



## **Charges Scheme for Inset Networks**

**Thames Water – Water**

**Thames Water – Wastewater**

**2024-25**



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## Section 1: Introduction

This booklet explains what the charges levied by Leaf Water are for the period 1st April 2024 to 31st March 2025 for sites within Thames Water's area.

Our Customer Service Code of Practice explains the level of service we aim to provide to you. These are our commitments to our customers and in certain circumstances you will receive a payment if we do not achieve the standards we are aiming for.

This is one of several codes of practice that detail our standards of service. Our codes have been reviewed and agreed by

the Office of Water Services (Ofwat) who are the industry regulator and the Consumer Council for Water (CCW) who represent you as customers.



Our website is 'Recite me' enabled and our documents are also available in other formats such as Braille and large print. Please contact us for more information.

## Section 2: How we charge you?

### Your water meter

All properties supplied by Leaf Water benefit from having a smart meter installed. Connected smart meters will send consumption data to us on a daily basis, where fully smart metering is not possible, we aim to read all of our customer water meters at least once annually. You can provide us with a meter reading by calling us on **01376 312 420** or by adding it to your account on [www.leafwater.co.uk](http://www.leafwater.co.uk)

Properties constructed before 1980 were given a rateable value by the local council in order to calculate council charges. This rateable value (RV) is used by water companies to calculate water charges on properties without a meter. As councils no longer provide RV's for new houses, water companies fit meters to calculate the charge. This means there is no longer a choice regarding whether to be billed on measured or an unmeasured basis.

## Value Added Tax (VAT)

Water supply charges for businesses whose activity falls into categories 1 to 5 of the Standard Industrial Classification (190 Edition) will be subject to VAT. All other customers will not be charged VAT.

## Leakage

If you have received a large bill as a result of a leak from underground pipework, you may be entitled to a leakage allowance.

Further details are set out in our Code of Practice on Leakage, which can be found on our website at [www.leafwater.co.uk](http://www.leafwater.co.uk)

## More about the different charges

### Standing Charges

#### *Water Standing Charge*

The water standing charge is calculated on a daily basis and covers the cost of reading and maintaining your meter. This charge is based on our published tariff for this service.

#### *Sewerage Standing Charge*

You will be liable to pay the sewerage standing charge if the wastewater from your property drains either directly or indirectly into a public sewer, or benefits from any facilities that drain into a public sewer.

The standing charge for sewerage is deemed a full service if a property additionally benefits from the disposal of rainwater from your property and surface water through highway drainage.

You will need to inform us if your property becomes connected, directly, or indirectly, to the public sewer for surface water. Whether or not we are notified, full charges become payable immediately from the date of connection.

### Volumetric Charge

#### *Water used*

The smart water meter measures how much water you use in order to calculate this part of the charge, no reduction will be made if your property receives its supply via a shared private service pipe.

#### *Sewerage Used*

We bill the same volume for wastewater returned to our sewers as for water supplied. This is because our wastewater charges already assume that up to 10% of the water used is not returned to our sewers.

If you can demonstrate that less than 90% of your water is returned to our sewer, please contact us to discuss whether a higher allowance is appropriate.

## Section 3: Other Tariffs

### WaterSure Scheme

WaterSure is a tariff that offers a flat rate charge capped at the average bill. It has a higher annual standing charge than our standard tariff for water and water recycling/sewerage but has no charge per cubic metre. It is designed to give assistance to customers who, necessarily, use large amounts of water. In order to qualify for this tariff, the customer or anyone living in the property should be in receipt of one or more of the following benefits:

- Housing Benefit
- Income Support
- Income-based Job Seekers' Allowance
- Working Tax Credit
- Child Tax Credit
- Child Tax Credit (except families in receipt of the family element only)
- State Pension Credit
- Universal Credit

**and either**

**Is (a)** entitled to receive Child Benefit for three or more children under the age of 19 who are living at the property.

