

# Household Charges Scheme - Summary 2019-20



## South West Water Limited's Area of Operation



### CUSTOMER CONTACT INFORMATION

Customers may contact us:

#### ON-LINE:

You can e-mail us using our on-line form via [southwestwater.co.uk](http://southwestwater.co.uk).

For all customer contacts including changes of address, debit/credit card payments, Direct Debit applications or instalment applications, visit the website.

#### BY TELEPHONE:

Accounts Helpline: **0344 346 1010**

Open 8am-6pm Mon-Fri, 9am-1pm Sat, closed on Sundays and bank holidays.

Services Helpline: **0344 346 2020**

Open 8am-6pm Mon-Fri, emergencies only outside these times.

#### Other Useful Numbers:

Leakage: 0800 230 0561

Minicom: 0800 169 9965

Text Relay: please ring 18001 followed by the helpline number

#### BY AUTOMATED TELEPHONE SERVICE (24 hours):

Debit card payment	0800 230 0750
Direct Debit set up	0800 083 2365
Meter installation	0800 083 4301
Meter estimate rebilling	0800 083 4247

#### BY LETTER:

Customer Accounts, South West Water, PO Box 4762, Worthing BN11 9NT.

#### MAIN OFFICE

Head Office and Registered Office: Peninsula House, Rydon Lane, Exeter, Devon, EX2 7HR.

#### Enquiries about charges payable for a property

If a meter has been installed at a property we shall require a new occupier to pay measured charges, even if the current occupier is not paying measured charges.

If you wish to check whether you will pay measured or unmeasured charges for a property you are thinking of buying, please contact us as above.

## SECTION 1 - TABLE OF CHARGES FOR SINGLE SERVICE CUSTOMERS 2019/20

The following table contains the tariffs and charges for Domestic customers who only receive either a water service or a sewerage service from South West Water. Further details of these charges can be found in Appendix II.

Description of Charge	Charge 2019/20 £ (excluding VAT)
<b>Unmeasured Domestic Water Tariff</b>	
1. Fixed charge	171.80
2. Variable charge (per £ RV)	1.6950
3. Assessed Charge	
One Person Assessed Charge	141.90
Two Person Assessed Charge	211.40
Multi-occupancy Assessed Charge	291.40
<b>Unmeasured Domestic Sewerage Tariff</b>	
1. Fixed charge:	
Properties up to £50 RV – with surface water	159.10
Properties up to £50 RV – no surface water	139.40
Properties over £50 RV – with surface water	181.60
Properties over £50 RV – no surface water	161.90
2. Variable charge	
(per £ RV) foul, surface water and highway	3.6637
(per £ RV) foul water and highway	3.2781
3. Assessed Charge	
One Person Assessed Charge (surface water: no surface water)	214.80 : 175.80
Two Person Assessed Charge (surface water: no surface water)	343.80 : 289.30
Multi-occupancy Assessed Charge (surface water: no surface water)	490.80 : 418.80
4. Surface Water Only Charge	78.30
<b>Measured Domestic Water Tariff</b>	
1. Fixed charge (Meter size): up to and incl. 22mm	54.64
2. Volume charge (per cubic metre)	1.8477
<b>Measured Domestic Sewerage Tariff</b>	
1. Fixed charge (Meter size): up to and incl. 22mm – surface water/no surface water	53.98 : 34.30
2. Volume charge	
(per cubic metre) foul, surface & highway	3.5832
(per cubic metre) foul and highway	3.1549

## SECTION 2 – TABLE OF CHARGES FOR DUAL SERVICE CUSTOMERS 2019/20

The following table contains the tariffs and charges for Domestic customers who receive both water and sewerage services from South West Water. Further details of these charges can be found in Appendix II.

