

Water services are changing

Fact sheet

November 2016

What's changing?

As a result of a court case Thames Water have served the Council with notice to terminate the current arrangements and will, from April 2017, charge all tenants directly for the cost of their service.

Between now and the end of March 2017 you will continue to pay for your water charges along with your weekly rent.

Thames Water will be charging you directly for water from April 2017. During March 2017 Thames Water will notify you directly of the water charges due for your home for the period April 2017 to March 2018

Why is this happening?

Like many other local authority and housing association landlords, the council has had a longstanding agreement with Thames Water whereby we collect water charges along with tenants' rent. For tenants, this has meant that they do not deal directly with the water company and the council manages the billing and collection of payment.

A recent court case challenged this arrangement and the commission that the council receives from Thames Water for collecting water charges on the water company's behalf. The court ruled that the council had acted as a "water reseller" and had overcharged tenants. The council has, since July 2016 been making arrangements to pay this money back to both current and former tenants.

What does this mean for me?

You would start paying your water bill directly to Thames Water. We would have no further involvement in your water bill or services at all.

What about vulnerable residents?

Water companies, including Thames Water, already offer additional support for people who need it. For example, Thames Water has a dedicated Extra Care Team that supports residents with visual impairments and hearing difficulties.

We are working with Thames Water during the transition period to ensure vulnerable tenants receive the support they need.

Where can I find out more about water charges?

Thames water can be contacted on xxxxx in order to find out more about your charges and how to pay them. (add website address for LBS residents)

Ofwat are responsible for regulating the water sector in England and Wales. Their website is www.ofwat.gov.uk.