

GENERAL NOTICE

TARIFFS WITH EFFECT FROM 1 JANUARY 2025

Date:

31 October 2024

Reference:

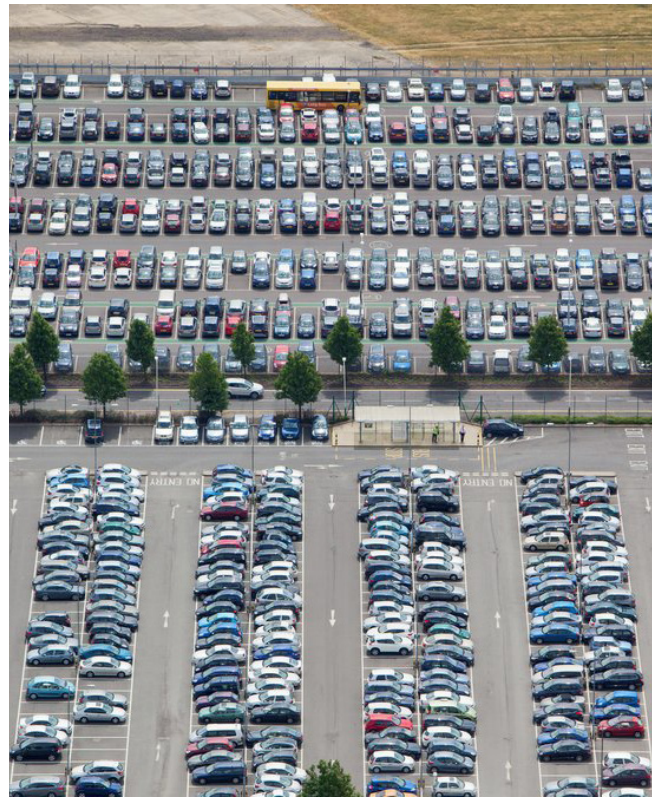
01/25

A person is pushing a luggage trolley through an airport terminal. The scene is captured in a low-angle shot, looking up at the person and the trolley. The entire image has a strong purple tint. The person is wearing a dark jacket and dark pants. The trolley is filled with luggage. The background shows the structural elements of the airport terminal, including beams and a glass ceiling.

Heathrow

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Pricing schedule

Specified Facility / Service	Units charged	Effective 01-01-2024 Unit price	Effective 01-01-2025 Unit price
Airside Licences	per licence	£4,525.00	£5,188.00

Baggage System and Screening	per bag	£3.25	£3.34
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Electricity

Electricity Low Voltage – supply	per kwh	£0.267	£0.275
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Electricity Low Voltage – infrastructure	per kwh	£0.131	£0.135
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Electricity High Voltage – supply	per kwh	£0.267	£0.275
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Electricity High Voltage – infrastructure	per kwh	£0.070	£0.072
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Electricity (Capacity)	per kva/month	£4.44	£4.58
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FEGP	per kwh	£0.40	£0.43
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Passengers with reduced mobility (PRM)

Category 1 (Above 65% at 36 hrs)	per departing passenger	£1.30	£1.49
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Category 2 (50% to 64.99% at 36 hrs)	per departing passenger	£1.56	£1.79
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Category 3 (30% to 49.99% at 36 hrs)	per departing passenger	£3.91	£4.48
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Category 4 (less than 29.99% at 36 hrs)	per departing passenger	£6.51	£7.47
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Pre-conditioned air (PCA)	per kwh	£1.00	£1.00
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Staff car parking

Perimeter passes ◇	per pass	£972.60	£771.48
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Lost passes	per disc or per card	n/a	n/a
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Staff identity cards

Temporary photographic ID pass (Visitor Pass)	per pass application	£4.00	£4.00
Temporary photographic ID pass (Employment pass)	per pass application	£10.72	£24.60
Full ID per Originating Application	per pass application	£21.44	£49.19
Accreditation check	per pass application	£8.41	£8.26
Charge for lost or stolen pass - 64k	per pass	£21.44	£150.00
Machine readable ID pass – landside	per pass	n/a	n/a
32k machine readable ID pass – amendment	per pass	FREE	FREE
64k machine readable ID pass – amendment	per pass	FREE	FREE
Application "no show"	per "no show"	£62.00	£62.00
"Late" Appointment ◊◊	per "late" appointment	n/a	£62.00
All unsurrendered passes (60 days+ from expiry)	per pass	£150.00	£150.00

Vehicle apron passes

Liveried vehicle airside pass – annual Tier A	per pass	£18.00	£18.00
Liveried vehicle airside pass – annual Tier B	per pass	£35.00	£35.00
Liveried vehicle airside pass – annual Tier C	per pass	£52.00	£52.00
Liveried vehicle airside pass – annual Tier D2	per pass	£15.00	£15.00
Liveried vehicle airside pass – annual Tier D	per pass	FREE	FREE
Liveried vehicle airside pass – temporary (per month)	per pass	£31.63	£31.63
Private vehicle airside pass – annual	per pass	£1,654.50	£1,654.50
Private vehicle airside pass – temporary (per month)	per pass	£137.88	£137.88
Expired passes (if found)	per pass	£150.00	£150.00

Waste Services

Refuse Area Charge

Low Waste Use (e.g. Services)	per assessed unit per quarter	£66.70	£67.81
Low Waste Use GREEN TARIFF		£62.03	£63.06
Medium Waste Use (e.g. Shops)	per assessed unit per quarter	£76.72	£77.98
Medium Waste Use GREEN TARIFF		£71.35	£72.53
High Waste Use (e.g. Food and Beverage outlets)	per assessed unit per quarter	£86.72	£88.15
High Waste Use GREEN TARIFF		£80.65	£81.98

Refuse Bin Room Charge ♦

Low Waste Use (e.g. Services)	per outlet per quarter	£798.61	£787.49
Low Waste Use GREEN TARIFF		£742.71	£732.36
Medium Waste Use (e.g. Shops)	per outlet per quarter	£2,606.31	£2,570.00
Medium Waste Use GREEN TARIFF		£2,423.86	£2,390.10
High Waste Use (e.g. Food and Beverage outlets)	per outlet per quarter	£4,821.95	£4,754.78
High Waste Use GREEN TARIFF		£4,484.42	£4,421.95

Water

Water & sewerage	per cubic metre	£17.04	£23.27
Water supply only	per cubic metre	£13.19	£18.01
Waste water only	per cubic metre	£5.07	£6.92
Low Temperature Hot Water	per cubic metre	N/A	N/A
Chilled Water	per cubic metre	N/A	N/A
Domestic Hot Water	per cubic metre	£20.08	£27.44
Airline Operators Committee (AOC)	per departing passenger	£0.0097	£0.0149

Notes:

- ◇ Price shown represents an annualised price, 1/12th of which will be used when calculating a monthly charge when invoicing.
- ◇◇ This charge is applicable if the applicant misses their appointment slot by 10 minutes.
- ◆ The refuse bin room charge is only applicable in Terminal 2 and Terminal 5.

