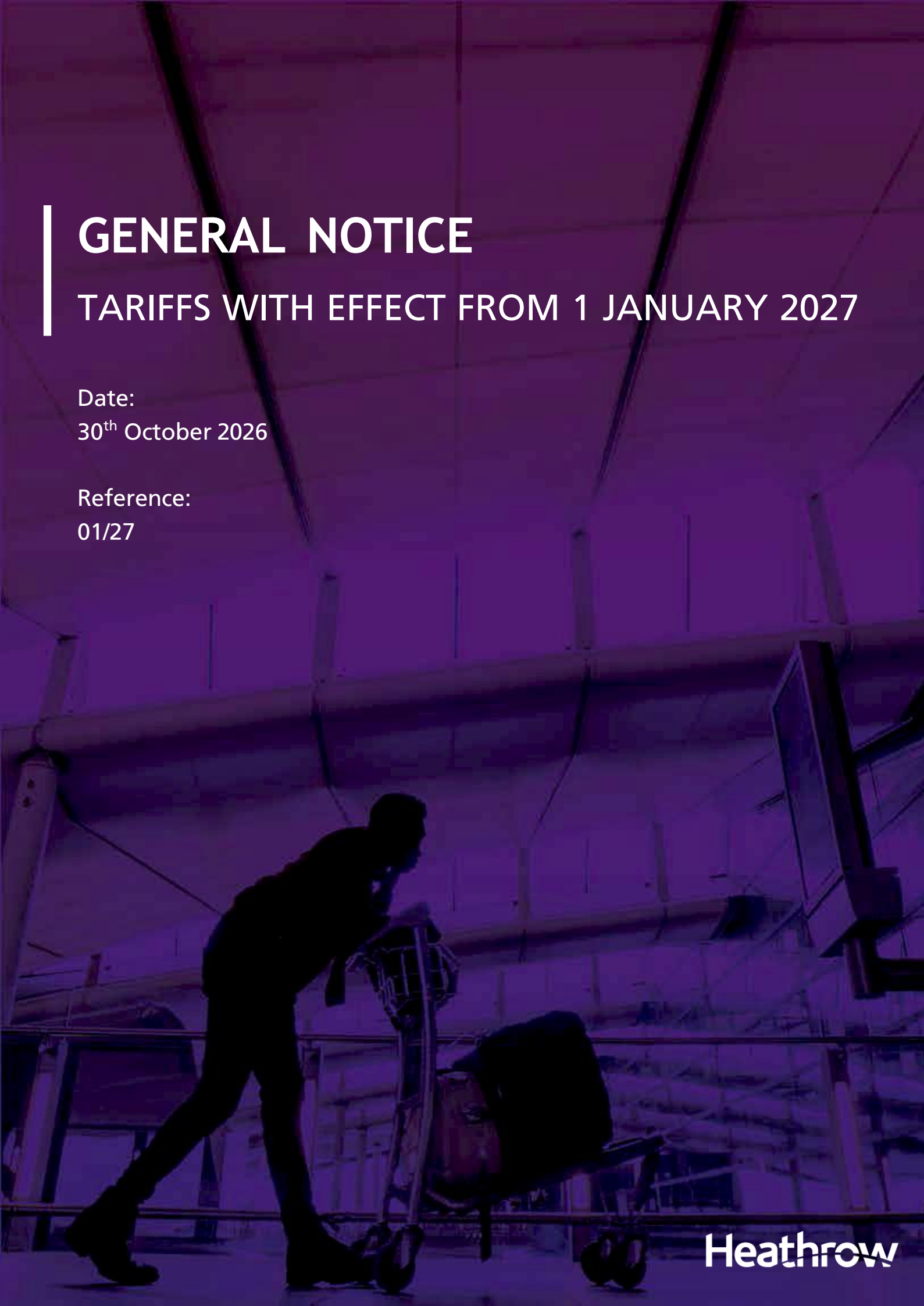
GENERAL NOTICE

TARIFFS WITH EFFECT FROM 1 JANUARY 2027

Date:
30th October 2026

Reference:
01/27



Heathrow

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Pricing schedule

Specified Facility / Service	Units charged	Effective 01-01-2026 Unit price	Effective 01-01-2027 Unit price
Airside Licences	per licence	£6,837.00	£4,570.00
Baggage System and Screening	per bag	£3.96	£4.38
Electricity			
Electricity Low Voltage – supply	per kWh	£0.296	£0.213
Electricity Low Voltage – infrastructure	per kWh	£0.145	£0.104
Electricity High Voltage – supply	per kWh	£0.296	£0.213
Electricity High Voltage – infrastructure	per kWh	£0.077	£0.055
Electricity (Capacity)	per kVa/month	£4.72	Removed
Fixed Electrical Ground Power (FEGP)	per kWh	£0.48	£0.38
Passengers with reduced mobility (PRM)			
Category 1 (Above 70% at 36 hrs)	per departing passenger	£1.66	£1.86
Category 2 (55% to 69.99% at 36 hrs)	per departing passenger	£1.99	£2.23
Category 3 (35% to 54.99% at 36 hrs)	per departing passenger	£4.97	£5.57
Category 4 (less than 34.99% at 36 hrs)	per departing passenger	£8.29	£9.28
Pre-conditioned Air (PCA)	per kWh	£1.00	£1.00
Staff Car Parking			
Perimeter passes ◊	per pass	£795.86	£632.41
Lost passes	per disc or per card	n/a	n/a

Staff Identity Cards

Temporary photographic ID pass (Visitor Pass)	per pass application	£10.00	£10.00
Temporary photographic ID pass (Employment pass)	per pass application	£47.11	£67.12
Full ID per Originating Application	per pass application	£67.30	£95.88
Accreditation check	per pass application	£9.75	£10.00
Charge for lost or stolen pass - 64k	per pass	£150.00	£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	£65.00
"Late" Appointment ◊◊	per "late" appointment	£62.00	£65.00
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	n/a	n/a
Liveried vehicle airside pass – annual Tier B	per pass	n/a	n/a
Liveried vehicle airside pass – annual Tier C	per pass	n/a	n/a
Liveried vehicle airside pass – annual Tier D2	per pass	n/a	n/a
Liveried vehicle airside pass – annual Tier D	per pass	n/a	n/a
Liveried vehicle airside pass – temporary (per month)	per pass	n/a	n/a
Private vehicle airside pass – temporary (per month)	per pass	£137.88	£137.88
Expired passes (if found)	per pass	£150.00	£150.00
Zero Emission Vehicle (ZEV)	per pass	n/a	n/a
Compliant (Euro6/VI or Stage IIIB-on)	per pass	£18.00	£18.00
Compliant (HVO)	per pass	£15.00	£15.00
Non-Compliant (Euro5/VI, Stage IIIA, or worse)	per pass	£100.00	£100.00

Waste Services

Refuse Area Charge

Low Waste Use (e.g. Services)	per assessed unit per quarter	£64.54	£52.03
Low Waste Use GREEN TARIFF		£60.02	£48.39
Medium Waste Use (e.g. Shops)	per assessed unit per quarter	£74.23	£59.84
Medium Waste Use GREEN TARIFF		£69.03	£55.65
High Waste Use (e.g. Food and Beverage outlets)	per assessed unit per quarter	£83.91	£67.64
High Waste Use GREEN TARIFF		£78.03	£62.91

Refuse Bin Room Charge

Low Waste Use (e.g. Services)	per outlet per quarter	£820.61	£1,093.21
Low Waste Use GREEN TARIFF		£763.17	£1,016.68
Medium Waste Use (e.g. Shops)	per outlet per quarter	£2,678.09	£3,567.72
Medium Waste Use GREEN TARIFF		£2,490.62	£3,317.98
High Waste Use (e.g. Food and Beverage outlets)	per outlet per quarter	£4,954.76	£6,600.68
High Waste Use GREEN TARIFF		£4,607.92	£6,138.63

Water

Water & sewerage	per cubic metre	£22.79	£9.90
Water supply only	per cubic metre	£17.64	£7.66
Waste water only	per cubic metre	£6.78	£2.95
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	£26.87	£11.67
Airline Operators Committee (AOC)	per departing passenger	£0.0207	£0.0205

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 2027. This GN supersedes GN 01/26 published on 30 October 2025.