**Or (b)** is diagnosed (or has someone living at the property who is diagnosed) as having any of the medical condition listed below, requiring use of significant additional water:

- Desquamation (flaky skin loss)
- Weeping skin disease (eczema, psoriasis or varicose ulceration)
- Abdominal stoma
- Crohn's disease
- Ulcerative colitis
- Renal failure requiring dialysis at home (this shall not apply if the health authority has made a contribution to the cost of water used).

**Or (c)** is diagnosed as suffering from a medical condition other than those listed above and has a signed certificate from a registered medical practitioner confirming that the condition needs the use of significant additional water.

For further information and ways to apply please visit [www.leafwater.co.uk](http://www.leafwater.co.uk)

## Section 4: Liability for charges

You are liable for water, drainage and sewerage charges if any of the following is true:

- You are the occupier of the property
- You have sufficient control over the property to owe a duty of care towards those who come lawfully onto the premises
- You own or maintain property, furnished or otherwise, ready for occupation, letting, sale or commercial use

Charges should always be paid by the occupier of the property unless we agree otherwise. In the case of multi-occupancy premises, any occupant can be held liable for the bill. In the case of two premises being supplied by one meter, the occupiers of each of the premises supplied through that meter shall be jointly and severally liable for the whole of the charges calculated by reference to the water passing through that meter.

Charges are applicable when a supply of water is made available for your property, regardless of whether or not you use the supply, or if the wastewater from your property drains either directly or indirectly into a public sewer, or it benefits from any facilities that drain into a public sewer. This includes surface water drainage.

Further information can be found in the Code of Practice : Paying your Bill which can be found on our website

[www.leafwater.co.uk](http://www.leafwater.co.uk)

### **Moving Home**

Please contact us as soon as possible if you are moving home. We require at least 5 working days notice by telephone or 10 working days notice by letter to produce a final bill. If you are moving out and wish to finalise your water bill you can either provide us with a meter reading, allow us to estimate your meter reading based on previous consumption, or we can come and take a meter reading for you. If you would like us to take a final meter reading on the day that move out you must give us at least 2 working days' notice by calling us, sending us an email or by giving us notice to that effect when you notify us about moving home.

If you fail to provide an accurate meter reading and you do not notify us that we take a closing reading, you will remain liable for all charges until the first to occur of:

- 28 days after we find out you are no longer at the premises
- The new occupier informs us that they have moved in and are now responsible for paying water/sewerage charges
- The date the meter is normally read.

Once we've got all the information we need, we'll send you your final bill.

### **Bankruptcy**

If you are granted an Order for Bankruptcy which encompasses a water and sewerage charge debt, the debt will be limited to the charges that are outstanding as at the date of the Order for Bankruptcy, we will recover any charges that may accrue from the day after the Order for Bankruptcy as if the property had been newly occupied on that day.

## Section 5: Payment Options

There are many ways to pay your water bill including:

- Direct debit
- Debit or credit card payment
- Online banking
- Bank transfer
- By WaterDirect
- By post with a cheque

We will usually send you a bill twice a year, or you can receive your bill monthly depending on your payment method. You must then pay the balance with 10 working days of having received the bill.

Payments can be made weekly, fortnightly, monthly or every 6 months. Please call our customer services team (**01376 312 420**) to set up your payment method and to agree a suitable schedule.

If you are finding it difficult to pay your water bill there may be ways we can support you.

Please contact us as soon as you can by calling us on **01376 312 420** or using any of our other 'ways to contact us' [www.leafwater.co.uk](http://www.leafwater.co.uk) if you are struggling financially. We have three ways to help customers:

- Payment Plans
- WaterSure Scheme
- WaterDirect Scheme

If you miss payments we will send reminders and we may progress to using a debt collection agency or taking court action in line with our Code of Practice: Paying your bill which also includes details of the three support schemes. This is available online at: [www.leafwater.co.uk](http://www.leafwater.co.uk)

## Section 6: Domestic Measured Charges

	Water standing charge per year	Water charge per cubic metre	Sewerage charge per cubic metre	Sewerage standing charge per year (full service)	Sewerage standing charge per year (foul water / highway drainage only)	Sewerage standing charge per year (surface water drainage only)
Single Households	£29.14	£1.9145	£1.1537	£83.78	£46.40	£58.90

	WaterSure Tariff	WaterSure Sewerage (full service)
Maximum Charge	£255.00	£216.00

All premises supplied by Leaf Water will be metered. We bill the same volume for wastewater returned to our sewers as for water supplied. This is because our wastewater charges already assume that up to 10% of the water used is not returned to our sewers.

### Commercial tariffs (Non-Household)

We offer a number of different tariffs, for further information please contact us at [enquiries@leafwater.co.uk](mailto:enquiries@leafwater.co.uk)



## Section 7: Making a complaint

Whilst we aim to provide great customer service we recognise that sometimes things go wrong. If you are experiencing a problem or are unhappy with our service it is very important to us that your concerns are dealt with quickly, efficiently and to your satisfaction.

### **Our procedure**

Our complaints resolution procedure has 4 stages as follows:

#### *Stage 1: Initial complaint*

Please contact our customer service team at the earliest opportunity and we will try and resolve the issue there and then. If the complaint is complex, we may take a little longer to propose an outcome, however, we will keep you informed on our progress. We will assume you would like us to formally respond to your complaint unless you tell us you are now satisfied, and this is not needed.

#### *Stage 2: Escalation*

If you are not satisfied with the outcome of our initial investigation we will escalate your complaint to a senior manager or director to take a fresh look at the complaint.

#### *Stage 3: Independent advice*

Should you remain unhappy with the outcome from stage 2 you can take your complaint to the Consumer Council for Water (CCW) who are the independent voice for water consumers and who will work on your behalf to resolve the complaint with us. CCW contact details can be found in section 11 below 'Independent Advice'.

#### *Stage 4: Alternative dispute resolution*

If, following CCW's review of your case you remain dissatisfied with the outcome you may have the right to refer your case

to the Dispute Resolution Ombudsman (DRO) who provide alternative dispute resolution services and who will make a final decision on your case. We will abide by any decision made by the DRO.

CCW's contact details are listed below:

Telephone : 0300 034 2222  
Website : [www.ccwater.org.uk](http://www.ccwater.org.uk)

Address:  
CCW  
23 Stephenson Street  
Birmingham  
B2 4BH

Opening hours:  
Monday to Friday 8:30-16:30:

The DRO contact details are listed below:

Telephone: 0333 241 3209  
Website:  
[www.disputeresolutionombudsman.org](http://www.disputeresolutionombudsman.org)  
Email :  
[info@disputeresolutionombudsman.org](mailto:info@disputeresolutionombudsman.org)

Address :  
Dispute Resolution Ombudsman  
Premier House  
First Floor  
1-5 Argyle Way  
Stevenage  
SG1 2AD

For more information on the way that we deal with complaints, please see our Customer Complaints Procedure and Guaranteed Standards Scheme.

## Section 8: Contact us

**You can contact Leaf Water as follows:**

By writing to:

Leaf Water  
Nexus Park Avenue East,  
Skyline 120,  
Braintree, Essex,  
United Kingdom,  
CM77 7AL

Or calling us on: **01376 312 420**

e-mailing us on: [enquiries@leafwater.co.uk](mailto:enquiries@leafwater.co.uk)

looking at our website: [www.leafwater.co.uk](http://www.leafwater.co.uk)

**Our Office hours are:**

**General Queries & Billing:**

Monday to Friday: 8.30am to 5.30pm

**Water or Drainage Emergencies:**

Available 24 hours a day, 7 days a week.

You can also access your account by registering on our customer portal ([www.leafwater.co.uk](http://www.leafwater.co.uk)) and where you can manage a number of aspects of your account including:

- Viewing your water bill
- Paying your water bill
- Submitting a water meter reading
- Registering for priority services