1.0 Introduction

This General Notice (“GN”) sets out the charges for the services listed above at Heathrow Airport effective 1 January 2025. This GN supersedes GN 01/24 published on 7 December 2023.

Heathrow’s Other Regulated Charges (“ORC”) are governed by the economic licence (“Licence”)¹ set by the Civil Aviation Authority (“CAA”) as well as the agreed principles set out in the Other Regulated Charges Protocol (“ORC Protocol”)².

In line with the procedure set out in the ORC Protocol, Heathrow has provided transparency on the cost build-up set out in this GN to the Other Regulated Charges Group (“ORCG”) and the non-airline ORC Governance forum (“ORCNAG”) via the publication of the Heathrow 2025 ORC Pricing Consultation on 3 September 2024 together with a consultation event for Airline ORC users on 11 September 2024 and a consultation event for Non-Airline ORC users on 17 September 2024.

In our 2025 ORC Pricing Consultation Report published in November 2024, we have summarised the feedback received on the 2025 pricing proposals and included responses to feedback along with responses to any key themes and questions raised by the airport community.

ORC pricing is generally based on the following principles and transparency arrangements:

- Prices are generally set to enable only the recovery of costs (no profit margin is included);
- Costs consist of direct costs and fixed costs;
- Fixed costs are derived from Table 8.2 of the CAP 2524C of the CAA H7 Final Decision³;
- No cross-subsidisation of income between categories occurs;
- Where income is greater than the costs in the previous year, this “over recovery” will usually be returned by a reduction in prices the following year, the opposite is true where an “under recovery” has been generated;
- Pricing is supported by transparency on costs, revenues and externally verified Trading Statements;
- Unless otherwise agreed between Heathrow and ORC Users, Heathrow will incorporate the forecast outturn position for the current year into its calculation of tariffs for a subsequent pricing period and account for any projected under or over-recovery in pricing; and
- Heathrow’s Fixed Costs and Business Rates shall be recovered in accordance with the income within Table 8.2⁴ of the CAA’s H7 Final Decision, subject to the application of forecast inflation, which will be reconciled to the actual figures set out in the ONS RPI All Items Index, during the annual Trading Statements process.

If you have any questions concerning the new charges or require further information relating to ORCs, Heathrow’s ORCG or ORCNAG Governance forum, please contact the Heathrow ORC team at: halorc@heathrow.com or visit:

<https://www.heathrow.com/company/doing-business-with-heathrow/regulated-charges>

¹ Licence at <https://www.caa.co.uk/media/tmzmc45t/heathrow-licence-01sep2024-final.pdf>

² The ORC Protocol was circulated to ORC users on 2 February 2024, with a revised version sent on 3 September 2024. Should you require a copy please contact halorc@heathrow.com

³ Heathrow is presently engaging with the community on the proposed action plan to address the findings and recommendations set out in the independent review, where the final action plan was distributed to the community on 30 September, which includes an action in relation to fixed costs.

⁴ Table 8.2, page 66, H7 Final Decision, CAP 2524C.

2.0 What are Other Regulated Charges?

Other Regulated Charges (“ORCs”) are charges for what is referred to in the Licence as the “Specified Facilities”. The ORC services and facilities currently include the below, as set out in Part C2 of the Licence⁵:

- Baggage Handling Systems⁶;
- Hold Baggage Screening;
- Services for Passengers with reduced mobility (PRMs);
- Staff Car Parking;
- Staff Identity Cards;
- Fixed Electrical Ground Power;
- Pre-conditioned Air;
- Airside Licences;
- Waste, recycling and refuse collection;
- Taxi feeder park;
- Utility services (including electricity, water and sewerage); and
- Airline Operators Committee (AOC).

The ORCs are all necessary services and facilities for both airlines and non-airlines (such as ground handlers, hotels and car hire operators) to be able to operate at Heathrow Airport. The costs of providing the ORCs form part of Heathrow’s cost base and the revenue associated with these charges is included in the single till calculations to set the price control⁷.

In general, ORCs are levied on a “user pays” basis⁸ and the costs of providing them is collected separately from the aeronautical charge.

The CAA’s H7 Final Decision sets the H7 price control and regulatory framework for Heathrow Airport⁹.

Per the Final Guidance on ORC protocols and dispute resolution for Heathrow Airport¹⁰, the ORC Protocol including a dispute resolution scheme which was developed in consultation with ORC users, has been made available to ORC users and contains information and processes on how ORCs are governed.

⁵ Part C2 of Licence at Licence at <https://www.caa.co.uk/media/tmzmc45t/heathrow-licence-01sep2024-final.pdf>

⁶ From 1 January 2025 Baggage Handling Systems and Hold Baggage Screening is proposed to be merged into a single ORC, and re-named to ‘Baggage System and Screening’. Further information on this is on page 13.

⁷ CAA H7 Final Proposals, chapter 8: Economic regulation of Heathrow Airport - H7 Final Proposals Section 2 - Building Blocks ([caa.co.uk](https://www.caa.co.uk))

⁸ CAA H7 Final Proposals, chapter 8: Economic regulation of Heathrow Airport - H7 Final Proposals Section 2 - Building Blocks ([caa.co.uk](https://www.caa.co.uk))

⁹ Economic regulation of Heathrow Airport: H7 Final Decision – Summary ([caa.co.uk](https://www.caa.co.uk))

¹⁰ Guidance on Other Regulated Charges (ORC) protocols and dispute resolution for Heathrow Airport ([caa.co.uk](https://www.caa.co.uk))

3.0 Pricing elements

Prices in this GN cover the period 1 January – 31 December 2025 and are exclusive of VAT.

The tariff schedule within this GN is in line with the CAA's H7 Final Decision. The prices set out in this GN will be effective from 1 January 2025 and will continue in force unless and until updated by a further GN.

Heathrow reserves the right to amend prices during the year where a material change occurs which significantly impacts the assumptions upon which these prices were initially based or to take into account the outcome of any escalation.

Prior to implementing any relevant changes, Heathrow will consult with the airport community in accordance with the ORC Protocol.

Key elements taken into account for the 2025 ORC price calculations are as follows:

- Fixed costs and business rates are being recovered at the levels set out in the CAA's H7 Decision, subject to inflation (RPI);
- Any under or over recoveries shown in the Trading Statements for 2023, not previously included in the pricing for 2024 and any forecast over or under recovery relating to 2024 (covering the 12 months from 1 January 2024 to 31 December 2024) are accounted for in the prices effective 1 January 2025 unless stated otherwise;
- Fixed Electrical Ground Power ("FEGP") and Pre-Conditioned Air ("PCA") will continue to be invoiced based on metered consumption. In the event of a failure of the meter or metering system FEGP will be billed on estimated consumption;
- As a result of the H7 Final Decision, the ORC fixed costs (annuities and allocated costs) as well as business rates, both as attributed to airline operations, have been moved from ORCs into airport charges and the non-airline share of fixed costs has been retained within the ORC tariffs¹¹; and
- Forecast 2025 costs.

The drivers of cost base increases and decreases compared to 2024 pricing are set out below and/or have been explained and recorded through the Heathrow 2025 ORC Pricing Consultation documentation shared with Airline ORC users and Non-Airline ORC users on 3 September 2024 and the Consultation Report shared in November 2024.

¹¹ As detailed in Table 8.2 of CAP2524C located at Economic regulation of Heathrow Airport: H7 Final Proposals Section 2: Building Blocks

4.0 Cost allocation and apportionment

Heathrow is committed to enhancing the transparency of the ORC cost allocation and apportionment process.

Following the outcome of the Independent Review carried out between March and June 2024, and in order to provide additional clarity on Heathrow's ORC cost allocation and cost apportionment methodology, we set out below relevant cost definitions and the Cost Allocation and Cost Apportionment Methodology used to assign costs to ORCs.

4.1 Definitions

Item	Definition
Annuities	Costs representing depreciation of and allowed return on Regulatory Assets arising from past capital expenditure. The calculation is derived from the Fixed Asset Register with the identification of ORC assets and the application of appropriate rates of return. These are fixed for the duration of the regulatory period.
Allocated Costs	Representative overhead costs which cannot be wholly and directly attributable to individual ORCs (for example, the Procurement or People teams). These manifest via the application of a fixed percentage against the total Annuities and Direct Costs associated with each ORC. These are fixed for the duration of the regulatory period.
ORC Cost	The amount incurred by Heathrow that is necessary and reasonable to provide the ORC facilities and services to ORC Users whilst complying with any relevant law, regulatory obligations, SLAs and any other relevant requirements.
Cost Allocation	Cost allocation is where a cost can be specifically identified as relating to, or being incurred during the course of providing, a specific ORC. Allocation can be 'direct in full' - for example where costs are captured in a specific cost centre, such as Baggage Staff costs - or can be as a 'share' where specific elements of a wider activity can be identified as relating to specific ORCs, for example Maintenance costs (for which a third party provides services to Heathrow including but not limited to FEGP, PCA, TFP and Staff Car Parking and provides a detailed breakdown of works each month to facilitate the allocation).
Cost Apportionment	Cost apportionment is where an indicative measure is used to divide up an item of cost and apply a part or parts of it to one or more ORCs. The purpose is to divide and share costs in a way which is fair and reasonable. Note: this includes where costs are apportioned between Heathrow and third parties (the Third Party Share - further defined below). Example: using a percentage of total revenues of FEGP and Water combined as a proxy for staff focus time against each and using this therefore to split total Staff Costs between each of these ORCs.
Cost Allocation / Apportionment Methodology	The technique employed to assign costs to ORCs where allocated or apportioned.
Cost Driver	The underlying activity which gives rise to costs being incurred.
Cost Heading	The category into which cost lines are grouped. For example: IT licence costs and any third party service or support contracts would be grouped together into a Cost Heading called "IT Costs".
Cost Recovery	The basis on which prices and revenues associated with ORCs are determined and charged to ORC Users pursuant to Heathrow's Licence.

Item	Definition
Directly Attributable Costs (Direct costs)	These are costs which can be directly attributed to a specific ORC or ORCs. These are allocated (generally in full) to the respective ORC(s). Example: service-specific salaries and materials.
Fixed Asset Register	A formal record of the assets owned by Heathrow.
Fixed Costs	A type of cost which does not vary according increase or decrease in service usage or consumption. Fixed Costs include Annuities and Allocated Costs.
Indirect Cost	Calculated and apportioned to ORCs according to the respective apportionment method in place for that cost heading in the particular ORC (see the Cost Apportionment Methodology table below).
Indirectly Attributable Costs (Indirect costs)	These are costs incurred in delivering more than one ORC, where the costs cannot be directly attributed to a particular ORC. Example: cleaning costs may not be directly attributable to one specific ORC, instead covering a number of areas; therefore these costs are considered indirect and require allocation or apportionment as appropriate.
ORC User Groups	Users of ORCs, comprising two main groups: airlines and non-airlines.
Specified Facility (The term used in Heathrow's Licence to describe ORC facilities and services.)	This means Other Regulated Charges. ORCs are regulated facilities and services, provided by Heathrow to ORC Users, and paid for by ORC Users. Further information is set out above in this GN.
Third Party Share	The proportion of an ORC used or consumed by ORC Users and not by Heathrow itself. This is calculated using relative consumption of ORCs between Heathrow and ORC Users.
Variable Costs	A type of cost that varies according to increases or decreases in service usage or consumption. Example: utilities.

4.2 Cost Allocation and Apportionment Methodology

Where appropriate, indirect costs incurred by Heathrow in the provision of ORC services are apportioned using the respective methodology as set out below.