Heathrow's Other Regulated Charges ("**ORC**") are governed by the Condition C2 of 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 Governance group ("**ORCG**") and the Non-Airline Other Regulated Charges Governance group ("**ORCNAG**") via the publication of the Heathrow 2027 ORC Pricing Consultation on 01 September 2026 together with a consultation event for Airline ORC users on 10 September 2026 and a consultation event for Non-Airline ORC users on 15 September 2026.

In our 2027 ORC Pricing Consultation Report published on 30 October 2026, we have summarised the feedback received on the 2027 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 7.2 of the CAA H8 Initial Proposal[3];
- 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 CAA's Initial Proposal Forecast income within 7.2 of the CAA H8 Initial Proposal[4], subject to the application of forecast inflation, which will be reconciled to the actual figures set out in the ONS CPIH All Items Index[5], 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/j1wl20vi/heathrow-airport-limited-licence-2026.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] The CAA is determining the final position on H8 Fixed costs as pat of the regulatory process.

[4] Table 7.2, page 89, H8 Initial Proposal.

[5] Chapter 7 para 7.30 H8 Initial Proposals Section 2: building blocks and incentives

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 Licence[6]:

- Baggage System & Screening[7];
- Hold Baggage Screening [NOT USED];
- 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 control[8].

Other regulated charges ("ORCs") are charges levied by HAL on airline and non-airline users for the provision of certain services and facilities designated as Specified Facilities[9], and the costs of providing them is collected separately from the aeronautical charge.

2027 will be the first year of H8 and the CAA have set the basis for the recovery of Heathrow's ORC in its Initial Proposals (CAP3232, Chapter 8).

Per the Final Guidance on ORC protocols and dispute resolution for Heathrow Airport[10], 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.

[6] Part C2 of Licence at Licence at https://www.caa.co.uk/media/tmzmc45t/heathrow-licence-01sep2024-final.pdf

[7] From 1 January 2025 Baggage Handling Systems and Hold Baggage Screening was merged into a single ORC and re-named 'Baggage System and Screening'. Further information on this is on page 15.

[8] CAA H8 Initial Proposals, Chapter 7, paragraphs 7.1 & 7.2

[9] Economic regulation of Heathrow Airport: H8 Final Decision – Expected April 2027.

[10] Guidance on Other Regulated Charges (ORC) protocols and dispute resolution for Heathrow Airport (caa.co.uk)[2]

3.0 Pricing elements

Prices in this GN cover the period 1 January to 31 December 2027 and are exclusive of VAT.

The prices set out in this GN will be effective from 1 January 2027 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 2027 ORC price calculations are as follows:

- Fixed costs and business rates are being recovered in line with the CAA's H8 Initial Proposals.
- any under or over recoveries shown in the Trading Statements for 2026, not previously included in the pricing for 2026 and any forecast over or under recovery relating to 2026 (covering the 12 months from 1 January 2026 to 31 December 2026) are accounted for in the prices effective 1 January 2027 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;
- in line with the position outlined within the CAA's Initial Proposals ORC fixed costs (annuities and allocated costs) as well as business rates, both as attributed to airline operations have been retained with airport charges and the non-airline share of fixed costs retained within ORC's;
- forecast 2027 costs.

The drivers of cost base increases and decreases compared to 2026 pricing are set out below and/or have been explained and recorded through the Heathrow 2027 ORC Pricing Consultation documentation shared with Airline ORC users and Non-Airline ORC users on 1 September 2026 and the Consultation Report shared on 30 October 2026.

4.0 Cost allocation and apportionment

Heathrow is committed to transparency regarding 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, SLA's 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 time and materials costs are captured in a wider engineering and maintenance system which is then interrogated to provide the appropriate costs to apply to specific ORCs including FEGP, PCA, TFP and Staff Car Parking).
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 to 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 by 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, compromising 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. Examples: 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(s) 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 2027 Pricing

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

5.1 Airline Operators Committee (AOC)

AOC costs consist of facilities and resource costs.

A forecast under recovery of £0.002m in the period 1 January to 31 December 2026 is being carried forward and recovered in the 1 January to 31 December 2027 pricing period.

The price per annum for the period 1 January to 31 December 2027 will be £0.0205 per departing passenger.

5.2 Airside Licences

Key Cost Headings

Summary	Cost Heading	Cost Driver	Method	Description	Driver
Used*	Heathrow Staff – Airside Operations Team (including Compliance)	People Costs	Apportionment	Based on time spent on ORC work	FTE
Costs of the ramp operations team	IT Costs	IT System License 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

A forecast over recovery of £0.25m in the period 1 January to 31 December 2026 is being carried forward and recovered in the 1 January to 31 December 2027 pricing period.

Pricing

The price per annum for the period 1 January to 31 December 2027 will be £4,570 per licence.

5.3 Vehicle Apron Passes ("VAPs")

From 2026, the income from VAPs forms part of the income for the Airside Licence ORC, to better reflect that the cost base for processing and issuing VAPs sits within Airside Operations, rather than the ID Centre. Heathrow has maintained the forecast number of passes and associated revenue from 2026.

Prices

The 2027 charges per emissions category per vehicle per annum is as follows:

- Compliant (Euro 6/VI or Stage IIIB-on): £18.00
- Compliant (HVO): £15.00
- Non-Compliant (Euro 5/VI or Stage IIIA, or worse): £100.00

Vehicle Apron Pass fees will now be determined by each vehicle's emissions compliance status.

The tables below list the emission standards for compliance against the Clean Vehicle Policy and the associated vehicle apron pass fee for each vehicle category.

Users will be invoiced by the Licencing team based on the below tiers:

Full Road Vehicle Apron Pass (VAP) - Permanent Livery / Temporary Livery

From 1 January 2027 Current Vehicles	Compliant	VAP Price	Non-Compliant	VAP Price
Any Electric Vehicle		£0.00	N/A	N/A
Standard cars and Vans (LDV)	Diesel: Euro 6 Petrol: Euro 4	£18.00 £15.00 (HVO)	Diesel: Euro 5 or below Petrol: Euro 3 or below	£100.00
Specialised vans and minibuses (LDV)	Euro 6	£18.00 £15.00 (HVO)	Euro 5 or below	£100.00
Standard HGVs (HDV)	Euro VI	£18.00 £15.00 (HVO)	Euro V or below	£100.00
Standard/specialized buses (HDV)	Euro VI	£18.00 £15.00 (HVO)	Euro V or below	£100.00
Specialised HGVs	Euro VI	£18.00 £15.00 (HVO)	Euro V or below	£100.00
Large GSE>130kW (e.g. aircraft tractor or heavy excavator	Stage IIIB	£18.00 £15.00 (HVO)	Stage IIIA or below	£100.00
Medium GSE, 56-130kW, (most GSE like steps and loaders)	Stage IV	£18.00 £15.00 (HVO)	Stage IIIB or below	£100.00
Small GSE, <56kW	Stage IIIB	£18.00 £15.00 (HVO)	Stage IIIA or below	£100.00
Auxiliary engines separately powered vehicle-mounted pumps, Compressors or generators, Air-starts	Stage IIIB	£18.00 £15.00 (HVO)	Stage IIIA or below	£100.00

*Where a vehicle has more than one engine, if one engine is non-compliant, the vehicle will be considered non-compliant.

The prices for Limited Duration Vehicle Apron Passes (LDVAP) will remain unchanged as follows:

- LDVAP: £31.63/month; for compliant and non-compliant vehicles.

There is a maximum validity of four months for LDVAPs.

For further guidance please contact the Licencing team in the Heathrow Airside Standards and Assurance Team: airsidelicencing@heathrow.com.

5.4 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 was 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 receive simplified invoices presented as 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. C2.12 of the Heathrow Airport Licence[4] reflects Baggage System and Screening, the change was effective from 1 January 2025.