Description of Charge	Charge 2019/20 £ (excluding VAT)
<b>Unmeasured Domestic Water Tariff</b>	
1. Fixed charge	156.10
2. Variable charge (per £ RV)	1.6950
3. Assessed Charge	
One Person Assessed Charge	124.60
Two Person Assessed Charge	194.10
Multi-occupancy Assessed Charge	274.10
<b>Unmeasured Domestic Sewerage Tariff</b>	
1. Fixed charge:	
Properties up to £50 RV – with surface water	143.40
Properties up to £50 RV – no surface water	123.70
Properties over £50 RV – with surface water	165.90
Properties over £50 RV – no surface water	146.20
2. Variable charge	
(per £ RV) foul, surface water and highway	3.6637
(per £ RV) foul water and highway	3.2781
3. Assessed Charge	
One Person Assessed Charge (surface water: no surface water)	200.70 : 161.70
Two Person Assessed Charge (surface water: no surface water)	329.70 : 275.20
Multi-occupancy Assessed Charge (surface water: no surface water)	476.70 : 404.70
4. Surface Water Only Charge	62.60
<b>Measured Domestic Water Tariff</b>	
1. Fixed charge (Meter size):	
up to and incl. 22mm	37.34
23mm to 28mm	50.78
2. Volume charge (per cubic metre)	1.8477
<b>Measured Domestic Sewerage Tariff</b>	
1. Fixed charge (Meter size):	
up to and incl. 22mm – surface water/no surface water	39.88 : 20.20
2. Volume charge	
(per cubic metre) foul, surface & highway	3.5832
(per cubic metre) foul and highway	3.1549

## SECTION 3 – TABLE OF CHARGES – SUPPORT TARIFFS 2019/20

The following table contains the tariffs and charges for Domestic customers who are on either the WaterCare or WaterSure tariff. Further details of these charges can be found in Appendix II.

Description of Charge	Charge 2019/20 £ (excluding VAT)		
<b>Unmeasured Domestic Water Tariff</b>			
1. WaterCare Tariff Assessed Charge Band 1 : 2 : 3	<u>1</u>	<u>2</u>	<u>3</u>
One Person Assessed Charge	72.00	96.50	106.50
Two Person Assessed Charge	105.50	147.50	164.00
Multi-occupancy Assessed Charge	144.00	205.00	229.50
<b>Unmeasured Domestic Sewerage Tariff</b>			
1. WaterCare Tariff Assessed Charge Band 1 : 2 : 3	<u>1</u>	<u>2</u>	<u>3</u>
One Person Assessed Charge (surface water)	92.50	154.50	172.00
Two Person Assessed Charge(surface water)	173.00	248.00	278.50
Multi-occupancy Assessed Charge (surface water)	244.50	355.50	400.00
One Person Assessed Charge (no surface water)	77.00	125.00	139.00
Two Person Assessed Charge(no surface water)	145.50	207.50	232.00
Multi-occupancy Assessed Charge (no surface water)	208.50	301.50	338.50
<b>Measured Domestic Water Tariff</b>			
1. WaterCare Tariff (Fixed charge)			
WaterCare Band 1			29.68
WaterCare Band 2			33.40
WaterCare Band 3			34.96
2. WaterCare Tariff Volume charge (per cubic metre)			
WaterCare Band 1			0.8933
WaterCare Band 2			1.3399
WaterCare Band 3			1.5185
3. WaterSure Tariff annual charge			210.31
<b>Measured Domestic Sewerage Tariff</b>			
1. WaterCare Tariff (Fixed charge)			
WaterCare 1- surface water/no surface water			31.84 : 22.00
WaterCare 2- surface water/no surface water			36.76 : 22.00
WaterCare 3- surface water/no surface water			38.68 : 22.00
2. WaterCare Tariff Volume Charge (per cubic metre)			
WaterCare 1 surface water/no surface water			1.7439 : 1.5298
WaterCare 2 surface water/no surface water			2.6159 : 2.2946
WaterCare 3 surface water/no surface water			2.9646 : 2.6006
3. WaterSure Tariff annual charge			327.93