Whilst costs wholly applicable to an ORC are directly allocated to the ORC in full, costs partially applicable to an ORC are either allocated, where parts of the activity can be directly identified as relating to specific ORCs, or apportioned where this is not possible.

Method	ORCs utilising this method	Definition of method	Rationale for method	Cost allocation / apportionment
%FTE (full time equivalent)	Airside licences; Electricity; FEGP; PCA; Water; Waste; Staff Car Parking; Staff ID Service; Vehicle Apron Pass Service	Where a percentage of full time employees' or teams' time is attributed to ORCs for activities involved in the delivery of ORC services.	Allows FTE costs to be distributed fairly and reasonably across two or more ORCs or where resource effort is split across ORC and non-ORC deliverables. Allows ORC Users to pay only for costs for activities relevant to the provision of the particular ORC services.	Cost apportionment
Third Party Share	Airside Licences; Electricity; Staff Car Parking; Staff ID Service; Waste; Water	Proportion of overall consumption of individual ORC services attributable to Third Parties (non-Heathrow).	This allows Heathrow's share of the underlying costs of the relevant ORC to be removed and not charged to ORC Users.	Cost apportionment
Space Occupied	Staff ID Service; Vehicle Apron Pass Service	The floor space occupied by the team/teams involved in provision of the Services.	Provides a holistic cost of provision of the Services, including space occupied.	Cost apportionment
Consumption	Staff Car Parking; Staff ID Service; Vehicle Apron Pass Service	The volume of services or units used or consumed by users of the ORC.	Where costs incurred for an ORC service reflect ORC User usage or consumption rates.	Cost apportionment if a notional measure. Cost allocation if can be directly associated with a particular ORC.
Percentage of overall costs	Waste	Where contracts span ORC services and Heathrow's management offices; element relating to Heathrow management offices removed.	This method reduces the overall costs to ORC Users by removing non-ORC elements of contracts.	Cost apportionment

5.0 2025 Pricing

This section outlines the underlying costs and factors impacting overall pricing for each respective ORC.

5.1 Airside Licences

Key Cost Headings

Summary	Cost Heading	Cost Driver	Method	Description	Driver Used*
Costs of the ramp operations team	Heathrow Staff – Airside Operations Team (including Compliance)	People Costs	Apportionment	Based on time spent on ORC work	FTE
	IT Costs	IT System Licence Costs	Allocation	Directly attributable in full	N/A
	General Expenses	IATA Safety Week / ISAGO Audit / DVLA Vehicle Checks	Allocation	Directly attributable in full	N/A

*Driver used to apportion/allocate costs to the particular ORC

Pricing Factors

In line with the H7 Final Decision we have included a provision for fixed costs within pricing.

A forecast under recovery of £0.03m in the period 1 January – 31 December 2024 is being carried forward and recovered in the 1 January to 31 December 2025 pricing period.

Pricing

The price per annum for the period 1 January – 31 December 2025 will be £5,188 per licence.

5.2 Baggage System & Screening

From 1 January 2025, the previous ORCs for “Baggage Handling Systems” and “Hold Baggage Screening” have been merged and renamed to “Baggage System & Screening” giving Users a single tariff (cost per-bag) covering the end-to-end journey for departing bags at Heathrow.

This is the first step towards simplifying ORCs, as part of Heathrow’s response to the findings and recommendations of the Independent Review, concluded in June 2024. As part of this simplification, Users should expect to receive simplified invoices, which will present a single tariff applied to the number of bags for the respective month and the associated charge.

The proposal was supported and agreed by the AOC during the 2025 ORC Pricing Consultation held between 3 September and 1 October 2024. The finalisation of this single charge is subject to the CAA amending the Licence, following a joint request, made in accordance with Part C2.9 of the Licence, by Heathrow and the AOC on 15 October 2024.

Key Cost Headings

Baggage

Summary	Cost Heading	Cost Driver	Method	Description	Driver Used*
Operations and Maintenance costs of the Baggage system	Heathrow Staff - Baggage team	People Costs	Allocation	Directly attributable in full	N/A
	Operations and Maintenance	Third party contract - contractual usage of services	Allocation	Directly attributable in full	N/A
	IT System	Licencing; Service contract and IT resource costs	Allocation	Directly attributable in full	N/A
	Electricity	Metered consumption	Allocation	Directly attributable in full	N/A
	Heating	Metered consumption (gas)	Allocation	Directly attributable in full	N/A
	Cleaning & Vehicle costs	Consumption of third party services	Allocation	Directly attributable in full	N/A

Hold Baggage Screening

Summary	Cost Heading	Cost Driver	Method	Description	Driver Used*
Operating and Maintenance costs of the Hold Baggage Screening system	Heathrow Staff - Security Operations Team	People Costs	Apportionment	Based on team focus on HBS operations	FTE
	System Operations and Maintenance Costs	Third party contract - contractual usage of services	Allocation	Directly attributable in full	N/A

Pricing Factors

Bag volumes are calculated using a bag per departing passenger ratio. The unit rate for 2025 is based on a forecast of 39.3m departing bags in the period 1 January to 31 December 2025.

Baggage System & Screening will be charged on a ‘per departing bag’ basis and will cover the costs of all departing bags, arriving bags, transferring of bags and gate bags. This charge will be invoiced monthly in arrears against each airline’s actual number of direct and transferring departing bags as recorded in MerlinLite.

A forecast over recovery of £10.1m in the period 1 January – 31 December 2024 is being carried forward and factored into the 1 January to 31 December 2025 pricing for Baggage System & Screening.

Pricing

The Baggage System & Screening price per departing bag for the period 1 January – 31 December 2025 will be £3.34.

5.3 Electricity

Key Cost Headings

Summary	Cost Heading	Cost Driver	Method	Description	Driver Used
Purchase and associated costs for the provision of High and Low Voltage Electricity at the airport	Underlying Electricity Supply Costs	Metered consumption	Apportionment	Third party share applied based on volumes directly consumed by Heathrow vs non-Heathrow users	Relative consumption volumes
	Support Costs (Metering Charges)	Third party service provider costs	Allocation	Directly attributable in full	N/A

In line with the H7 Final Decision we have included a provision for fixed costs within pricing.

