

Household Charges Scheme - Summary 2020-21

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.

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 2020/21

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.

Description of Charge	Charge 2020/21 £ (excluding VAT)
Unmeasured Domestic Water Tariff	
1. Fixed charge	163.01
2. Variable charge (per £ RV)	1.4129
3. Assessed Charge	
One Person Assessed Charge	141.79
Two Person Assessed Charge	210.93
Multi-occupancy Assessed Charge	269.00
Unmeasured Domestic Sewerage Tariff	
1. Fixed charge:	
Properties up to £50 RV – with surface water	150.31
Properties up to £50 RV – no surface water	129.06
Properties over £50 RV – with surface water	173.01
Properties over £50 RV – no surface water	151.76
2. Variable charge	
(per £ RV) foul, surface water and highway	3.8668
(per £ RV) foul water and highway	3.3668
3. Assessed Charge	
One Person Assessed Charge (surface water: no surface water)	220.69 : 176.98
Two Person Assessed Charge (surface water: no surface water)	334.36 : 273.61
Multi-occupancy Assessed Charge (surface water: no surface water)	431.12 : 355.87
4. Surface Water Only Charge	70.07
Measured Domestic Water Tariff	
1. Fixed charge (Meter size): up to and incl. 22mm	52.01
2. Volume charge (per cubic metre)	1.9101
Measured Domestic Sewerage Tariff	
1. Fixed charge (Meter size): up to and incl. 22mm – surface water/no surface water	70.79 : 49.54
2. Volume charge	
(per cubic metre) foul, surface & highway	3.3364
(per cubic metre) foul and highway	2.8364

SECTION 2 – TABLE OF CHARGES FOR DUAL SERVICE CUSTOMERS 2020/21

The following table contains the tariffs and charges for Domestic customers who receive both water and sewerage services from South West Water

Description of Charge	Charge 2020/21 £ (excluding VAT)
Unmeasured Domestic Water Tariff	
1. Fixed charge	150.65
2. Variable charge (per £ RV)	1.4129
3. Assessed Charge	
One Person Assessed Charge	127.98
Two Person Assessed Charge	197.12
Multi-occupancy Assessed Charge	255.19
Unmeasured Domestic Sewerage Tariff	
1. Fixed charge:	
Properties up to £50 RV – with surface water	137.95
Properties up to £50 RV – no surface water	116.70
Properties over £50 RV – with surface water	160.65
Properties over £50 RV – no surface water	139.40
2. Variable charge	
(per £ RV) foul, surface water and highway	3.8668
(per £ RV) foul water and highway	3.3668
3. Assessed Charge	
One Person Assessed Charge (surface water: no surface water)	203.75 : 160.04
Two Person Assessed Charge (surface water: no surface water)	317.42 : 256.67
Multi-occupancy Assessed Charge (surface water: no surface water)	414.18 : 338.93
4. Surface Water Only Charge	57.71
Measured Domestic Water Tariff	
1. Fixed charge (Meter size): up to and incl. 22mm	38.20
2. Volume charge (per cubic metre)	1.9101
Measured Domestic Sewerage Tariff	
1. Fixed charge (Meter size): up to and incl. 22mm – surface water/no surface water	53.85 : 32.60
2. Volume charge	
(per cubic metre) foul, surface & highway	3.3364
(per cubic metre) foul and highway	2.8364

SECTION 3 – TABLE OF CHARGES – SUPPORT TARIFFS 2020/21

The following table contains the tariffs and charges for Domestic single user customers who are on either the WaterCare or WaterSure tariff.

