysis. Tariffs will apply, which you shall be liable for, each sample that it is necessary in order to establish the breach.

Table C.2-49 Tariffs

Service	Sample fee	Abortive charge
Monitoring trade effluent discharges	£112 per sample	£79

Note: a request beyond the standard service may require a price on application

Service requests and ordering

We have the right of entry at all reasonable times (under section 171 of the Water Industry Act 1991) allowing access to inspect such things as the sampling point and the inspection chamber where the trade effluent is discharged.

We may carry out monitoring visits at any time, without warning for example to investigate illegal discharges. Where we carry out sampling and analysis, this will be charged in line with the table above.

Abortive Charges

Abortive Charges apply to this service in line with our general conditions for abortive visits where we have arranged a site survey or sampling visit. Tariffs are set out in the table above and you shall be liable for all such tariffs and charges.

C.2.7.6 Reassessing trade effluent charges

ID: SC-WW013: You can request a reassessment of trade effluent charges on behalf of your non-household customer. Please be aware that our tariffs are based upon an annual review that we carry out of the last 12 months discharge volumes. Any request to reassess outside of this annual review will be charged, and you shall be liable for, as outlined in the table and conditions below.

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Table C.2-50 Tariffs

Service	Sample fee
Reassessing trade effluent charges	£119 per sample

Note: a request beyond the standard service may require a price on application

Service requests and ordering

You can request a reassessment of trade effluent charges on behalf of your non-household customer. This can relate to an Allowance and/or volumetric adjustment to your water loss and water consumption, or a request associated with trade effluent charges[4].

Under Section 125 of the Water Industry Act 1991, we may decide to change the conditions of a Trade Effluent Consent at any time if we consider it necessary to do so in order to protect persons that are likely to be affected by the discharge.

Investigations

We may need to undertake a site survey to assess your request for reassessment of trade effluent charges. Where necessary we will contact you or your non-household customer, where you've given us permission to do so, to arrange the survey as appropriate.

Where samples need to be taken, we will charge you, and you shall be liable for, the tariff of sampling and analysis for each sample that is necessary. The tariff of each sample is set out in the table above.

If we suspect a breach of Trade Effluent Consent conditions, we will begin sampling. If a breach is confirmed we will charge, and you shall be liable for, the samples taken and analysis completed in order to establish the breach. If a breach is not established, you will not be charged for the sampling and analysis completed.

C.2.7.7 Other trade effluent charges applying to temporary consents

We will assume a temporary discharge for the clean and flush of a heating or chilled water system will be billed on our lowest Charging Band unless glycol is present. If a temporary discharge contains glycol then we will calculate the charge based on the percentage of glycol having assumed settled chemical oxygen demand (Ot) and settleable solids (St) values determined by us. However, if we aren't sure that a standard strength category is suitable, or you would prefer charging to be based on sample results, we will take samples to decide a suitable billing approach (either a banded or sampled approach as detailed in C.2.7.3 Sampling & analysis for trade effluent billing.)

[4] Please note: Consents cannot be transferred to a new owner or occupier of the premises. New owners or occupiers of the premises who would like permission to discharge Trade Effluent must apply for a Consent.

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temporary consents will be charged to you as non-primary charges and will be calculated in line with the trade effluent charges set out in B.4 Trade effluent wholesale charges scheme 2023 and in A.2 Trade Effluent charges of the Primary Tariff Schedule.

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Part D: Payment and credit support terms

The charges payable by a retailer shall be due and payable in accordance with the provisions of the Wholesale Contract for Wholesale Services between Thames Water and the retailer.

Invoicing

On or before 15 February in each calendar year, we will publish our invoicing timetable for primary charges, non-primary charges, Additional Services Charges and associated credit notices, specifically:

- *Primary charges* – we will issue invoices based on the billable amounts calculated on our behalf by the market operator and in line with planned settlement runs Where the market operator undertakes unplanned settlement runs, we will issue invoices as appropriate;
- *Credit support notices* - we will issue notices as per the requirements of the Business Terms on the basis of P1 settlement files generated by the market operator and from time to time as changes to credit rating or credit scores dictate;
- *Non-primary charges* - on a monthly basis we will issue you with an invoice for all of the related services utilised over the previous calendar month;
- *Additional service charges* - on a monthly or twice yearly basis (depending on the service) we will issue you with an invoice for all of the related services utilised over the previous period;
- We request that you pay all invoices in full within 15 calendar days of receiving our invoice, or 30 calendar days after the delivery month, whichever is later.

