

Statement of Significant Changes to Charges – