

Scheme of Charges 2026-27 for Thames Water Customers

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

Pipe size (mm)	Water			Wastewater			
	All customers	Group 1 Customers		Group 2 Customers		Group 3 Customers	
	Water	Full (£)	Abated (£) ⁽¹⁾	Full (£)	Abated (£) ⁽¹⁾	Full (£)	Abated (£) ⁽¹⁾
12/15	£0.00	78.66	28.74	82.68	30.21	90.19	32.95
20/22	£0.00	177.00	64.67	186.03	67.97	202.94	74.15
25/28	£0.00	314.64	114.96	330.70	120.82	360.77	131.81
30/32/35	£0.00	491.64	179.62	516.74	188.79	563.71	205.96
40/42	£0.00	707.94	258.65	744.08	271.85	811.73	296.57
50/54	£0.00	1,258.57	459.82	1,322.82	483.30	1,443.07	527.23
65	£0.00	1,966.51	718.47	2,066.90	755.15	2,254.80	823.80
75/80	£0.00	2,831.77	1,034.60	2,976.34	1,087.42	3,246.91	1,186.27
100	£0.00	5,034.26	1,839.29	5,291.26	1,933.18	5,772.29	2,108.93
125	£0.00	7,866.04	2,873.89	8,267.60	3,020.60	9,019.20	3,295.20
150	£0.00	11,327.10	4,138.40	11,905.34	4,349.66	12,987.65	4,745.09
200	£0.00	20,137.06	7,357.15	21,165.06	7,732.74	23,089.15	8,435.71
250	£0.00	31,464.15	11,495.55	33,070.40	12,082.40	36,076.80	13,180.80
300	£0.00	45,308.38	16,553.59	47,621.38	17,398.66	51,950.59	18,980.35

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

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

Metered usage (m3 per year)	Water (£ per year)	Wastewater (£ per year)
0 – 500	70.14	58.70

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

Consumption (m ³ per year)	Volume charge: water (£/m ³)	Volume charge: wastewater (£/m ³)
0 – 500	2.8620	1.6218
500 – 20,000	2.9534	1.7046
20,000 - 50,000	2.7525	1.7046
50,000 - 100,000	2.3689	1.8595
100,000 - 250,000	2.3689	1.4876
Over 250,000	1.8951	1.4876

Table 2.4 Supplementary large user annual charge

Tariff	Consumption (m ³ per year)	Annual charge (£)
Intermediate volume user - water	20,000 - 50,000	4,017.60
Large volume user - water	50,000 - 250,000	33,033.00
Super large volume user – water	Over 250,000	151,478.25
Large volume user – wastewater	Over 100,000	35,330.40

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Table 3.1 Unmetered charges pound per pound of rateable value

Charge area	Local Authority Areas	Water (£/per pound of rateable value)	Wastewater (£/per pound of rateable value)
1	Kensington & Chelsea London, City of Westminster	1.4136	0.6601
2	Barking & Dagenham, Brent, Camden, Hackney, Hammersmith & Fulham, Islington, Newham, Redbridge, Tower Hamlets, Waltham Forest, Havering*	1.6929	0.9478
3	Bexley, Bromley, Croydon, Dartford, Epsom & Ewell, Gravesham, Greenwich, Kingston, Lambeth, Lewisham, Merton, Richmond, Sevenoaks, Southwark, Sutton, Tandridge, Wandsworth, Tonbridge & Malling*	1.8857	1.0284
4	Barnet, Broxbourne, East Hertfordshire, Enfield, Epping Forest, Haringey, Welwyn Hatfield, Brentwood*, Harlow*, Luton*, North Hertfordshire*, Stevenage*, Uttlesford*	1.8476	1.0143
5	Chiltern, Dacorum, Ealing, Hounslow, Slough, South Buckinghamshire, Spelthorne, Wycombe, Harrow*, Hertsmere*, Hillingdon*, St. Albans*, South Bedfordshire*, Three Rivers*, Watford*	1.8808	1.0513
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*	2.1747	1.2427
7	Aylesbury Vale, Cherwell, Cotswold, North Wiltshire, Oxford, South Oxfordshire, Swindon, Vale of White Horse, West Oxfordshire, Daventry*, South Northamptonshire*, Stratford*, Tewkesbury*	2.5911	1.4453

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

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1.1 Fixed charges

Table 3.2A Fixed charges - unmetered per year

Pipe size (mm)	Water		Wastewater
	Water (£ per year)	Full (£ per year)	Abated (£ per year) ⁽²⁾
12/15	16.75	78.66	28.74
20/22	16.75	177.00	64.67
25/28	16.75	314.64	114.96
30/32/35	16.75	491.64	179.62
40/42	16.75	707.94	258.65
50/54	16.75	1,258.57	459.82
65	16.75	1,966.51	718.47
75/80	16.75	2,831.77	1,034.60
100	16.75	5,034.26	1,839.29

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

Table 3.2B Fixed charges - unmetered per year

Annual Fixed Charge	Water (£ per year)	Wastewater (£ per year)
All Customers	58.70	58.70

1.2 Related seasonal and other non-household charges

1.2.1 Where an unmetered supply only serves a garage, car space or store area, a fixed annual charge for each unit will apply as set out in table 3.3A. Where there is no water supply, but surface water drains to the Thames Water sewer, only the wastewater fixed charge is payable.

Table 3.3A Single lock-up garages, car spaces and stores – unmetered fixed charge per year

Domestic garages, car spaces and stores	Annual charge (£)
Water fixed charge per garage, car space or store	21.54 per supply
Wastewater fixed charge per garage, car space or store	12.58 per supply

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1.2.2 Other non-household charges shall apply as set out in table 3.3B.

Table 3.3B Seasonal and other non-household charges

Seasonal and other non-household charges	Annual charge (£)
Allotment tank and water/washdown point (per tank/point)	54.62 per supply
Sprinkler, cricket pitches, tennis courts, ornamental pond/fountain and disced supplies	173.05 per supply
Water troughs	345.70 per supply
Minimum charge for meter minimum equivalents	740.32 per supply

Table 3.4B Business assessed volumetric charges

Assessed usage (m ³ per year)	Volume charge: water (£ per m ³)	Volume charge: wastewater (£ per m ³)
0 – 500	2.8620	1.6218
500 – 20,000	2.9534	1.7046

Table 3.4C Business assessed fixed charges per year based on consumption band

Assessed usage (m ³)	Water (£ per year)	Wastewater (£ per year)
0 – 500	58.70	58.70

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Table 3.4D Business assessed fixed charges per year based on pipe size

Pipe size (mm)	Water		Wastewater		
	All Customers	Group 1 Customers		Group 2 Customers	
	Water	Full (£)	Abated (£) ⁽³⁾	Full (£)	Abated (£) ⁽³⁾
12/15	£0.00	78.66	28.74	82.68	30.21
20/22	£0.00	177.00	64.67	186.03	67.97
25/28	£0.00	314.64	114.96	330.70	120.82
30/32/35	£0.00	491.64	179.62	516.74	188.79
40/42	£0.00	707.94	258.65	744.08	271.85
50/54	£0.00	1,258.57	459.82	1,322.82	483.30
65	£0.00	1,966.51	718.47	2,066.90	755.15
75/80	£0.00	2,831.77	1,034.60	2,976.34	1,087.42
100	£0.00	5,034.26	1,839.29	5,291.26	1,933.18

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

2 Trade Effluent Charges

Table 4.1 Standard volume charge per cubic metre

	Group 1 Customer	Group 2 Customer	Group 3 Customer
Description	Charge (£/m³)		
Reception and conveyance (R)	0.2453	0.2578	0.2813
Primary treatment (V)	0.2869	0.3015	0.3289
Biological treatment (B)	0.3678	0.3865	0.4217
Solids treatment (S)	0.3520	0.3699	0.4036
Ammoniacal nitrogen treatment charge per mg in excess of 35mg/l expressed as a fraction of 35	0.0445	0.0468	0.0510

Table 4.2 Average strength factors used in trade effluent formula

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

Table 4.3 Trade effluent fixed charges

Discharge Volume (m ³ per year)	Fixed charge (£)	Minimum charge (£)
0 - 500	-1.05	219.70
500 or more	N/A	N/A

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Table 4.4 Standard strength discharges (mg/l)

Standard strength premises	Value for Ot	Value for St
Launderettes	576	58
Car washes	88	62
Dry cleaners	30	7
Commercial swimming pools	120	108
Small / micro-brewery	1,730	88
Concrete contaminated sites (batching plants, wheel washes on construction sites)	116	58
Laboratory glassware washing	308	34
Bus wash	621	92
Train wash	594	71
Contaminated surface water at waste transfer sites	638	81
Gasholder runoff	20	11
Groundwater	118	114
Plant, Tool and Equipment washing (including contaminated surface water)	176	72

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

Description	Group 2 Customer	Group 3 Customer
	Charge (£/m ³) (except where indicated)	
Reception and conveyance (R)	0.2096	0.2286
Primary treatment (V)	0.2419	0.2639
Biological treatment (B)	0.3100	0.3382
Solids treatment (S)	0.2968	0.3238
Ammoniacal nitrogen treatment charge per mg in excess of 35mg/l expressed as a fraction of 35	0.0468	0.0510
Large volume trade effluent user tariff	£34,848.65 single annual charge	£38,016.71 single annual charge