Pricing Factors

Forecast consumption is used to calculate average unit prices for electricity.

A forecast over recovery of £4.0m in the period 1 January – 31 December 2024 is being carried forward and recovered in the 1 January to 31 December 2025 pricing period.

The Capacity Charge is only applicable to High Voltage users.

Pricing

Individual prices are as set out in the Pricing Schedule of this GN.

5.4 Fixed Electrical Ground Power (FEGP)

Key Cost Headings

Summary	Cost Heading	Cost Driver	Method	Description	Driver Used
Operating and Maintenance costs of the FEGP system, including underlying Electricity supply	Heathrow Staff - Utilities team	People Costs	Apportionment	Divided between FEGP, PCA and Water	Revenue split by SF as a proxy of resource utilisation
	Electricity supply costs	Metered consumption - charged at the ORC LV price	Allocation	Consumption directly attributable to FEGP through metering	Metered consumption
	Maintenance costs	Third party contract service usage	Allocation	Breakdown by service provider gives split by SF	Work split - detail provided by supplier

Pricing Factors

Electricity costs are calculated using the LV rate set out in the Pricing Schedule of this GN.

Pricing and Billing

Consumption will continue to be billed on a per kilowatt hour (“**kWh**”) basis. Automatic Meter Reading (“**AMR**”) meters have been installed on the FEGP equipment enabling electricity consumption to be measured at five minute intervals.

Meter data is cross referenced with aircraft on stand data to create an invoice showing the number of kWh consumed. There is no maximum cap per day, the actual kWh used are invoiced. Where AMR is not working estimated bills will be used and adjusted for actuals once they are known.

A forecast over recovery of £0.3m in the period 1 January – 31 December 2024 is being carried forward and recovered in the 1 January to 31 December 2025 pricing period.

The price will be £0.43 per kWh for the period 1 January – 31 December 2025.

5.5 Passengers with Reduced Mobility (“PRM”)

Key Cost Headings

Summary	Cost Heading	Cost Driver	Method	Description	Driver Used
	Heathrow Staff - Services team	People Costs	Allocation	Based on people resource allocated to PRM service	FTE
	Direct Service Provision Costs (Fixed, Variable, Semi Variable)	Activity - Costed by time and type of engagement; Variable, Semi-Variable and Fixed elements	Allocation	Directly attributable in full	N/A
PRM Services Costs	Property	Use of space by PRM service - directly recharged	Allocation	Directly attributable in full	N/A
	Other Costs	Various other items - High-lift; Animal Reception Centre admissions; Wheelchair maintenance; Mystery shopper	Allocation	Directly attributable in full	N/A

A forecast under recovery of £2.2m in the period 1 January – 31 December 2024 is being carried forward and recovered in the 1 January to 31 December 2025 pricing period.

The pre-notification charging categories and bandings were reviewed for 2024 onwards in order to better incentivise improved rates of pre-notification, as outlined in the Heathrow 2024 ORC Pricing Consultation Report.

The differential multipliers between categories remain in place for 2025, as follows:

- Category 1 = 1x
- Category 2 = 1.2x
- Category 3 = 3x
- Category 4 = 5x

PRM Regulation: Requirements

Where assistance information has been received from a PRM passenger, as per Article 6 of Regulation EC 1107/2006 (retained as UK law in accordance with the European Union (Withdrawal) Act 2018 and as amended from time to time) (“PRM Regulation”), airlines have an obligation (where that information has been received by the airline) to pre-notify Heathrow with the assistance requirements of passengers.

Correct pre-notification of passenger demand supports efficient delivery of the service and allows us and our service provider to deliver higher standards of service. The pre-notification threshold as set out in Article 6 the PRM Regulation is **36 hours**.

It should be noted that a PRM pre-notification must include the following:

- Passenger name (first initial and full last name).
- Flight details into or out of LHR (including date).
- Full Special Service Request (SSR) code.
- Type of assistance and/or equipment required.

Pricing

PRM prices are by banding and category to incentivise airlines to pre-notify Heathrow of the required assistance information (where received from passengers), in a timely manner and at least 36 hours before the published departure or arrival time for the flight (in accordance with the PRM Regulation).

The individual charge category and associated price per departing passenger which an airline receives is dependent on airlines' pre-notification performance. Heathrow and the service provider is committed to working with the airlines to help improve their pre-notification levels.

The charges for PRM services, for the period 1 January – 31 December 2025, are:

- **Category 1** – 65% or more pre-notification at 36 hours shall be **£1.49** per departing passenger.
- **Category 2** – between 50% and 64.99% pre-notification at 36 hours shall be **£1.79** per departing passenger (consisting of £1.49 base price + £0.30 supplement).
- **Category 3** – between 30% and 49.99% pre-notification at 36 hours shall be **£4.48** per departing passenger (consisting of £1.49 base price + £2.99 supplement).
- **Category 4** – 29.99% or less pre-notification at 36 hours shall be **£7.47** per departing passenger (consisting of £1.49 base price + £5.98 supplement).

PRM Low Volume Charging Mechanism

The PRM low volume charging mechanism was introduced in 2022, as discussed in the May 2022 ORCG and continues in 2025.

The mechanism will come into effect if an airline's PRM data meets the following 2 criteria:

1. The airline falls into **pre-notification charging category 4** for a quarter; **and**
2. The airline's penetration rate is **less than or equal to 1.5%**. Penetration rate is the total quantity of all PRM passengers served in the quarter divided by the total quantity of departing passengers for the quarter. This will be based on data recorded by Heathrow's PRM service supplier.

If an airline meets the above 2 criteria, we will bill the airline the **category 3** supplementary charge for the quarter instead of the category 4 supplementary charge.

5.6 Pre-conditioned air (“PCA”)

Key Cost Headings

Summary	Cost Heading	Cost Driver	Method	Description	Driver Used
Pre-Conditioned Air Service	Heathrow Staff	People Costs	Allocation	Based on team focus on PCA service	FTE
	Electricity supply costs	Metered consumption - charged at the ORC LV price	Allocation	Consumption directly attributable to PCA through metering	Metered consumption
	Maintenance & Equipment	Third party contract service usage	Allocation	Breakdown by service provider gives split by ORC	Work split - detail provided by supplier

Heathrow is working in collaboration with the airline community to increase the usage of PCA to help improve the sustainability of airport operations.

