

# Water and sewerage charges 2018-19

A guide for household customers

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## How to use this guide

Please begin by reading **Section 1**, and then go:

- to **Section 2** if your water supply is metered
- or to **Section 3** if your water supply is not metered.

**Section 4** gives details of special help available for customers struggling to pay their water services charges.

**Section 5** tells you about paying your bill.

**Section 6** tells you how to apply for a meter.

**Section 7** tells you about water meters, what to do if you are moving home, want to apply for a surface water drainage rebate, make a complaint, what happens if you enter into any formal insolvency procedure and where your money goes.

**Section 8** tells you about how we may use your personal information.

**Section 9** sets out our schedule of charges for 2018–19.

Please note that this booklet is not a legal document and does not take the place of our formal Household Charges Scheme. The intention of the booklet is to provide you with a summary of the key elements of our Household Charges Scheme. If, however, you would like a full explanation of how our charges are raised please ask us for a copy of our formal Household Charges Scheme.

**Southern Water is the appointed provider of sewerage services throughout Hampshire, Isle of Wight, Sussex and Kent.**

Unless you live in an area served by one of the smaller independent water supply companies, we also supply you with water.

The services we provide are governed by the Water Industry Act 1991, which requires us to set out in a formal document called a 'Charges Scheme' how we will raise charges for those services. Please remember that the information in this booklet relates only to the services provided by Southern Water to household customers.

The map below shows Southern Water's area of operation. Please note that if you receive either your water supply or sewerage service from another company, you will need to contact them for details of how they charge for their service.

Our charges are reviewed each year and the amounts shown in this booklet relate only to the year starting 1 April 2018.

If you are unsure about anything contained in this booklet or would like more information, please contact our Customer Services Centre. Details on how to contact us can be found at the end of this booklet.

## Southern Water's area of operation



## Section 1: General principles

Our charges are set to broadly reflect, on a regional basis, the costs of providing water and sewerage services. The total amount of revenue that we can recover from our customers each year is governed by our regulator, Ofwat, through price limits.

### How your charges are worked out

If your water supply is metered (whether you receive your supply from us or one of the smaller independent water supply companies) you will pay metered charges, which are directly linked to the amount of water you use.

Metered charges are made up of two elements for each service provided – a fixed standing charge *and* a variable charge based on the amount of water supplied. Section 2 explains how the charges are worked out.

If your water supply is not metered you will pay unmetered charges, which depending on your circumstances may not reflect the amount of water you actually use.

Unmetered charges are made up of two elements for each service provided – a fixed standing charge *and* a variable charge based on the rateable value of your home or an assessment of the amount of water used in your home. Section 3 explains how the charges are worked out.

If you have asked for a meter but we are unable to fit one or we have been unable to fit one under our metering programme, we will place you on an assessed charge.

If you receive your water supply from Southern Water, your assessed charge will be based on the number of bedrooms in your house or on single occupancy. If you receive your water supply from one of the independent water companies in our area and sewerage services from Southern Water, we will set an assessed charge on the same basis as your water supplier.

### Unoccupied property

Generally, our charges may remain payable if a property is unoccupied, unless the water supply has been disconnected because it is unoccupied. Where the water supply to a property is disconnected for this reason, our charges remain payable to the day before the water supply is disconnected.

However, we will not make charges where a property is unoccupied for any continuous period of four weeks or more due to exceptional circumstances, such as death or the long-term hospitalisation of the customer. For the sake of clarity, charges would remain properly due and payable where the customer is not the sole occupier of the property.

We will make the adjustment to charges once we are satisfied that the property is likely to remain unoccupied for a continuous period of four weeks or more. Before making such an adjustment to charges, we may require the customer or their representative to demonstrate to our reasonable satisfaction that the property is unoccupied. This may be established, for example, by the provision of a copy of the death certificate, or a letter from the customer's executors or solicitors as appropriate.

Where we are the water supplier, before making such an adjustment to charges we may also require that a water meter is fitted to measure the water supply to the property. In such circumstances, if consumption is registered on the meter we will investigate whether it is appropriate to reinstate charges.

## Existing water supplies

The Secretary of State has determined the whole of our water supply area to be an area of serious water stress. By virtue of regulations made under the Water Industry Act 1999, this provides us with legal powers to install water meters for charging purposes.

Between 2010 and 2015 we carried out a metering programme, on an area-by-area basis. Under our metering programme, household properties in our water supply areas were metered for charging purposes. Meters fitted under our metering programme were fitted free of charge.

We introduced a special tariff for customers metered under the programme, in order to help them make the change to metered charges. For more information about this special tariff, please see our booklet *Southern Water charges 2018–19: A guide for metering programme customers*.

If we supply you with water and you use an unattended garden watering device such as a sprinkler, or if you have a swimming or recreational pool of 20m<sup>3</sup> capacity or more, then you must have a water meter fitted for charging purposes.

If we provide you with an unmetered water supply you can ask us to fit a water meter so that we base your charges on the quantity of water supplied. This is known as the free meter option. Please see section 6 for further details.

Once a meter has been fitted, metered charges will always be payable, regardless of the circumstances under which the meter has been fitted.

For some properties we have not been able to install a meter under our metering programme. This is because the water supply arrangements are complicated, and it is not possible for us to meter all the water supplied at reasonable cost. In these circumstances, customers are switched from paying charges based on the rateable value of their home to paying charges based on an assessment of the amount of water used in their home.

Once the charges for a property have been switched from rateable value charges to assessed charges, they cannot be switched back to rateable value charges.

South East Water is currently carrying out a metering programme on an area-by-area basis. They call this their Customer Metering Programme, or CMP for short. They have developed two special tariffs for customers metered under their CMP, in order to help them make the changes to metered charges. These tariffs are known as the Phase-in Option and the Support Tariff.

If you have a meter installed by South East Water under their CMP, and you are on their Phase-in Option or Support Tariff, please see our booklet **Water and Sewerage Charges 2018-19: A guide for customers who are part of South East Water's Customer Metering Programme**.

## Adjustments to charges

We try to ensure that all customer bills for charges are correct, but if we find or are made aware of an error we reserve the right to correct the charges. We will always make an appropriate adjustment if correcting the error is in the customer's favour. We will not make an adjustment in our favour that relates wholly to an earlier charging year if it is clear that the error is solely due to our failure.

## Water used for fire fighting purposes

No charge is made for water used for fire fighting purposes, for the testing of apparatus installed or equipment used for extinguishing fires or for the purpose of training persons for fire fighting.

## Section 2: For customers with a metered water supply

### What we charge

#### (a) Standing charges

The standing charge is a fixed charge for each service, and covers the costs of maintaining your water services account.

The full sewerage standing charge includes a charge to cover the costs of treating surface water draining from a property to the sewerage system. If rainwater falling on your home does not drain to the sewerage system you may claim a rebate of this part of the sewerage standing charge. See Section 7 for how to claim a rebate.

#### (b) Volume charges

The volume charge for the water supply service is based on the amount of water supplied to your property, and this will normally be the volume of water recorded on the meter in each billing period (normally six months).

To calculate the water volume charge we multiply the volume of water supplied (in cubic metres) by the metered water volume charge.

The volume charge for the sewerage service is based on 92.5% of the volume of water supplied.

This is to reflect the fact that not all the water you use returns to the sewer. 92.5% is an assessment of the typical percentage return, but this will vary for all customers.

To calculate the sewerage volume charge we multiply your water volume (in cubic metres) by 92.5%, then multiply the resulting assessed volume of sewage by the metered sewerage volume charge.

If you are able to provide evidence that much less than 92.5% of the water supplied regularly returns to the sewer, you may apply for an adjustment to your sewerage volume charges.

If we do agree to an adjustment, it will take effect from the date of your last account before we received your application. After this, you must tell us straight away if there is any change in your circumstances that may affect the adjustment we have agreed. Where there has been such a change in circumstances, any further adjustment to your sewerage volume charges will be made from the date that of that change.

If only rainwater falling on your home drains to the sewerage system, and not foul water, your sewerage charges will be the lower of the unmetered charges (see Section 3) or the surface water maximum charge.

## Meter readings

If for any reason we cannot take a reading on your meter, or we believe the meter has not been recording properly, you will receive an estimated or assessed bill, but this can be adjusted later if the actual volume of water used is confirmed.

If you receive your water supply from another company, they will send us details of your meter readings so that we can work out your sewerage charges on the basis explained above.

## If there is a leak

If there is a leak on your supply, our Code of Practice for Domestic Customers governs how we will adjust your bill. There will be no correction of charges if any of the following applies:

- another leak occurs after a correction for an earlier leak
- you (or someone else living with you) caused the leak by acting negligently
- you knew, or could reasonably be expected to have known, that there was a leak and you failed to repair it or tell us about it
- the leak occurred because of faulty pipes or fittings inside your home
- you did not repair the leak within a reasonable period

Please contact our Customer Services Centre or go to our website if you would like to receive a copy of our Code of Practice.

## When you should pay

We will normally send you a bill once every six months following the routine reading taken on your meter, but we may bill you at different intervals if necessary. Once we have sent you a bill, it should be paid in full immediately. However, if you contact us, we will agree an instalment arrangement with you to pay your bill by regular weekly, fortnightly or monthly instalments. If you fail to pay an instalment on time, the arrangement will be cancelled and the remaining balance becomes payable in full immediately.

If you fail to pay your charges and your debt is referred to a debt collection agency for collection, additional charges will be added to your account with us.

If the only charge is the surface water maximum charge, it should be paid in full immediately. The ways in which you can pay your bill, and any instalments we agree with you, are explained in Section 5.

The standing charges and volume charges in Section 9 apply for a period of 12 months from 1 April 2018. Where the bill covers any dates outside that period, your charges will be apportioned on a daily basis and applied to the appropriate tariff in place for that period.

Most customers who receive their water supply services from South East Water and their sewerage services from us will have their sewerage charges included on their bill from South East Water. If this applies to you, you should pay your sewerage charges to South East Water at the same time that your water supply charges are due.

## Ownership of water meters

**Southern Water owns and is responsible for any water meter it has installed. It is a criminal offence to tamper with a meter or any other apparatus that belongs to us.**

## Section 3: For customers with an unmetered water supply

If you have an unmetered water supply, your charges will be based on the rateable value of your home or on an assessment of the amount of water used in your home.

If we supply you with water, you will pay assessed charges if we have not been able to install a meter for your home under our metering programme.

## Rateable value-based charges

### What we charge

#### (a) Standing charges

The standing charge for each service is a fixed amount for all properties, and covers the costs of maintaining your water services account.

The full sewerage standing charge includes a charge to cover the costs of treating surface water draining from a property to the sewerage system. If rainwater falling on your home does not drain to the sewerage system you may claim a rebate of this part of the sewerage standing charge. See Section 7 for how to claim a rebate.

#### (b) Rateable value charges

The rateable value charge for each service is calculated on the rateable value of your home.

To calculate your charge we multiply your home's rateable value (in £s) by the rateable value charge.

A minimum charge applies if the total of the standing charge and rateable value charges is less than a specified amount.

If only rainwater falling on your home drains to the sewerage system, and not foul water, your sewerage charges will be the lower of the unmetered charges or the surface water maximum charge.

### What is rateable value?

The rateable value was used as the basis for local authority taxation prior to 1990. Rateable values were set by the Valuation Office (formerly part of the Inland Revenue, now part of HM Revenue and Customs) to reflect the rental value of the property. We normally use the rateable value quoted in the Valuation List in force on 31 March 1990.

The 1999 Water Industry Act allowed us to continue to use the rateable value for water charges even though it is no longer used for taxation.

If there is no rateable value for the property in which you live, or the rateable value quoted in the Valuation List in force on 31 March 1990 is no longer appropriate for any reason, we can assess a rateable value on which to base our charges.

## Assessed charges

### What we charge

#### (a) Standing charges

The standing charge for each service is a fixed amount for all properties, and covers the costs of maintaining your water services account. The full sewerage standing charge includes a charge to cover the costs of treating surface water draining from a property to the sewerage system. If rainwater falling on your home does not drain to the sewerage system you may claim a rebate of this part of the sewerage standing charge. See Section 7 for how to claim a rebate.

#### (b) Assessed volume charges

The assessed volume charge for each service is calculated using an assessment of the volume of water used in your home.

If we supply you with water, we base our assessment on the number of bedrooms in your home or, where applicable, on single occupancy.

To qualify for the single occupancy rate you must be the only person living in your home. You must also provide evidence of your single occupancy status in the form of your current Council Tax bill displaying the single occupier discount.

If you live in a development where there are shared/ communal water-using facilities, such as a laundry, then we are able to offer a reduced level of assessed charge provided that a suitable body accepts responsibility for paying water and sewerage charges in respect of the shared/ communal facilities.

For certain types of premises, such as houseboats, caravans, and mobile homes and chalets, we may decide that the assessed charge should be set at the level of the single occupier assessed charge rather than being based on the number of bedrooms.

If you receive your water supply from one of the independent water companies in our area and sewerage services from Southern Water, we will set an assessed charge on the same basis as your water supplier.

## **Additional charges**

Separate charges are made for the supply of unmetered water to swimming pools, and, to garages with a completely separate supply.

## **When you should pay**

Charges are calculated for the whole year starting 1 April 2018 and are due and payable on that date. If you move into a property part way through a charging year, once we have sent you a bill it should be paid in full immediately.

However, we will accept payment:

- by two instalments on 1 April and 1 October,
- if you contact us, by regular weekly, fortnightly or monthly instalments.

If you fail to pay an instalment on time, the arrangement will be cancelled and the remaining balance becomes payable in full immediately.

If you fail to pay your charges and your debt is referred to a debt collection agency for collection, additional charges will be added to your account with us.

Most customers who receive their water supply services from South East Water and their sewerage services from us will have their sewerage charges included on their bill from South East Water. If this applies to you, you should pay your sewerage charges to South East Water at the same time that your water supply charges are due.

## Section 4: Special help for vulnerable customers

We have two special tariffs for customers struggling to pay their water services charges: our Essentials tariff and the WaterSure tariff. These are explained below.

If you qualify for both of these tariffs, we will provide you with the one that gives you the most assistance with your charges.

If you are in receipt of one of these tariffs and you are part of our Metering Programme or South East Water's Customer Metering Programme, you will not be able to receive additional assistance from the special metering tariffs provided under these programmes.

We are also piloting a new tariff in 2018-19 called our Engage tariff. This tariff is also explained below.

### Essentials tariff

#### 1. For customers who receive their water supply from Southern Water and are not in receipt of state pension credit

##### (a) How you qualify

If you receive both water supply and sewerage services from Southern Water, you will qualify for our Essentials tariff if your annual water services charges represent at least three per cent of the total income for your household (after deducting tax and housing costs) and the total value of any savings held by you and anyone living with you are lower than £16,105.

If you receive only water supply services from Southern Water, you will qualify for our Essentials tariff if your annual water supply charges represent at least 1.1 per cent of the total income for your household (after deducting tax and housing costs) and the total value of any savings held by you and anyone living with you are lower than £16,105.

##### (b) How to apply

Please telephone our Debt Advice Centre on **0800 027 0363**, or go to our website and complete our **Financial Assistance Form** <https://assistance.southernwater.co.uk/financialassistance>. To help us establish whether you qualify for the tariff you must provide us with information about your household income, savings and housing costs, and the number of people living in your home.

If you have a water meter, we will compare your actual annual charges with the annual charges we believe a household of your size should be paying if they are using water efficiently. Unless you or someone in your household has a medical condition listed in the WaterSure tariff section on page

16, when we calculate how much of your household income you're spending on our charges we will use the lower of these two annual charges.

### Level of discount provided for different bill-to-income ratios

Tariff band	Bill-to-income ratio –water supply and sewerage services	Bill-to-income ratio – water supply services only	Discount provided
1	3% up to 10%	1.1% up to 3.6%	20%
2	10% up to 15%	3.6% up to 5.4%	30%
3	15% up to 20%	5.4% up to 7.2%	45%
4	20% up to 25%	7.2% up to 9.0%	65%
5	25% and higher	9% and higher	90%

#### (c) How we can help you (Essentials tariff)

Once we have established your entitlement to assistance from our Essentials tariff, we will provide you with a discount on the charges we make to you. The amount of discount we provide you with will be based on how much of your household income you are spending on our charges. We call this your bill-to-income ratio.

The table on page 10 sets out the level of discount provided for different bill-to-income ratios. Assistance with your charges will start from the date that you applied for our Essentials tariff, and will remain in place for 12 months. Before the 12 month period runs out, we will invite you to renew your application. If your circumstances change and you no longer qualify for the tariff, we will continue to provide the assistance for the remainder of the billing period in which you ceased to qualify. If you move home, assistance from our Essentials tariff will end with effect from the date that you move out.

## 2. For customers who only receive sewerage services from Southern Water, and whose water supply company has a financial assistance tariff

#### (a) How you qualify

If you receive your water supply from another company and your sewerage services from Southern Water, and you have been accepted onto the financial assistance tariff provided by your water supply company, you will automatically qualify for our Essentials tariff. Your water supply company will notify us if they accept you onto their financial assistance tariff.

If you do not qualify for the financial assistance tariff provided by your water supply company, you may apply direct to us for assistance with your sewerage charges. Please see 3 below.

#### (b) How to apply

You do not need to apply to us direct because your water supply company will notify us if they accept you onto their financial assistance tariff. When we receive the notification from your water supply company we will place you on our Essentials tariff for your sewerage charges.

#### (c) How we can help you (Essentials tariff)

We will discount your sewerage charges by 25%. Your water supply company will tell us the date on which they started providing you with assistance on your water supply charges, and we will start assistance with your sewerage charges from the same date. We will continue to provide the discount on your sewerage charges until such time as your water supply company tells us that you no longer qualify for their financial assistance tariff. In these circumstances, assistance with your sewerage charges under our Essentials tariff will end with effect from the same date that assistance with your water supply charges ends.

### **3. For customers who only receive sewerage services from Southern Water and whose water supply company doesn't have a financial assistance tariff, and are not in receipt of state pension credit**

#### (a) How you qualify

If you receive your water supply from another company and your sewerage services from Southern Water, and your water supply company does not have a financial assistance tariff, you will qualify for our Essentials tariff if your annual sewerage charges represent at least 1.9% of the total income for your household (after deducting tax and housing costs) and the total value of any savings held by you and anyone living with you are lower than £16,105.

If your water supply company has a financial assistance tariff in place but you do not qualify for it, you may apply direct to us for assistance with your sewerage charges.

#### (b) How to apply

Please telephone our Debt Advice Centre on **0800 027 0363**, or go to our website and complete our **Financial Assistance Form** <https://assistance.southernwater.co.uk/financialassistance>. To help us establish whether you qualify for the tariff you must provide us with information about your household income, savings and housing costs, and the number of people living in your home. If you have a water meter, we will compare your actual annual charges with the annual charges we believe a household of your size should be paying if they are using water efficiently. Unless you or someone in your household has a medical condition listed in the WaterSure tariff section on page 16, when we calculate how much of your household income you are spending on our charges we will use the lower of these two annual charges.

#### (c) How we can help you (Essentials tariff)

Once we have established your entitlement to assistance from our Essentials tariff, we will provide you with a 25 per cent discount on your sewerage charges. Assistance with your sewerage charges will start from the date that you applied for our Essentials tariff, and will remain in place for 12 months. Before the 12 month period runs out, we will invite you to renew your application. If your circumstances change and you no longer qualify for the tariff, we will continue to provide the assistance for the remainder of the billing period in which you ceased to qualify. If you move home, assistance from our Essentials tariff will end with effect from the date that you move out.

## 4. For customers in receipt of state pension credit

### (a) How you qualify

If you live alone and are in receipt of state pension credit, you will qualify for our Essentials tariff. If you live with other people, all the people in your household must be in receipt of state pension credit to qualify for our Essentials tariff.

### (b) How to apply

Please telephone our Debt Advice Centre on **0800 027 0363**, or go to our website and complete our **Financial Assistance Form** <https://assistance.southernwater.co.uk/financialassistance>. You will need to provide us with documentary evidence to confirm that you, and any other person living with you, are in receipt of state pension credit.

### (c) How we can help you (Essentials tariff)

Once we have established your entitlement to assistance from our Essentials tariff, we will provide you with a 25% discount on the charges we make to you. Assistance with your charges will start from the date that you applied for our Essentials tariff, and will remain in place for 12 months. Before the 12-month period runs out, we will invite you to renew your application. If your circumstances change and you no longer qualify for the tariff, we will continue to provide the assistance for the remainder of the billing period in which you ceased to qualify. If you move home, assistance from our Essentials tariff will end with effect from the date that you move out.

## 5. Making payments on our Essentials tariff

When we place you on our Essentials tariff, we will agree a payment arrangement with you. If you do not make payments in accordance with this arrangement we may remove you from our Essentials tariff and resume the billing of your full charges. This also applies if you receive your water supply from another company, even if your water supply company do not remove you from their financial assistance tariff.

## WaterSure tariff

### (a) How you qualify

The Government has decided that certain groups of people with unavoidably high water use can receive special help with their metered charges. To qualify, you (or someone else who lives with you) must meet all of the conditions in (1) to (3) below.

1. Pay metered charges.
2. Receiving one of the specified benefits or tax credits (see below).

The qualifying benefits are:

- a. Child Tax Credit (you must receive more than the family element)
- b. Housing Benefit
- c. Income-based Jobseeker's Allowance
- d. Income Support
- e. Pension Credit
- f. Working Tax Credit
- g. Income-related employment and support allowance

h. Universal Credit

3. you (or someone else who lives with you) must either:

(i) be receiving Child Benefit for three or more dependent children under 19 who are in full time education that live with you;

or

(ii) be receiving treatment for one or more of the medical conditions specified by the Government (see below), as a result of which a significant extra amount of water has to be used.

The qualifying medical conditions are:

- a. desquamation
- b. weeping skin disease
- c. incontinence
- d. abdominal stoma
- e. Crohn's disease
- f. ulcerative colitis
- g. renal failure requiring home dialysis

We will also consider an application if your medical condition is similar to one of those listed above, provided you satisfy the other conditions.

**(b) How to apply**

You must complete a claim form and provide documentary evidence to confirm that you satisfy the conditions. We may verify details with the appropriate organisation. For a detailed explanation of the circumstances in which you could qualify, and an application form, please visit our website or telephone **0800 027 0363**.

**(c) How we can help you (WaterSure tariff)**

Once we have established your entitlement to help, we will limit your bills to the average yearly charge for domestic water supply and/ or sewerage services. This is known as the WaterSure tariff. The assistance will begin from the start of the billing period in which you applied and end 12 months later or at the end of the billing period (if that is later).

Before the 12 month period runs out, we will invite you to renew your claim – provided you still satisfy the conditions.

If you cease to satisfy one or more of the conditions part way through the 12-month period of entitlement, we will continue to apply the limit until the end of the current billing period.

If you receive your water supply from another company and your sewerage services from Southern Water, you need to apply to your water supplier for this tariff. If they decide that you meet the conditions above, they will notify us and we will apply the tariff to your sewerage charges.

## Engage tariff pilot scheme

We are piloting a new tariff in 2018-19, called our Engage tariff, for customers who are unable to afford their bill. We will select customers to take part in the pilot scheme. The selected customers will be provided with a discount of 20% on their charges for 2018-19, and we will make contact with them to agree a payment plan.

Towards the end of the 2018-19 charging year, we will decide whether to continue with the pilot scheme. If we do decide to continue the scheme after 31 March 2019, the selected customers will remain entitled to a discount on their charges provided that they have made payments as agreed. If we decide not to continue the scheme after 31 March 2019, the selected customers will no longer receive a discount on their charges, unless they qualify for our Essentials tariff or the WaterSure tariff.

## Section 5: Paying your bill

### Who is responsible for paying charges?

The person(s) living in a property is responsible for paying charges for the water supply and/or sewerage services provided to them. In certain situations we may accept someone else, such as a landlord, as responsible for paying the charges. But, you must agree this with us first.

### How you can pay

- **Direct Debit** – Please go to our website to apply on-line or ring our 24-hour automated line on **0330 303 1263**. Alternatively we can take your details over the phone or send you a form to complete.
- **Debit and credit cards** – Please go to our website to pay online or ring our 24-hour automated line on **0330 303 1263**.
- **PayPoint** – For weekly, fortnightly or monthly instalments, cash payments can be made at any shop with a PayPoint terminal. If you don't have a payment card please take your bill with you. You can ring our 24-hour automated line on **0330 303 1263** to apply for a payment card.
- **At a bank or post office** – Payments can be made at most banks or post office branches using the payment slip provided on your bill. Payments may also be made at post office branches using a payment card. The service is free of charge if paid at the post office, at a branch of the NatWest Bank, or at any branch of your own bank (except Santander and Halifax).
- **Home or telephone banking** – Please quote your payment reference number. Our bank sort code is 57-70-63 and our bank account number is 00000000.
- **By post** – Please complete and tear off the payment slip provided on your bill, and send it with your cheque made payable to Southern Water to PO Box 41, Worthing, West Sussex BN13 3NZ.
- **BillPay** – This facility is offered in conjunction with Santander. Please go to our website to pay online by credit or debit card free of charge.
- **Water Direct** – You can also ask us to apply on your behalf to the Department for Work and Pensions for payments to be made directly from certain benefits or credits under the Water Direct scheme.

Most customers who receive their water supply services from South East Water and their sewerage services from us will have their sewerage charges included on their bill from South East Water. If this applies to you, you can choose how to pay your water supply and sewerage charges from the payment methods offered by South East Water.

## Difficulties with paying

If you are worried about paying your Southern Water bills we will do all we can to help. We will always take into account your personal circumstances and try to come to a mutually agreeable payment arrangement. More information is available on our website, or you can contact us (please see the information at the end of this document on how to contact us).

Most customers who receive their water supply services from South East Water and their sewerage services from us will have their sewerage charges included on their bill from South East Water. If this applies to you, you should contact South East Water if you are worried about paying your water supply and sewerage charges.

## Section 6: Applying for a meter

### Free household meter option

If we provide you with an unmetered water supply you can ask us to fit a water meter so that we base your charges on the quantity of water supplied. Provided we are able to do the work at reasonable cost, and you accept our preferred location for the meter, we will fit the meter free of charge.

Our preferred meter location is normally in the public highway/footpath at the location of the external stoptap.

If you are interested in applying for a meter please phone us at local call rate on **0330 303 0277** or go to our website.

Once we have received your application, we will fit your meter within three months. If we fail to fit your meter within this time, you will pay only a standing charge for the period in excess of three months.

If you have a meter fitted under our free meter option, you will not be able to change back to unmetered charges at a later date.

If you receive your water supply from another company, you will need to contact them direct if you are interested in water metering.

### When we can't fit a meter

Please note in the following circumstances we will not be able to provide you with a meter installation free of charge:

- (a) If you share a supply pipe with other customers and it would be necessary

to separate the shared pipe in order to meter your water usage.

- (b) If, because of complicated plumbing arrangements, more than two meters would be required in order to capture all of the water you use.
- (c) If changes to your existing plumbing would be required before a meter could be fitted.
- (d) If you want the meter fitted somewhere other than our preferred external location.

If you live in a block of flats or a similar development, and we cannot meter your individual water use, we will investigate whether we can fit a meter serving all customers at the development. In order to do so we would need to establish:

- (i) that it is possible to install such a meter;
  - (ii) that all bill-paying customers at the development are in agreement to transfer to the new charging arrangement,
- and
- (iii) that there is a suitable body, such as a managing agent, to take responsibility for payment of our charges.

## If we can't fit a meter

If we cannot fit a meter, we will place you an assessed charge. Please see Section 3 for further details.

If you do not agree with our decision that we cannot fit a meter, you may refer the matter to Ofwat. Please see the information at the end of this document for how to contact Ofwat.

## New water supplies

A water meter will be fitted to every new water supply provided by Southern Water, and metered charges will be payable.

