

Household Charges Scheme - Summary 2023-24



South West Water Limited's Area of Operation



CUSTOMER CONTACT INFORMATION

Customers may contact us:

ON-LINE:

You can contact us online via southwestwater.co.uk/contact-us.

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 2023/24

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 2023/24 £ (excluding VAT)
Unmeasured Domestic Water Tariff	
1. Fixed charge	187.45
2. Variable charge (per £ RV)	1.5764
3. Assessed Charge	
One Person Assessed Charge	158.67
Two Person Assessed Charge	224.42
Multi-occupancy Assessed Charge	284.37
Unmeasured Domestic Sewerage Tariff	
1. Fixed charge:	
Properties up to £50 RV – with surface water	159.37
Properties up to £50 RV – no surface water	137.58
Properties over £50 RV – with surface water	182.96
Properties over £50 RV – no surface water	161.17
2. Variable charge	
(per £ RV) foul, surface water and highway	3.7432
(per £ RV) foul water and highway	3.2232
3. Assessed Charge	
One Person Assessed Charge (surface water: no surface water)	238.72 : 192.23
Two Person Assessed Charge (surface water: no surface water)	344.89 : 281.61
Multi-occupancy Assessed Charge (surface water: no surface water)	441.70 : 363.10
4. Surface Water Only Charge	78.01
Measured Domestic Water Tariff	
1. Fixed charge (Meter size): up to and incl. 22mm	61.98
2. Volume charge (per cubic metre)	1.9338
Measured Domestic Sewerage Tariff	
1. Fixed charge (Meter size): up to and incl. 22mm – surface water/no surface water	82.59 : 60.80
2. Volume charge	
(per cubic metre) foul, surface & highway	3.2871
(per cubic metre) foul and highway	2.7671

SECTION 2 – TABLE OF CHARGES FOR DUAL SERVICE CUSTOMERS 2023/24

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 2023/24 £ (excluding VAT)
Unmeasured Domestic Water Tariff	
1. Fixed charge	173.42
2. Variable charge (per £ RV)	1.5764
3. Assessed Charge	
One Person Assessed Charge	141.06
Two Person Assessed Charge	206.81
Multi-occupancy Assessed Charge	266.76
Unmeasured Domestic Sewerage Tariff	
1. Fixed charge:	
Properties up to £50 RV – with surface water	145.34
Properties up to £50 RV – no surface water	123.55
Properties over £50 RV – with surface water	168.93
Properties over £50 RV – no surface water	147.14
2. Variable charge	
(per £ RV) foul, surface water and highway	3.7432
(per £ RV) foul water and highway	3.2232
3. Assessed Charge	
One Person Assessed Charge (surface water: no surface water)	217.62 : 171.13
Two Person Assessed Charge (surface water: no surface water)	323.79 : 260.51
Multi-occupancy Assessed Charge (surface water: no surface water)	420.60 : 342.00
4. Surface Water Only Charge	63.98
Measured Domestic Water Tariff	
1. Fixed charge (Meter size): up to and incl. 22mm	44.37
2. Volume charge (per cubic metre)	1.9338
Measured Domestic Sewerage Tariff	
1. Fixed charge (Meter size): up to and incl. 22mm – surface water/no surface water	61.49 : 39.70
2. Volume charge	
(per cubic metre) foul, surface & highway	3.2871
(per cubic metre) foul and highway	2.7671

SECTION 3 – TABLE OF CHARGES – SUPPORT TARIFFS 2023/24

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 2023/24 £ (excluding VAT)				
Unmeasured Domestic Water Tariff					
1. WaterCare Tariff Assessed Charge Band 1 : 2 : 3 : 4 : 5	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
One Person Assessed Charge	79.34	119.01	134.87	39.67	23.80
Two Person Assessed Charge	112.22	168.32	190.76	56.10	33.66
Multi-occupancy Assessed Charge	142.19	213.28	241.72	71.09	42.65
Unmeasured Domestic Sewerage Tariff					
1. WaterCare Tariff Assessed Charge Band 1 : 2 : 3 : 4 : 5	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
One Person Assessed Charge (surface water)	119.37	179.04	202.91	59.68	35.81
Two Person Assessed Charge(surface water)	172.45	258.67	293.16	86.22	51.73
Multi-occupancy Assessed Charge (surface water)	220.86	331.28	375.44	110.42	66.26
One Person Assessed Charge (no surface water)	96.12	144.18	163.40	48.06	28.84
Two Person Assessed Charge(no surface water)	140.81	211.21	239.37	70.40	42.24
Multi-occupancy Assessed Charge (no surface water)	181.56	272.33	308.63	90.77	54.47
Measured Domestic Water Tariff					
1. WaterCare Tariff (Fixed charge)					
WaterCare Band 1			31.00		
WaterCare Band 2			46.49		
WaterCare Band 3			52.69		
WaterCare Band 4			15.49		
WaterCare Band 5			9.28		
2. WaterCare Tariff Volume charge (per cubic metre)					
WaterCare Band 1			0.9669		
WaterCare Band 2			1.4504		
WaterCare Band 3			1.6437		
WaterCare Band 4			0.4835		
WaterCare Band 5			0.2901		
3. WaterSure Tariff annual charge			196.62		
Measured Domestic Sewerage Tariff					
1. WaterCare Tariff (Fixed charge)					
WaterCare 1- surface water/no surface water			41.30	30.41	
WaterCare 2- surface water/no surface water			61.95	45.60	
WaterCare 3- surface water/no surface water			70.20	51.68	
WaterCare 4- surface water/no surface water			20.66	15.21	
WaterCare 5- surface water/no surface water			12.39	9.12	
2. WaterCare Tariff Volume Charge (per cubic metre)					
WaterCare 1 - surface water/no surface water			1.6436	1.3836	
WaterCare 2 - surface water/no surface water			2.4653	2.0753	
WaterCare 3 - surface water/no surface water			2.7940	2.3520	
WaterCare 4 - surface water/no surface water			0.8218	0.6918	
WaterCare 5 - surface water/no surface water			0.4931	0.4151	
3. WaterSure Tariff annual charge			284.34		

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 2023/24 £ (excluding VAT)				
Unmeasured Domestic Water Tariff					
2. WaterCare Tariff Assessed Charge Band 1 : 2 : 3 : 4 : 5	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
One Person Assessed Charge	70.53	105.80	119.90	35.27	21.16
Two Person Assessed Charge	103.41	155.11	175.79	51.70	31.02
Multi-occupancy Assessed Charge	133.38	200.07	226.75	66.69	40.01
Unmeasured Domestic Sewerage Tariff					
2. WaterCare Tariff Assessed Charge Band 1 : 2 : 3 : 4 : 5	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
One Person Assessed Charge (surface water)	108.82	163.21	184.98	54.41	32.64
Two Person Assessed Charge(surface water)	161.90	242.84	275.23	80.95	48.56
Multi-occupancy Assessed Charge (surface water)	210.31	315.45	357.51	105.15	63.09
One Person Assessed Charge (no surface water)	85.57	128.35	145.47	42.79	25.67
Two Person Assessed Charge(no surface water)	130.26	195.38	221.44	65.13	39.07
Multi-occupancy Assessed Charge (no surface water)	171.01	256.50	290.70	85.50	51.30
Measured Domestic Water Tariff					
4. WaterCare Tariff (Fixed charge)					
WaterCare Band 1			22.19		
WaterCare Band 2			33.28		
WaterCare Band 3			37.72		
WaterCare Band 4			11.09		
WaterCare Band 5			6.65		
5. WaterCare Tariff Volume charge (per cubic metre)					
WaterCare Band 1			0.9669		
WaterCare Band 2			1.4504		
WaterCare Band 3			1.6437		
WaterCare Band 4			0.4835		
WaterCare Band 5			0.2901		
6. WaterSure Tariff annual charge			196.62		
Measured Domestic Sewerage Tariff					
4. WaterCare Tariff (Fixed charge)					
WaterCare 1 - surface water/no surface water			30.75 : 19.86		
WaterCare 2 - surface water/no surface water			46.12 : 29.77		
WaterCare 3 - surface water/no surface water			52.27 : 33.75		
WaterCare 4 - surface water/no surface water			15.38 : 9.93		
WaterCare 5 - surface water/no surface water			9.23 : 5.96		
5. WaterCare Tariff Volume Charge (per cubic metre)					
WaterCare 1 -- surface water/no surface water			1.6436 : 1.3836		
WaterCare 2 - surface water/no surface water			2.4653 : 2.0753		
WaterCare 3 - surface water/no surface water			2.7940 : 2.3520		
WaterCare 4 - surface water/no surface water			0.8218 : 0.6918		
WaterCare 5 - surface water/no surface water			0.4931 : 0.4151		
6. WaterSure Tariff annual charge			284.34		