We will always exercise our contractual rights to terminate a contract should you fail to pay an invoice in a timely manner. Late payment of invoices will be subject to a late payment interest of 4% above Bank of England base rate and any non-payment of an invoiced amount may lead to us declaring you a defaulting trading party, as per the Wholesale Contract/Wholesale-Retail Code, and to the termination of our contract with you.

Making payments

Primary charges - where any reconciliation balances results in us owing you money we will credit your bank account and we will pay you directly within 15 business days from the date of the credit note we issued. We will pay money via BACS into a bank account that you have declared.

Non-primary charges - if we were to owe you money associated to a service with non-primary charges we will issue you a credit note.

Guaranteed Standards Scheme Regulations and drought payments

To meet our requirements under the Wholesale Contract/Wholesale-Retail Code, we will make payments to you on a daily basis as needed, or if agreed, an accumulated monthly payment, for any Guaranteed Standards Scheme Regulations payments due.

Under the Wholesale Contract/Wholesale-Retail Code, you are required to pass on any relevant payments to your non-household customers, including drought payments.

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Payments to your non-household customers and/or retailers

There may be scenarios where we will make payments to you to pass on to your non-household customer for example, we may offer payments to contribute to energy consumption for Flood Local Improvement Project devices, or similarly, for energy consumption when a Small Sewerage Pumping Station is located on the customer's premises.

In accordance with the Wholesale Contract/Wholesale-Retail Code, you will be expected to pass any relevant payments on to your non-household customer.

We do not currently offer any contributions, financial offerings or incentives for a meter to be installed at an unmeasured supply point or for vacant premises identification.

Credit support

We will apply the requirements of the Wholesale Contract/Wholesale-Retail Code to ensure that, at all times, you have established the appropriate level of credit support. We have rights to terminate a contract should you fail to establish the appropriate level of credit in a timely manner.

We have entered into a number of alternative eligible credit arrangements in order to allow retailers to reduce the amount of credit support required which are published on our Website. Equivalent terms are available to all retailers selecting the post payment option.

Primary charges credit support – will be in line with the requirements of the Wholesale Contract/Wholesale-Retail Code.

Back charging

The maximum back charge allowed under prevailing market rules, contracts and regulations will be sought.

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Part E: Defined Terms

This is a list of the definitions that have been included in our Wholesale Tariff Document. It is intended that the terms used in this document are entirely consistent with the same terms used in the Wholesale Contract/Wholesale-Retail Code. In the event of any inconsistency, the definition in the Wholesale Contract/Wholesale-Retail Code shall prevail.

Definition	Description
Abatement	A reduction to a customer's charges, when for example, there is no rainwater feeding into the sewer system.
Abortive Charge	A charge applied to a number of circumstances where we have unnecessarily incurred costs in relation to delivery of wholesale services. See C.1.4 for more detailed information.
Accredited Entity	An entity which has been independently evaluated and accredited under an accreditation scheme to carry out certain activities as defined here.
The Act	The Water Industry Act 1991 including any statutory amendments whether made before or after the date of this document.
Additional Services	Services that are not Primary or Non-Primary Charge services (set out in Part C.1.1) and which are subject to the Additional Terms and Conditions
Agreement	An agreement with respect to the disposal of trade effluent made under the provisions of Section 129 of The Act.
Allowance	A volumetric adjustment applied to the measured consumption of your customer to reduce the chargeable volume for water and/or wastewater services due to firefighting, leakage, non-return to sewer or not having surface water feeding to sewer.
Approved Plumber	A plumber whose qualifications and knowledge has been checked and verified by us.
Business Assessed Charges	The Business Assessed Charges fixed by Thames Water with reference to charging bands for the financial year 2023 - 2024 and which is set out in Part A: Primary tariff schedule.

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Definition	Description
Charging Area	An area determined by Thames Water to reflect in its charges the differences in the average use of the service for various types of property house and broad variations in net annual value for similar properties throughout the water supply area of Thames Water.
Charging Band	A unit cost for trade effluent derived from sample analysis results where the values for settled chemical oxygen demand (Ot) and settleable solids (St) fall within pre-defined range values.
Community Building	A place of worship, village hall, scout or guide hut.
Consent	A consent given pursuant to a Trade Effluent notice served on Thames Water (or its predecessors) under The Act or under any predecessor legislation.
Data Owner	The Market Operator or relevant Wholesaler or retailer in each case having responsibilities under Section 4.2.4 of the Market Terms and being the party responsible for each Data Item in accordance with CSD 0301 (Data Catalogue) and CSD 0105 (Error Rectification and Retrospective Amendments).
Disconnection	Disconnecting the premises from supply: • Temporary disconnection – shutting off the Outside Stop Valve • Permanent disconnection – permanently disconnecting the supply pipe, which can only be reconnected as a new connection.
Domestic Garage, Car Space or Store Area	Any garage, car space or store area used wholly or partly as a Domestic Garage, Car Space or Store Area or intended for such use.

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Definition	Description
Eligible Premises	i) for the purposes of the Water Supply Wholesale Charges Scheme, premises that are supplied with water by a retailer from a water main that is vested in Thames Water; ii) for the purposes of the Wastewater Wholesale Charges Scheme, premises that receive sewerage services from a retailer and are drained by a sewer or drain connecting either directly or through an intermediate sewer or drain, with a public sewer provided by Thames Water; and, iii) for the purposes of the Trade Effluent Charges Scheme, Trade Premises from which a trade effluent is discharged into the public sewers of Thames Water whether or not via an intervening pipe or conduit.
Emergency Disconnection	A permanent or a temporary disconnection made by us without any previous warning.
Emergency Reconnection	Reconnection where your non-household customer or any other customer has been disconnected but shouldn't have been.
Environment Agency	The body established by section 1 of the Environment Act 1995 and, as the context requires, any equivalent body with jurisdiction over areas in Wales such as Natural Resources Wales.
Guaranteed Standards Scheme Regulations	Guaranteed minimum standards of service, as laid down in The Water Supply and Sewerage Services (Customer Service Standards) (Amendment) Regulations 2017.
Household Customer	A customer that is not eligible to be provided with water and/or sewerage services by a water and sewerage licensee since the new retail market opened in April 2017.
Impractical (when related to installing a meter)	All new and existing non-household properties shall be metered where technically feasible. Due to cost and practicality constraints there are a number of circumstances here we do not meter existing properties; these are defined in our metering policy.
Infeasible (when related to installing a meter)	We do not believe that any installation is infeasible. It is possible to install a meter at any property, although it may be impractical to do so.

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Definition	Description
Infrastructure Provider	The company designated by the Secretary of State or the Water Services Regulation Authority to be the Infrastructure Provider responsible for the Thames Tideway Tunnel Project in accordance with Regulation 8(1) of the Water Industry (Specified Infrastructure Projects) (English Undertakers) Regulations 2013.
Licence	The Instrument of Appointment dated August 1989 under Sections 11 and 14 of the Water Act 1989 whereby the Secretary of State for the Environment appointed Thames Water as the water undertaker and the sewerage (wastewater) undertaker for the areas respectively described therein and includes any amendments whether made before or after the date of this scheme.
Logging Equipment	Equipment fitted to a meter to record the average flow through the meter at set intervals (usually every 15 minutes).
Materially Complete	All mandatory information required is provided and the information is sufficient to enable us to undertake the service which has been requested.
Meter Menu	Table that provides a list of meters which comply with the Measuring Instruments Directive (2004/22/EC) and have equivalent certification to BS EN ISO 4064:2014 class 2.
Metering Policy	Thames Water Metering Policy as published from time to time on our Website
Non-household Customer	A customer that is eligible to be provided with water and/or sewerage services by a water and sewerage licensee since the new retail market opened in April 2017.
Non-Primary Charges	Has the same meaning as the definition of that term in the Wholesale Contract/Wholesale-Retail Code.
Non-Primary Services	In the context of the Wholesale Contract for Wholesale Services means those services provided by TWUL to the retailer which attract non-primary charges and a range of customers which attract non-primary charges. For the avoidance of doubt, these charges are not calculated by the market operator. It should also be noted that some non-primary services may also be provided direct by TWUL to non-household customers.

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Definition	Description
Non Standard Service	Additional Services, over and above the “standard” services, which may be requested by a retailer and be subject to the provision of a quotation by the wholesaler.
Normal Working Hours	These are defined as hours within our published Normal Working Hours, as set out in C.1 General conditions for non-primary services and Additional Services or on a service by service basis.
Ongoing Services	These are non-primary and non-one-off services which are provided in an ongoing basis (i.e. monthly) over an agreed time period (i.e. annual) and require, other than the time expiry of the service provision, an action for their termination either from the requestor or TWUL.
Outside Our Normal Working Hours	These are defined as hours outside of our Normal Working Hours, which may differ by service.
Outside Stop Valve	A valve, external to the premises which is used to control the supply of water to one or multiple premises.
Primary Charges	Has the same meaning as the definition of that term in the Wholesale Contract/Wholesale-Retail Code.
Primary Services	Those services provided by TWUL to retailers which attract primary charges and are calculated by the market operator.
Public Sewer	Shall have the same meaning as in The Act.
The Regulations	The Water (Meters) Regulations 1988 (S.I. 1988(1048)) as amended.
Relevant Abstraction Licence	A licence under the Water Resources Act 1991 or under the former Water Resources Act 1963 as amended by the Water Act 1989 to abstract water which authorises water abstracted in pursuance of such licence to be used on land consisting of Eligible Premises in the occupation of the licence holder.
Retailer	i) for the purposes of the Water Supply Wholesale Charges Scheme, a company holding a water supply licence granted under the provisions of Section 17A of The Act; and, ii) for the purposes of the Wastewater Wholesale Charges Scheme and the Trade Effluent Scheme, a company holding a sewerage licence granted under the provisions of Section 17BA of The Act.

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Definition	Description
Sensitive Customer	Any non-household customer who falls within the definition of sensitive set out in the TWUL Sensitive Customers Policy (non-household).
Service Component	Means, • for water services: metered potable water, metered non-potable water, assessed water, unmeasured water and charge adjustments; and, • for sewerage services: metered foul sewerage, assessed sewerage, unmeasured sewerage, surface water drainage services, highway drainage services, trade effluent services and charge adjustments.
Service Pipe	A service pipe within the meaning given in The Act.
Service Request	A formal request from a retailer/Inset Provider/Third Party for a service to be provided.
Shared Supply	A single supply from the main that feeds multiple properties, e.g. a block of flats that is fed by a single communications pipe and supply pipe.
Splitter Equipment	Cable or other equipment used to connect additional Logging Equipment to a meter.
Standard Meter Installation	A Standard Meter Installation will comply with the Thames Water Wholesale meter installation specification.
Standard Service	Standard service as defined on a service by service basis.
Street Works	The act of carrying out work, using equipment and machinery in the street or public highway. The rules that we must adhere to are set out in the New Roads and Street Works Act 1991 (NRSWA) and the Traffic Management Act 2004. Many local authorities also operate permit, notice and lane rental schemes which we must also comply with.
Supply Pipe	The section of the water pipe that is the customer's responsibility, this normally runs from the premises boundary (or meter) to the inside stop valve.

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Definition	Description
Supply Point	Subject always to Section 4.2.2(c) and (d) of the Market Terms, in relation to any premises, the point at which water services or sewerage services are provided and (to avoid doubt): i. any premises that receives both water services and sewerage services shall have two (2) supply points; and, ii. any premises that receives either water services or sewerage services only shall have one (1) supply point.
Supply Proving	Confirming the meter fitted is connected to the correct supply pipe for the premises.
Tariff	The individual tariff in this document by which one service or Service Component can be charged.
Temporary Emergency Disconnection	The supply will be disconnected at the Outside Stop Valve, (possibly within the meter pit), but the supply point will not be deregistered.
Thames Water or TWUL	Thames Water Utilities Limited.
Third Party	Organisation that may act on behalf of retailers or non-household customers.
Trade Effluent	The meaning given in section 141(1) of the Water Industry Act 1991, being (a) any liquid, either with or without particles of matter in suspension in the liquid, which is wholly or partly produced in the course of any trade or industry carried on at Trade Premises; and (b) in relation to any Trade Premises, means any such liquid which is so produced in the course of any trade or industry carried on at those premises, but does not include domestic sewerage.
Trade Premises	Shall have the same meaning assigned as in section 141 of The Act.
Traffic Management	Collective term for any action taken to ensure compliance with legislation relating to carrying out work in the road or street.
Valuation List	The last valuation list published under Part V of the General Rate Act 1967.

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Definition	Description
Warrant	A document issued by a Justice of the Peace to enter a defined premises to carry out a specified action.
Wastage	The loss of water from internal pipes and/or fittings, above or below ground, whether visible or not, and is not normal usage. Within the water industry wastage is also known as plumbing losses (eg leaky-loos, dripping taps). This also includes indiscriminate or excessive water use which allows excess to run to waste.
Water Efficiency	The efficient use of water resources through water-saving technologies and simple device improvements, retrofits and/or installations to reduce water consumption, whilst retaining sufficient flow for effective use. Measures implemented to reduce or eliminate wastage.
We	Refers to Thames Water Utilities Limited ("TWUL") Wholesale Water & Wastewater.
Website	Refers to www.thameswater.co.uk/wholesale.
Wholesale Charges Schedule	The schedule of charges fixed by Thames Water for the financial year 2023–24.
Wholesale Contract for Wholesale Services	The contract between Thames Water and the retailer for the provision of wholesale water or sewerage services as the context requires.
Wholesale Contract/Wholesale Retail Code	The contract between the Contracting Wholesaler and the Contracting Retailer that constitutes: (i) a Section 66D Agreement; or, (ii) a Section 117E Agreement; or, (iii) both a Section 66D Agreement and a Section 117E Agreement; and which, in each case, refers to and incorporates the terms and conditions set out in the Wholesale-Retail Code; and, The code of that name issued by the Authority under sections 66DA and 117F of the Water Industry Act 1991 including, without limitation, the Business Terms, the Operational Terms and the Market Terms and any Approved Change from time to time.
Wholesale Customers	Retailers, other Wholesalers and third parties (who might be acting as agents on behalf of non-household customers, retailers or other wholesalers).

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Definition	Description
WIRSAE Provider	The Water Industry Registration Scheme Accredited Entity (WIRSAE) established by Lloyds Register to allow companies, who fulfil the scheme requirements, to become registered as accredited WIRSAE providers. WIRSAE providers are referred to as accredited entities in the Wholesale Contract/Wholesale Retail Code.
You	Retailer(s) with valid contract agreement with TWUL Wholesale Water & Wastewater.

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Part F: Primary tariff schedule – Household charges

This section sets out the Wholesale Charges Schedule made by Thames Water Utilities Limited under the powers conferred by Section 143 of the Water Industry Act 1991 (as amended.) It contains the wholesale household primary charges for 2023-24 which should be applied with reference to the information stated in Part B: Primary charges scheme

F.1 Metered charges

F.1.1 Metered water charges

Household premises receive the following charges for water services:

- Fixed charge (charge is fixed for all households);
- Variable charge (based on metered usage and volumetric unit rate)

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F.1.1.1 Fixed charges

Table F.1-1 Fixed Charges per year – Household

Pipe size (mm)	Pipe size (inches)	Water
Single households	N/A	
12/15	0.5	
20/22	0.75	
25/28	1.00	
30/32/35	1.25	
40/42	1.50	
50/54	2.00	
65	2.50	
75/80	3.00	
100	4.00	
125	5.00	
150	6.00	
200	8.00	
250	10.00	
300	12.00	

F.1.1.2 Volumetric charges

Table F.1-2 Volumetric Charges (All rates in p/m^3) - Household

Consumption	Volume charge (p/m^3)
Water supply service	

F.1.2 Metered wastewater charges

Household premises receive the following charges for wastewater services:

- Fixed charge (full or abated, charge is fixed for all households);
- Variable charge (based on metered usage and volumetric unit rate).

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F.1.2.1 Fixed charges

Table F.1-3 Fixed Charges per year – Household

Pipe size (mm)	Pipe size (inches)	Wastewater	
		Full	Abated*
Single households	N/A		
12/15	0.5		
20/22	0.75		
25/28	1.00		
30/32/35	1.25		
40/42	1.50		
50/54	2.00		
65	2.50		
75/80	3.00		
100	4.00		
125	5.00		
150	6.00		
200	8.00		
250	10.00		
300	12.00		

* Where a single household premises does not discharge surface water to our sewers, they can claim a rebate of £XX.XX. Where there are a number of households in a block and the charges for the block are paid by reference to a bulk meter by a managing agent or landlord, the fixed charge and any surface water drainage rebate that may apply will be based on pipe size and calculated by reference to the figures under “Bulk metered households” above.

F.1.2.2 Volumetric charges

Table F.1-4 Volumetric Charges (All rates in p/m^3) - Household

Consumption	Volume charge (p/m^3)
Wastewater service	

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F.2 Unmetered charges

The wholesale water and wastewater services charge for a premises is calculated by applying a 'rate per pound' to the rateable value (RV) of the premises. There is a different rate for water and wastewater services, each expressed as pence per pound (of RV) and disclosed in Table F.2-1 and Table F.2-4. In addition, a yearly 'fixed charge' is applied; disclosed in Table F.2-2 and Table F.2-5.

The rate per pound differs by charge area as seen in Table F.2-1 and Table F.2-4. The allocation of local authorities to charge areas can be seen in Table F.2-6.

F.2.1 Unmetered water charges

Household premises receive the following charges:

- Fixed charge (charge is fixed for all households); and,
- Variable charge (based on RV of your home and local authority area).

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F.2.1.1 Rateable value charges

Table F.2-1 Unmetered water charges pence per pound of rateable value

Household	
Charge Area	Charge (pence)
1	
2	
3	
4	
5	
6	
7	

F.2.1.2 Fixed charges

Table F.2-2 Fixed Charges - unmetered per year - Household

Pipe size mm	Inches	Water
All Household	N/A	

F.2.2 Unmetered wastewater charges

Household premises receive the following charges for wastewater services:

- Fixed charge (full or abated, charge is fixed for all households);
- Variable charge (based on RV of your home and local authority area).

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F.2.2.1 Surface water drainage only charges

Table F.2-3 Fixed charge per year for surface water drainage only – Household

	Wastewater
	Surface water drainage only
All households	

F.2.2.2 Rateable value charges

Table F.2-4 Unmetered wastewater charges pence per pound of rateable value

Household	
Charge Area	Charge* (pence)
1	
2	
3	
4	
5	
6	
7	

* Note that rateable value wastewater service charges relate exclusively to foul drainage.

F.2.2.3 Fixed charges

Table F.2-5 Fixed Charges - unmetered per year - Household

Pipe size mm	Inches	Wastewater	
		Full	Abated*
All Household	N/A		

* Where a household premises does not discharge surface water to our sewers, they can claim a rebate of £XX.XX.

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F.2.3 Charge areas

Table F.2-6 Charge areas

Charge Area	Local Authority Areas	Charge Area	Local Authority Areas	Charge Area	Local Authority Areas
1	Kensington & Chelsea London, City of Westminster	4	Barnet Broxbourne East Hertfordshire Enfield Epping Forest Haringey Welwyn Hatfield Brentwood* Harlow* Luton* North Hertfordshire* Stevenage* Uttlesford*	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*
2	Barking & Dagenham Brent Camden Hackney Hammersmith & Fulham Islington Newham Redbridge Tower Hamlets Waltham Forest Havering*				
3	Bexley Bromley Croydon Dartford Epsom & Ewell Gravesham Greenwich Kingston Lambeth Lewisham Merton Richmond Sevenoaks Southwark Sutton Tandridge Wandsworth Tonbridge & Malling*	5	Chiltern Dacorum Ealing Hounslow Slough South Buckinghamshire Spelthorne Wycombe Harrow* Hertsmere* Hillingdon* St. Albans* South Bedfordshire* Three Rivers* Watford*	7	Aylesbury Vale Cherwell Cotswold North Wiltshire Oxford South Oxfordshire Swindon Vale of White Horse West Oxfordshire Daventry* South Northamptonshire* Stratford* Tewkesbury*

* Customers in these local authorities do not receive water service from Thames Water.

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F.3 Assessed household charges

Where the assessed household charge is payable, it will be calculated on the basis set out below.

Household Assessed premises receive the following charges:

- Fixed charge for water services (charge is fixed for all households)
- Fixed charge (full or abated) for wastewater services (charge is fixed for all households)
- Variable charge for water services (based on number of bedrooms/single occupier)
- Variable charge for wastewater services (based on number of bedrooms/single occupier)

Table F.3-1 assessed household charges

Band	Bedrooms	Water	Wastewater
1	0/1 bedroom		
2	2 bedrooms		
3	3 bedrooms		
4	4 bedrooms		
5	5 or more bedrooms		
6	Single Occupier*		

In addition, the customer pays a fixed charge of £XX.XX for Water and £XX.XX for Wastewater (£XX.XX for abated Wastewater) as detailed in F.2.2.3 above.

*N.B. Single occupier – i.e., one person only. A single parent with children at the same address will not be classed as a single occupier. The single occupier charge applies provided Thames Water has received satisfactory confirmation that there is only one occupier.

F.4 Bulk supplied households (RV) charges

Where there are a number of households in a block and the household customers have collectively applied to be billed individually by reference to a single bulk meter, our bulk supplied households (RV) charges will apply. The volumetric charges and fixed charges based on meter size will be apportioned across the individual households in the block according to the rateable value of each property.

If a property does not have a rateable value, then a notional value will be determined by Thames Water and used in the apportionment of the volumetric charges and fixed charges based on meter size.

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Table F.4-1 Volumetric Charges (All rates in p/m^3) - Bulk metered (RV) households

Bulk supplied households (RV) charges	Volume charge (p/m^3)
Water supply service	
Wastewater service	

Note that the volumetric charges will be applied as per sections 5.4.3 and 5.4.4 of the Charges Scheme. The rate per pound of RV is set at XX.XX pence for water and XX.XX pence for wastewater.

Table F.4-2 Fixed Charges per year – Bulk supplied households (RV) charges

Bulk supplied households (RV) charges				
Pipe size (mm)	Pipe size (inches)	Water	Wastewater	
			Full	Abated*
12/15	0.5			
20/22	0.75			
25/28	1.00			
30/32/35	1.25			
40/42	1.50			
50/54	2.00			
65	2.50			
75/80	3.00			
100	4.00			
125	5.00			
150	6.00			
200	8.00			
250	10.00			
300	12.00			

* Where there are a number of households in a block and the charges for the block are paid by reference to a bulk meter using our bulk supplied households (RV) charges, the fixed charge and any surface water drainage rebate that may apply will be based on pipe size.

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F.5 No access tariff

Thames Water reserves the right to transfer household customers to the no access charge where the customer has denied Thames Water access for the purpose of fitting, replacing, maintaining or reading a meter.

Table F.5-1 Fixed charge per year for No Access tariff

	Water	Wastewater	
		Full	Abated*
All Households			

* Where a household premises does not discharge surface water to our sewers, they can claim a rebate of £XX.XX.

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