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 2027 is based on a forecast of 38.39m departing bags in the period 1 January to 31 December 2027.

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.

[4] Licence at 20260101-heathrow-airport-limited-licence.pdf

A forecast under recovery of £6.12m in the period 1 January to 31 December 2026 is being carried forward and recovered in the 1 January to 31 December 2027 pricing period for Baggage System & Screening.

Pricing

The Baggage System & Screening price per departing bag for the period 1 January to 31 December 2027 will be £4.38.

5.5 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 CAA's Initial proposals 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 under recovery of £4.15m in the period 1 January to 31 December 2026 is being carried forward and recovered in the 1 January to 31 December 2027 pricing period.

Pricing

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

5.6 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	Resource time & materials	Allocation	Breakdown by engineering and maintenance system gives split by ORC	Work split - detail provided by system

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.

Default values, if charged, are based on aircraft type, on five-minute intervals. Estimated invoices will be applied in circumstances where accurate data is unavailable, for example a broken meter.

A forecast under recovery of £0.46m in the period 1 January to 31 December 2026 is being carried forward and recovered in the 1 January to 31 December 2027 pricing period.

The price will be £0.38 per kWh for the period 1 January to 31 December 2027.

Default Values

Default values are used in cases where FEGP meter data is unavailable for a given billing period. Default values are invoiced based on aircraft type and time on stand. For further information on Default Values by Aircraft type, please contact halorc@heathrow.com.

Where the following scenario is applicable, charges will apply for FEGP at the applicable default values rate as in the system for the duration the aircraft is on stand:

- aircraft remain on stand overnight or for extended periods and;
- aircraft connected or not connected to FEGP and;
- FEGP meter data is unavailable;

5.7 Passengers with Reduced Mobility ("PRM")

Key Cost Headings

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

A forecast under recovery of £4.06m in the period 1 January to 31 December 2026 is being carried forward and recovered in the 1 January to 31 December 2027 pricing period.

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 of the PRM Regulation is **36 hours** prior to published departure time.

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

- Passenger name (first name and full last name as minimum).
- Flight details into or out of Heathrow (including date and correct airline IATA Code).
- Full Special Service Request (SSR) code:
    - Full and correct type of assistance and/or equipment required.

Pricing

PRM prices are by banding and category to 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). Timely and accurate pre-notification is essential for high quality and efficient service delivery.

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 are committed to working with airlines to help improve their pre-notification levels.

The pre-notification charging categories and thresholds were reviewed in consultation with the airline community to better incentivise improved rates of pre-notification.

The differential multipliers between categories remain in place for 2027, as follows:

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

The charges for PRM services, for the period 1 January to 31 December 2027, are:

- **Category 1** – 70% or more pre-notification at 36 hours shall be **£1.86** per departing passenger.
- **Category 2** – between 55% and 69.99% pre-notification at 36 hours shall be **£2.23** per departing passenger (consisting of £1.66 base price + £0.37 supplement).
- **Category 3** – between 35% and 54.99% pre-notification at 36 hours shall be **£5.57** per departing passenger (consisting of £1.66 base price + £3.72 supplement).
- **Category 4** – 34.99% or less pre-notification at 36 hours shall be **£9.28** per departing passenger (consisting of £1.66 base price + £7.42 supplement).

PRM Low Volume Charging Mechanism

The PRM low volume charging mechanism was introduced in 2022 and continues in 2027.

The mechanism will come into effect if an airline's PRM data meets the following two 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 delivery partner.

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

5.8 Pre-conditioned air ("PCA")

Key Cost Headings

Summary	Cost Heading	Cost Driver	Method	Description	Driver Used
	Heathrow Staff	People Costs	Allocation	Based on team focus on PCA service	FTE
Pre-Conditioned Air Service	Electricity supply costs	Metered consumption - charged at the ORC LV price	Allocation	Consumption directly attributable to PCA through metering	Metered consumption
	Maintenance costs	Resource time & materials	Allocation	Breakdown by engineering and maintenance system gives split by ORC	Work split - detail provided by system

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.