Description of Charge	Charge 2020/21 £ (excluding VAT)		
Unmeasured Domestic Water Tariff			
1. WaterCare Tariff Assessed Charge Band 1 : 2 : 3	<u>1</u>	<u>2</u>	<u>3</u>
One Person Assessed Charge	70.89	106.35	120.52
Two Person Assessed Charge	105.47	158.21	179.29
Multi-occupancy Assessed Charge	134.50	201.76	228.65
Unmeasured Domestic Sewerage Tariff			
1. WaterCare Tariff Assessed Charge Band 1 : 2 : 3	<u>1</u>	<u>2</u>	<u>3</u>
One Person Assessed Charge (surface water)	110.35	165.52	187.59
Two Person Assessed Charge(surface water)	167.18	250.77	284.21
Multi-occupancy Assessed Charge (surface water)	215.56	323.34	366.45
One Person Assessed Charge (no surface water)	88.49	132.73	150.43
Two Person Assessed Charge(no surface water)	136.81	205.21	232.57
Multi-occupancy Assessed Charge (no surface water)	177.93	266.90	302.49
Measured Domestic Water Tariff			
1. WaterCare Tariff (Fixed charge)			
WaterCare Band 1			26.01
WaterCare Band 2			39.02
WaterCare Band 3			44.21
2. WaterCare Tariff Volume charge (per cubic metre)			
WaterCare Band 1			0.9550
WaterCare Band 2			1.4326
WaterCare Band 3			1.6236
3. WaterSure Tariff annual charge			209.26
Measured Domestic Sewerage Tariff			
1. WaterCare Tariff (Fixed charge)			
WaterCare 1- surface water/no surface water			35.40 : 24.77
WaterCare 2- surface water/no surface water			53.09 : 37.16
WaterCare 3- surface water/no surface water			60.17 : 42.11
2. WaterCare Tariff Volume Charge (per cubic metre)			
WaterCare 1 surface water/no surface water			1.6682 : 1.4182
WaterCare 2 surface water/no surface water			2.5023 : 2.1273
WaterCare 3 surface water/no surface water			2.8359 : 2.4109
3. WaterSure Tariff annual charge			311.19

The following table contains the tariffs and charges for Domestic dual user customers who are on either the WaterCare or WaterSure tariff.

Description of Charge	Charge 2020/21 £ (excluding VAT)		
Unmeasured Domestic Water Tariff			
2. WaterCare Tariff Assessed Charge Band 1 : 2 : 3	<u>1</u>	<u>2</u>	<u>3</u>
One Person Assessed Charge	63.98	95.99	108.78
Two Person Assessed Charge	98.56	147.85	167.55
Multi-occupancy Assessed Charge	127.59	191.40	216.91
Unmeasured Domestic Sewerage Tariff			
2. WaterCare Tariff Assessed Charge Band 1 : 2 : 3	<u>1</u>	<u>2</u>	<u>3</u>
One Person Assessed Charge (surface water)	101.88	152.82	173.19
Two Person Assessed Charge(surface water)	158.71	238.07	269.81
Multi-occupancy Assessed Charge (surface water)	207.09	310.64	352.05
One Person Assessed Charge (no surface water)	80.02	120.03	136.03
Two Person Assessed Charge(no surface water)	128.34	192.51	218.17
Multi-occupancy Assessed Charge (no surface water)	169.46	254.20	288.09
Measured Domestic Water Tariff			
4. WaterCare Tariff (Fixed charge)			
WaterCare Band 1		19.10	
WaterCare Band 2		28.66	
WaterCare Band 3		32.47	
5. WaterCare Tariff Volume charge (per cubic metre)			
WaterCare Band 1		0.9550	
WaterCare Band 2		1.4326	
WaterCare Band 3		1.6236	
6. WaterSure Tariff annual charge		209.26	
Measured Domestic Sewerage Tariff			
4. WaterCare Tariff (Fixed charge)			
WaterCare 1- surface water/no surface water		26.93 : 16.30	
WaterCare 2- surface water/no surface water		40.39 : 24.46	
WaterCare 3- surface water/no surface water		45.77 : 27.71	
5. WaterCare Tariff Volume Charge (per cubic metre)			
WaterCare 1 surface water/no surface water		1.6682 : 1.4182	
WaterCare 2 surface water/no surface water		2.5023 : 2.1273	
WaterCare 3 surface water/no surface water		2.8359 : 2.4109	
6. WaterSure Tariff annual charge		311.19	