## Section 7: Further information

This section includes details on:

- (i) Water meters
- (ii) What to do if you are moving home
- (iii) How to apply for a surface water drainage rebate
- (iv) How to complain
- (v) What happens if you enter into any formal insolvency procedure
- (vi) Where your money goes

## Water meters

Our Code of Practice for Domestic Customers contains important information if you have a water meter. This includes the arrangements for, and the costs of, testing meters. To view our Code of Practice please go to our website, or we can send you a copy in the post.

## When you move home

When you tell us you are moving to another property within Southern Water's area, we will tell you how charges are raised at the new address. We will also give you details of any options and alternatives for charges that may be available.

If we supply you with a metered water supply, you must give us at least two working days' notice when you move home. If you fail to do so you will continue to be responsible for metered charges at the property beyond the date you leave. In this situation your responsibility ends on the earliest of the following dates:

- (a) 28 days after you tell us of your move,
- (b) the next routine meter reading date, or
- (c) the day on which details of the new occupier are notified to us

If you are a landlord, please use the water industry's tenant address portal (<http://www.landlordtap.com>) to register details of new tenancies and those liable for water services charges at your properties.

Most customers who receive their water supply services from South East Water and their sewerage services from us will have their sewerage charges included on their bill from South East Water. If this applies to you, and you are moving home, you should contact South East Water.

## Surface water drainage rebate

Our full sewerage standing charge includes a fixed charge, currently £25.19, for surface water drainage.

If surface water (for example, rainwater run-off from roofs, paths and patios) does not drain from your property into the sewerage system, then you are entitled to a rebate.

To request a rebate you must call our 24-hour message line at **0330 303 1266** or complete and submit our online form. If we agree that a rebate is payable it will be backdated to 1 April 2015, or the date on which you became the occupier of the property if this is later.

Please note that we do not operate a system of partial rebates where only some surface water drains from your property into the sewerage system. This is because we think that the costs of operating such a scheme would be greater than the benefits that would arise.

Please also note that we do not provide a reduction in surface water drainage charges to community groups.

## Complaints

If you are unhappy about the way we have calculated your charges we have an established complaints procedure. If you remain dissatisfied with our response, you can refer the matter to the Consumer Council for Water London & South East (CCWater), who are an independent customer body set up by government. Some types of complaint can be referred to an independent arbitrator. Further details can be found in our Code Of Practice for Domestic Customers.

We have a leaflet entitled 'Our Complaints Procedure' which explains our complaints procedure in full. To view, and our Code of Practice, this please go to our website or we can send you a copy in the post. The contact details for CCWater are provided in the Contact Us section at the end of this booklet.

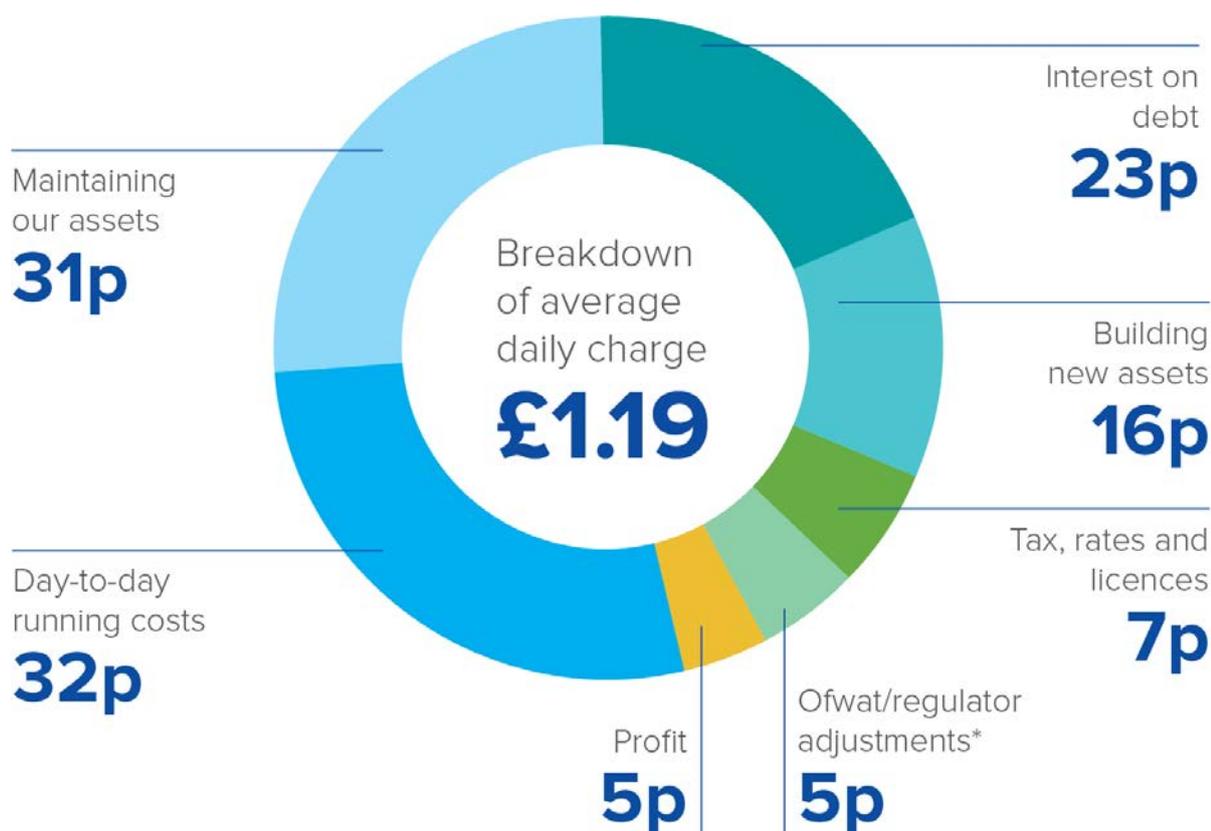
## If you enter into any formal insolvency procedure

If you enter into any formal insolvency procedure (including liquidation, administration, receivership, bankruptcy, company or individual voluntary arrangement or equivalent procedure), any charges for the current charging year that are to be included in the procedure will be calculated on a daily basis to the date of the procedure. We call this date 'the insolvency date'. The procedure will not include any charges for the remainder of the financial year after the insolvency date.