In conjunction with the AOC and representative airlines, work is being completed on the technical standard of the PCA assets to be deployed in the future and the expected standards of use and operational use. The combined ambition is to continue to reduce the carbon emissions for aircraft on the ground.

For 2025, Heathrow will hold the unit price of PCA at a discretionary rate of £1.00 per kWh notwithstanding, and without prejudice to, Heathrow’s right to charge PCA at a higher rate, reflective of the direct costs of PCA to Heathrow. At the time of pricing there was an under recovery of £18.6m.

5.7 Staff Car Parking

Key Cost Headings

Summary	Cost Heading	Cost Driver	Method	Description	Driver Used
Staff Car Parking Costs	Heathrow Staff - Transport & Passenger Logistics team	People Costs	Allocation	Based on team focus on Staff Car Parking provision	FTE
	Staff Car Park Management	Third party contract; usage of services	Allocation	Breakdown by service provider gives split by ORC	Work split - detail provided by supplier
	Staff Bussing	Third party contract; usage of services	Allocation	Directly attributable in full	N/A
	Staff Bussing Fuel	Fuel consumption	Apportionment	Split between fuel for passenger bussing (non-ORC) and fuel for staff car park bussing (ORC)	Estimated miles covered by journey category - ie passenger vs staff
	Ground Rental	Third party lease contract	Allocation	Directly attributable in full	N/A
	Maintenance & Equipment	Third party contract service usage	Allocation	Breakdown by service provider gives split by ORC	Work split - detail provided by supplier

In line with the H7 Final Decision we have included a provision for rates and fixed costs within pricing.

A forecast over recovery of £1.0m in the period 1 January – 31 December 2024 is being carried forward and factored into the 1 January to 31 December 2025 pricing period.

Pricing

The price of the perimeter pass will be £771.48 per annum for the period 1 January – 31 December 2025.

For further information on staff car parking, please contact: ColleagueParking@heathrow.com

5.8 Staff Identity Cards

Key Cost Headings

Summary	Cost Heading	Cost Driver	Method	Description	Driver Used
Provision of Staff ID Cards & VAPs	Heathrow Staff - ID Management team	People Costs	Allocation	Based on team focus on Staff ID cards provision	FTE
	Property costs	Floor space occupied by ID Management team	Apportionment	Space occupied by team	Floor area
	General Expenses	Stationery/Utilities consumption	Apportionment	Consumption	kWh in the case of utilities (electricity)
	IT Costs (ID Gateway)	Software licences costs; number of licences	Allocation	Directly attributable in full	N/A
	Indirect Charges - Electricity	Metered consumption	Allocation	Directly attributable in full	N/A
	Accreditation costs	Third party accreditation provider; number of checks conducted	Allocation	Directly attributable in full	N/A

In line with the H7 Final Decision we have included a provision for rates and fixed costs within pricing.

A forecast under recovery of £0.5m in the period 1 January – 31 December 2024 is being carried forward and recovered in the 1 January to 31 December 2025 pricing period.

Staff ID Pricing

The price per originating staff identity card application will be £49.19, a temporary employment pass will be £24.60 and a temporary visitor pass will be £4.00 for the period 1 January – 31 December 2025.

Further prices relevant to these services are as set out in the Pricing Schedule of this GN.

Accreditation Checks

The regulatory change introduced in 2022 which incorporated enhanced background checks and the requirement for all airside pass holders to be subject to ongoing review by the Home Office, known as an “Accreditation Check” resulted in an additional application process and charge in addition to the Heathrow Staff identity card process.

Since 1 January 2022, this Accreditation Check must be ‘granted’ by the Home Office before any application can be made for new airside passes or in advance of renewal of airside passes.

The unit price for this Accreditation Check and the ongoing review is £8.26 per pass application for the period from 1 January – 31 December 2025, chargeable for full airside passes.

A charge will be levied per Accreditation Check submission regardless of whether the check is granted, refused or returns an error. In other words, if the Accreditation Check stage is reached for any application, there will be a charge per application irrespective of the outcome. Therefore Authorised Signatories should take care to avoid submitting unintended duplicate applications. A full pass application can only be submitted if an Accreditation Check has been granted. The charge for the full pass application of £49.19 still remains and is applied following the normal process for Staff Identity cards.

Late Appointments

For 2025, we are introducing a charge for late appointments at the ID Centre, as first proposed to the ORCG in June 2024 and formally proposed in the 2025 ORC Pricing consultation document shared on 3 September 2024. A late appointment can be defined as an attendee arriving 10 minutes or after their allocated appointment time and slot at the ID Centre.

This follows a period of time in which the ID Centre has recorded a number of late appointments above the annual average. To mitigate the impact of late appointments on resourcing at the ID Centre and to incentivise attendees of Team Heathrow companies to arrive strictly on-time for ID Centre appointments, we are introducing the charge for a late appointment, which will be £62, aligned to the cost of an application “no show”.

We will review the impact of this charge on the number of late appointments recorded and reserve our right to withdraw, decrease or increase the charge, subject to notifying the airport community.

5.9 Vehicle Apron Passes (“VAPs”)

The income from VAPs forms part of the ORC income for the ID Centre. Heathrow has maintained the forecast number of passes and associated revenue from 2024.

Prices

The 2025 charges per emissions category per vehicle per annum is as follows:

- Tier A: £18.00
- Tier B: £35.00
- Tier C: £52.00
- Tier D2: £15.00
- Tier D: £0.00 (free)

The following three tables explain the vehicle specifications that fall under each tier.

Full Road Vehicle Apron Pass (VAP) - Permanent Livery

Prices (annual)	-	Tier A - £18.00	Tier B - £35.00	Tier C - £52.00	Tier D2 - £15.00	Tier D - £0.00
Year of manufacture	-	1st September 2015 – onwards	1st January 2011 – 2015	Pre 1st January 2011	1st September 2015 – onwards	1st March 2000 – onwards
Euro Classification	-	Euro 6 (Diesel), Euro 4 (Petrol) & Hybrid	Euro 5 (Diesel) & Euro 3 (Petrol)	Less than Tier B	Alternative / Synthetic Fuels (i.e. HVO)	Full electric / Hydrogen
Vehicle types (price/tier will be dependant on the fuel type it uses)	<ul style="list-style-type: none"> • Blue Light • Minibus • Coach (Over 16-seater) • Catering Vehicle • Detainee Vehicle • Service Water/Toilet Truck • Aircraft refuelling Truck • HGV (Heavy Good Vehicle) • Lorry mounted support equipment • De-icing Rig • LDV (light duty vehicle) • VIP Vehicle • Car • Small Van • Large Van • Airstart vehicle • Security Truck / Van for transporting high value goods vehicles • Armoured Vehicle • Road and Non Road / GSE Equipment 	Diesel Petrol Petrol Hybrid Diesel Hybrid	Diesel Petrol LPG CNG Petrol Hybrid Diesel Hybrid	Diesel Petrol LPG CNG Petrol Hybrid Diesel Hybrid	Alternative / Synthetic Fuel (i.e. HVO or other)*	Full electric / Hydrogen Vehicle (more information below)

Full Road Vehicle Apron Pass (LDVAP) - Private with temporary Livery

Prices (annual)	-	Tier A - £1,654.50	Tier B - £1,654.50	Tier C - £1,654.50	Tier D2 - £1,654.50	Tier D - £0.00
Euro Classification	-	Euro 6 (Diesel), Euro 4 (Petrol), & Hybrid	Euro 5 (Diesel) & Euro 3 (Petrol)	Less than Tier B	Alternative / Synthetic Fuels (i.e. HVO)	Full electric / Hydrogen/ ZEV
Vehicle types (price/tier will be dependant on the fuel type it uses)	<ul style="list-style-type: none"> • Blue Light • Minibus • Coach (Over 16-seater) • Catering Vehicle • Detainee Vehicle • Service Water/Toilet Truck • Aircraft refuelling Truck • HGV (Heavy Good Vehicle) • Lorry mounted support equipment • De-icing Rig • LDV (light duty vehicle) • VIP Vehicle • Car • Small Van • Large Van • Airstart vehicle • Security Truck / Van for transporting high value goods vehicles • Armoured Vehicle 	Diesel Petrol Petrol Hybrid Diesel Hybrid	Diesel Petrol LPG CNG Petrol Hybrid Diesel Hybrid	Diesel Petrol LPG CNG Petrol Hybrid Diesel Hybrid	Alternative / Synthetic Fuel (i.e. HVO or other)*	Full electric / Hydrogen Vehicle (more information below)

Full Non-road Vehicle Apron Pass (VAP) / GSE - Permanent Livery

Prices (annual)	-	Tier A - £18.00	Tier B - £35.00	Tier C - £52.00	Tier D2 - £15.00	Tier D - £0.00
Year of Manufacture	-	1st September 2015 – onwards	1st January 2011 – 2015	Pre 1st January 2011	Alternative / Synthetic Fuels (i.e. HVO)	Full electric / Hydrogen/ ZEV
Euro Classification	-	Euro 6 (Diesel), Euro 4 (Petrol), & Hybrid	Euro 5 (Diesel) & Euro 3 (Petrol)	Less than Tier B	Alternative / Synthetic Fuels (i.e. HVO)	Full electric / Hydrogen
Power Rating	-	0 - <19 Kw/19Kw <37Kw/37Kw 75Kw/75Kw <130Kw/130Kw <560Kw / 560K+	0 - <19 Kw/19Kw <37Kw/37Kw 75Kw/75Kw <130Kw/130Kw <560Kw / 560K+	0 - <19 Kw/19Kw <37Kw/37Kw 75Kw/75Kw <130Kw/130Kw <560Kw / 560K+		
Vehicle types (price/tier will be dependant on the fuel type it uses)	<ul style="list-style-type: none"> • Baggage Tug • Loading Elevator • Conveyor Belt • Construction Plant / Equipment • Crane / Lifting Equipment or tall Vehicle • Mobile Elevated work platform • Ground Support Equipment • Push Back Tug • Aircraft Tug • Drivable Stairs 	Diesel Petrol Petrol Hybrid Diesel Hybrid	Diesel Petrol LPG CNG Petrol Hybrid Diesel Hybrid	Diesel Petrol LPG CNG Petrol Hybrid Diesel Hybrid	Alternative / Synthetic Fuel (i.e. HVO or other)*	Full electric / Hydrogen Vehicle (more information below)

For further guidance please contact the Licencing team in the Heathrow Airside operations team.

There is no change to the Tier A categorisation of hybrid vehicles, as consulted with the AUC.

A hybrid vehicle is one that uses two forms of power, for example an electric motor and a combustion engine or battery and fuel cells. Hybrid vehicles also include the following types of vehicles: Battery Electric Vehicle (BEV), Hybrid Electric Vehicle (HEV) and Plug-In Hybrid Electric Vehicles (PHEV).

To be included in the hybrid/Tier A category, the vehicle must comply with the following technical characteristics:

- Vehicles (cars) that have CO₂ emissions of less than 50g/km and can travel at least 112km (70 miles) without any emissions at all;
- Vehicles (vans) that have CO₂ emissions of less than 75g/km and can travel at least 16km (10 miles) without any emissions at all;
- Vehicles (large vans) that CO₂ emissions of at least 50% less than the equivalent conventional Euro VI vehicle that can carry the same capacity. They can travel at least 16km (10 miles) without any emissions at all.

The prices for temporary passes will remain unchanged as follows:

- Temporary month pass: £31.63/month; and
- Temporary private vehicle apron passes: £137.88/month.

The un-surrendered passes charge is no longer applicable, and the £150.00 charge will relate to the expired passes not handed back.

If HVO or other fuel types is required, seek assistance from the Licencing team.

5.10 Waste Services

There are two types of waste charge:

- Refuse Area Charge; and
- Refuse Bin Room Charge.

Key Cost Headings

Summary	Cost Heading	Cost Driver	Method	Description	Driver Used
Refuse Area	Waste Costs	Third Party contract costs	Apportionment	Costs split between ORC/ Airport provision and wider HAL estate, ie offices	Volume split: ORC users (40%) as a proportion of Heathrow overall estate
Bin Rooms	T2 & T5 Bin Room Costs	Third Party contract costs	Allocation	Directly attributable in full	N/A

In line with the H7 Final Decision we have included a provision for fixed costs within pricing.

A forecast under recovery of £0.05m for Waste refuse area and £0.07m under recovery for Waste refuse bin room during the period 1 January – 31 December 2024 is being carried forward and recovered in the 1 January to 31 December 2025 pricing period.

Pricing

Tiered prices are calculated to reflect the greater use of the service by some operators and are set out in the Pricing Schedule of this GN.

The Refuse Area base charge will be £67.81 per assessed unit per quarter. Refuse Area prices will continue to be charged on a “per assessed unit basis” where one unit equals 250 sq. ft.

The Refuse Bin Room base charge (only applicable in Terminal 2 and Terminal 5) will be £787.49 per outlet per quarter. Refuse Bin Room prices will continue to be charged on a “per outlet basis”.

The “Green Tier” introduced as of 1 January 2019 will continue in 2025. In line with Heathrow’s sustainability targets articulated in Heathrow 2.0: Connecting People and Planet and Heathrow’s Net Zero plan, a set of reduced prices is being introduced to encourage the sustainable behaviours with regard to waste disposal. Examples of these behaviours include delivering items in reusable packaging such as reusable plastic crates instead of cardboard, increased recycling and an overall significant reduction in waste etc.

- The Green Tier Refuse Area base charge will be £63.06 per assessed unit per quarter, where one unit equals 250 sq. ft.
- The Green Tier Refuse Bin room base charge will be £732.36 per outlet per quarter. Refuse Bin Room prices will continue to be charged on a “per outlet basis”.

The full schedule of waste prices can be found in the attached Pricing Schedule of this GN.

To apply for the incentivised Green Tier prices, customers must write to halorc@heathrow.com explaining why they qualify for the lower price. Heathrow will assess this application and apply the new charge, if successful, to be applicable from the following quarter.

Successful applications, excluding specific company information, will be available to allow for transparency as to how to achieve the lower charge. Heathrow will audit waste activities to ensure that the agreed behaviours are being maintained and reserves the right to amend the charge to the standard tariff if the correct behaviours are not being displayed.

5.11 Water

Key Cost Headings

Summary	Cost Heading	Cost Driver	Method	Description	Driver Used
Water Supply and System management	Heathrow Staff - Utilities team	People Costs	Apportionment	Divided between FEGP, PCA and Water	Revenue split by ORC as a proxy of resource utilisation
	Water Supply - Potable	Billed consumption	Apportionment	Third party share applied based on volumes directly consumed by HAL vs non-HAL users	Relative consumption volumes
	Waste Water management	Billed consumption	Apportionment	Third party share applied based on volumes directly consumed by HAL vs non-HAL users	Relative consumption volumes
	Maintenance Costs	Third party contract	Allocation	Directly attributable in full	N/A

In line with the H7 Final Decision we have included a provision for fixed costs within pricing.

Pricing Factors

Forecast consumption is used to calculate unit prices for water.

A forecast under recovery of £1.0m in the period 1 January – 31 December 2024 is being carried forward and recovered in the 1 January to 31 December 2025 pricing period.

Pricing

The Water and Sewerage charge is £23.27 per cubic metre for the period 1 January – 31 December 2025.

A breakdown of the individual water prices is set out in the Pricing Schedule of this GN.

In circumstances where a user has a separate trade effluent consent from Thames Water, Heathrow levies charges for the supply of water only i.e. the sewerage proportion of the charge is removed.

5.12 Airline Operators Committee (AOC)

AOC costs consist of facilities and resource costs.

A forecast over recovery of £0.01m in the period 1 January – 31 December 2024 is being carried forward and recovered in the 1 January to 31 December 2025 pricing period.

The price will be £0.0149 per departing passenger for the period 1 January – 31 December 2025.

6.0 Payments and disputes

Payments

Payment of invoices must be dealt with in accordance with the relevant contract between yourself and Heathrow, for example (but not limited to), the Conditions of Use, the Ground Operations Licence, a Lease or Licence or any other relevant contract.

To the extent that there is no relevant contract in place, or any contract does not include payment terms relevant to ORC invoices, the following applies:

Payments to Heathrow shall be made without set-off or deductions (including taxes or charges). If the applicable law requires any tax or charge to be deducted before payment the amount shall be increased so that the payment made will equal the amount due to us as if no such tax or charge had been imposed. It is your responsibility to provide full remittance details of payments made to us. All remittances should be emailed to: remittances@heathrow.com.

- The amount of charges you must pay is set out in and/or calculated in accordance with the published prices incorporated within the GN and set out on the invoice sent to you.
- All sums due which are not paid on the due date shall bear interest at a per annum rate of 3% higher than the Bank of England base rate, or 8% per annum, whichever is higher, calculated on a daily basis from the date when such sums were due until the date of payment (both dates inclusive).

Disputes

Disputes regarding specific ORC invoices must be dealt with in accordance with the relevant contract between yourself and Heathrow, for example (but not limited to), the Conditions of Use, the Ground Operations Licence, a Lease or Licence or any other relevant contract. To the extent that there is no relevant contract in place, or any contract does not include dispute terms relevant to ORC invoices, the following applies:

- Without prejudice to our rights under any applicable contracts and the law, if there is a genuine dispute between a party and Heathrow concerning an ORC invoice, then the party must write to Heathrow by email within 10 days of the invoice due date, to BSC-Disputes-Management@heathrow.com.
- In that email, the party must provide, at minimum, the following information in order for Heathrow to accept a dispute for consideration:
 - > Invoice number.
 - > Total amount of the invoice in dispute.
 - > The specific reasons for the dispute.
 - > Supporting evidence.
- A member of the team will aim to respond within 10 days of receiving notification of a dispute in accordance with the above.

7.0 Further information

If you have any questions concerning the new charges, the information contained within this document, or require further information relating to other regulated charges or Heathrow's ORCG or ORCNAG Governance forum, please contact halorc@heathrow.com or visit Heathrow's website:

<https://www.heathrow.com/company/doing-business-with-heathrow/regulated-charges>.



Ross Baker – Chief Customer Officer

For and on behalf of Heathrow Airport Limited

Distribution: Full

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