Pricing and Billing

For 2027, and following careful consideration of feedback received from the airline community via the 2027 ORC pricing consultation, 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 £18.36m, which is being carried forward to be addressed in the current price control.

PCA is billed on accurate metered consumption.

5.9 Staff Car Parking

Key Cost Headings

Summary	Cost Heading	Cost Driver	Method	Description	Driver Used
Staff Car Parking Cost	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	Direct 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 costs	Resource time & materials	Allocation	Breakdown by engineering & maintenance system gives split by ORC	Work split – detail provided by system

A forecast under recovery of £0.71m in the period 1 January to 31 December 2026 is being carried forward and factored into the 1 January to 31 December 2027 pricing period.

Pricing

The price of the perimeter pass will be £632.41 per annum for the period 1 January to 31 December 2027.

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

5.10 Staff Identity Cards

Key Cost Headings

Summary	Cost Heading	Cost Driver	Method	Description	Driver Used
Provision of Staff ID Cards	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 & Vetting Gateway)	Software licenses costs; number of licenses	Allocation	Directly attributable in full	N/A
	Indirect Charges – Electricity	Third party lease contract	Allocation	Directly attributable in full	N/A
	Accreditation costs	Third party accreditation provider; number of checks conducted	Allocation	Directly attributable in full	N/A

A forecast under recovery of £2.16m in the period 1 January to 31 December 2026 is being carried forward and recovered in the 1 January to 31 December 2027 pricing period.

Staff ID Pricing

The price per originating staff identity card application will be £95.88, a temporary employment pass will be £67.12 and a temporary visitor pass will be £10.00 for the period 1 January to 31 December 2027.

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 £10.00 per pass application for the period from 1 January to 31 December 2027, 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 £95.88 still remains and is applied following the normal process for Staff Identity cards.

Late Appointments

For 2025, we introduced 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 introduced the charge for a late appointment at £65.00, aligned to the cost of an application "no show".

We will continue with this charge into 2027 and continue to 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.

5.11 Waste Services

There are two types of waste charge:

- **Refuse Area Charge**: these relate to refuse areas which are typically external zones, often located at apron level, designated as communal waste disposal points for retailers, concessionaires, and cleaning teams operating within the terminals. These areas facilitate the initial segregation of waste into appropriate streams, supporting compliance with environmental and operational standards; and
- **Refuse Bin Room Charge**: these relate to refuse areas which are situated in back-of-house areas, typically positioned behind retail outlets, lounges, or communal zones. These facilities are designated for all segregation of waste into appropriate categories - such as food waste, dry mixed recycling, glass bins and cardboard - and are generally located in close proximity to the premises generating the waste, thereby supporting efficient and compliant waste management practices.

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

A forecast over recovery of £0.09m for Waste refuse area and under recovery of £0.11m for Waste refuse bin room during the period 1 January to 31 December 2026 is being carried forward and factored into the 1 January to 31 December 2027 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.

Refuse Area

The Refuse Area minimum charge will be £52.03 per assessed unit per quarter. Refuse Area prices will continue to be charged on a "per assessed unit basis" where one unit equals 250.00 sq. ft. Refuse Area charges are billed for a full month and are not dependent on the store's trading dates.

Bin Room

The Refuse Bin Room minimum charge (only applicable in Terminal 2 and Terminal 5) will be £1,093.21 per outlet per quarter. Refuse Bin Room prices will continue to be charged on a "per outlet basis". Bin Room charges are billed for a full month and are not dependent on the store's trading dates.

Waste charges are applied monthly in line with the established billing process. Upon exit, concessionaires are billed for the full month, not pro-rated according to opening or closing dates.

5.12 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

Pricing Factors

Forecast consumption is used to calculate unit prices for water.

A forecast under recovery of £0.64m in the period 1 January to 31 December 2026 is being carried forward and recovered in the 1 January to 31 December 2027 pricing period.

Pricing

The Water and Sewerage charge is £9.90 per cubic metre for the period 1 January to 31 December 2027. 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.

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 ORC governance forums, 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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