## Where your money goes

This year, the average bill for household customers who receive water and wastewater services from us is £436, equivalent to £1.19 per household per day.

This money will contribute to our £3.2 billion investment from 2015 to 2020 to ensure we deliver the promises we made to you in our Business Plan.



\* These adjustments, rewards and penalties have been applied by our regulator Ofwat in the period 2010-15. These relate to customer satisfaction, cost savings and revenue collection.

## Section 8: Use of personal information

Our full Privacy Statement is available via our website ([www.southernwater.co.uk](http://www.southernwater.co.uk)) or on written request. A summary is provided below.

8.1 We may use your information to do the following:

- (i) Provide you with water and sewerage services (where licensed to do so in your area).
- (ii) Help run, and contact you about improving the way we run any accounts, services we have provided before, now or in the future.
- (iii) Create statistics, analyse customer information, create profiles (including using information about what services we supply to you and how you pay for them).
- (iv) Help prevent and detect debt, fraud and loss.
- (v) Help train our staff.
- (vi) Contact you in any way (including by email, phone, text or multimedia message or other forms of electronic communications or by visiting you) about our services.
- (vii) Provide you information on water-related goods or services that we believe may be of benefit (unless you have notified us of an objection).
- (viii) Make automated decisions.

8.2 We may monitor and record any communications we have with you, including phone conversations and emails, to make sure we are providing a good quality and efficient service and meeting our regulatory and legal responsibilities.

8.3 We may allow other people and organisations to use information we hold about you:

- (i) to provide services you have requested, which may include providing information to members of your family or household, anyone acting on your behalf or other people who may be interested (such as landlords or letting agents);
- (ii) to help to prevent and detect debt, fraud, or loss (for example by giving this information to a credit reference agency), which is described in more detail in clauses 8.4 & 8.6 below;
- (iii) if you do not pay your debt, we may transfer your debt to another organisation and give them details about you and that debt;
- (iv) if we have been asked (for example by Ofwat or a lawyer) to provide information for legal or regulatory purposes;
- (v) as part of current or future legal action;
- (vi) as part of data-sharing initiatives, for example, those designed to assist vulnerable groups of people;
- (vii) to provide you information on water-related goods or services offered by trusted third parties. (unless you have notified us of an objection);
- (viii) where water and wastewater services are provided by us and another water company, in order that our and their records are kept up to date.

From time to time these other people or organisations may be outside the European Economic Area (EEA), and as a result we may use your information in countries that do not have the same standards or protection for personal information as the UK. Where such transfer occurs, we will put in place appropriate measures to safeguard the data.

8.4 If we suspect someone has committed fraud or stolen water by tampering with the meter or diverting the water supply, we will record these details on your account record and may share this

information with Ofwat and other people who are interested (such as landlords, housing associations, police or other authorities). We may use this information to make decisions about you, your character, how likely we think you are able to pay for the services we provide to you. This may include recording sensitive personal information such as criminal offences you have been accused of.

8.5 In limited circumstances where you inform us, or we believe, that you (or a member of your household) need extra care (for example, because of your age, health, disability or financial circumstances), we may record this in the information we hold about you. We may share your information with social services, charities, healthcare and other support organisations, if we believe that this is warranted and that they may be able to help you.

8.6 We will check your details with one or more credit reference and fraud prevention agencies to help us make decisions about your ability to make payments and the payment arrangements which we may offer you. Overleaf, we have given a brief guide to how we, the credit reference and fraud prevention agencies will use your information. If you would like more information about this, you can find the full version at [southernwater.co.uk](http://southernwater.co.uk), or phone us on **0330 303 0277** and we will send you a leaflet.

- (i) We will search at credit reference and fraud prevention agencies for information about you. If you are providing information about other people who receive our services on a joint basis, you must make sure they agree that we can use their information to do this. If you give us false or inaccurate information and we suspect fraud, we will pass your details to credit reference and fraud prevention agencies. Law enforcement agencies (such as the police and HM Revenue & Customs) may receive and use this information.
- (ii) We and other organisations may also access and use information about you that credit reference and fraud prevention agencies give us to, for example:
  - (a) check details on applications you make for credit and credit-related services;
  - (b) check your identity;
  - (c) prevent and detect fraud and money laundering;
  - (d) manage credit and credit-related accounts or services;
  - (e) recover debt;
  - (f) check details on proposals and claims for all types of insurance; and
  - (g) check details of employees and people applying for jobs with us.
- (iii) When credit reference agencies receive a search from us, they will record this on your credit file.
- (iv) We will send information on your account to credit reference agencies and they will record it. If you have an account with us, we will give details of it and how you manage it to credit reference agencies. If you have an account and do not repay money you owe in full or on time, credit reference agencies will record this debt. They may give this information to other organisations and fraud prevention agencies to carry out similar checks, find out where you are and deal with any money you owe. The credit reference agencies keep records for six years after your account has been closed, you have paid the debt or action has been taken against you to recover the debt.
- (v) We and other organisations may access and use, from other countries, information recorded by fraud prevention agencies.
- (vi) If you want to see what information credit reference and fraud prevention agencies hold about you, you can contact the following agencies currently working in the UK. They will charge you a small fee.

**Callcredit**

Consumer Services Team PO Box 491, Leeds, LS3 1WZ

Telephone: **0330 024 7574**

Website: [www.callcredit.co.uk](http://www.callcredit.co.uk)

**Experian**

Consumer Help Service

PO Box 8000, Nottingham, NG80 7WF

Telephone: **0844 481 0800**

Website: [www.experian.co.uk](http://www.experian.co.uk)

**Equifax Plc**

Credit File Advice Centre

PO Box 1140, Bradford, BD1 5US

Telephone: **0844 335 0550**

Website: [www.myequifax.co.uk](http://www.myequifax.co.uk)

8.7 If you give us information on behalf of someone else, you confirm that they have given permission for us to use their personal information in the way we have described above and/or within our full Privacy Statement. If you give us sensitive information about yourself or other people (such as health details or details of any criminal convictions of members of your household), you agree (and confirm that the person the information is about has agreed) that we can use this information in the way set out in this document and/or our full Privacy Statement.

8.8 You are entitled to have a copy of the information we hold on you, and to have any inaccurate information corrected. We may charge you a small fee for providing a copy of any information we hold about you. For more information about this, or our use of your personal data, please contact us as follows:

**By post:**

Data Protection Officer

Southern Water

Southern House

Yeoman Road

Worthing, BN13 3NX

**Email:** [dataprotection@southernwater.co.uk](mailto:dataprotection@southernwater.co.uk)

## Section 9: Our charges for 2018–19

Unmetered water charges	
Standing charge	£17.83
Rateable value charge (per £ rateable value)	£0.821
Other charges	
Supplies to premises with no rateable value	£69.70
Water minimum charge	£69.70
Swimming pools 20-90m <sup>3</sup> capacity with filtration	£75.08
>90m <sup>3</sup> capacity with filtration	£136.50

Unmetered sewerage charges	
Standing charge	£19.03
Highway drainage charge	£12.60
Surface water drainage charge	£25.19
Rateable value charge (per £ rateable value)	£1.414
Other charges	
Supplies to premises with no rateable value	£366.48
Supplies to premises with no rateable value (surface water drainage rebate applies)	£341.29
Sewerage minimum charge	£102.23

Metered water charges	
Standing charge	£21.68
Charge per cubic metre	£1.365
Other charges	
Assisted charge (WaterSure Tariff)	£158.00

Metered sewerage charges	
Standing charge	£23.18
Highway drainage charge	£12.60
Surface water drainage charge <sup>1</sup>	£25.19
Charge per cubic metre	£2.390
Other charges	
Assisted charge (WaterSure Tariff)	£278.00

### Assessed charges

<sup>1</sup> A higher charge applies where the service pipe has an external diameter of 32mm or more

If we are unable to fit a meter at your property, we apply an assessed charge based on the number of bedrooms in your home or on single occupancy.

If you receive your water supply from one of the independent water companies in our area, we will set an assessed charge on the same basis as your water supplier.

#### Water service

Single occupier	£105.19
1 bedroom or no bedroom	£132.49
2 bedrooms	£159.79
3 bedrooms	£180.26
4 bedrooms	£187.09
5 bedrooms or more	£196.64

#### Sewerage service – for customers paying the full sewerage charge

Single occupier	£197.83
1 bedroom or no bedroom	£240.85
2 bedrooms	£286.26
3 bedrooms	£319.72
4 bedrooms	£329.28
5 bedrooms or more	£346.01

#### Sewerage service – for customers who don't pay for surface water drainage

Single occupier	£172.64
1 bedroom or no bedroom	£215.66
2 bedrooms	£261.07
3 bedrooms	£294.53
4 bedrooms	£304.09
5 bedrooms or more	£320.62

#### Other charges

Garages which have a separate unmetered water supply pay charges at the following rates:

Lock up garages

Single	£23.29
Block	£50.59

If your property is connected for the drainage of surface water only and not foul water, we will make a surface water only charge.

Surface water maximum charge	£56.82
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#### Value Added Tax (VAT)

Although water services charges are generally subject to VAT, at the present time the supply of water services to household (domestic) properties is zero-rated. The charges shown in this section, therefore, exclude VAT.

## Section 10: Contact us

### Online:

See our website, where you can find more information and complete our self-service forms [southernwater.co.uk](http://southernwater.co.uk)

### Telephone:

Customer Services Centre for enquiries about our charges and requests for information and having a water meter installed (if we supply you with water)

**0330 303 0277**

24-hour automated services: You can carry out a range of automated transactions quickly and conveniently

**0330 303 1263**

Request for a rebate of surface water drainage charges

**0330 303 1266**

Enquiries about the WaterSure tariff

**0800 027 0363**

Enquiries about our water supply and sewerage services

**0330 303 0368**

Calling from abroad

**+44 1903 264444**

### Minicom:

A text phone service for customers with speech or hearing difficulties. Available Monday to Friday 8am – 7pm and Saturday 8.30am – 2pm

**0330 303 1265**

### Write to us:

Customer Services Centre  
Southern Water  
PO Box 41  
Worthing  
BN13 3NZ

### How to contact CCWater:

**In writing**

Consumer Council for Water  
London & South East  
1st Floor  
Victoria Square House  
Victoria Square

Birmingham  
B2 4AJ

**By telephone**

**0300 034 2222**

**Online**

[londonandsoutheast@ccwater.org.uk](mailto:londonandsoutheast@ccwater.org.uk)

[www.cewater.org.uk](http://www.cewater.org.uk)

**How to contact Ofwat:**

**In writing**

Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham  
B5 4UA

**By telephone**

**0121 644 7500**

**Online**

[mailbox@ofwat.gsi.gov.uk](mailto:mailbox@ofwat.gsi.gov.uk)

[www.ofwat.gov.uk](http://www.ofwat.gov.uk)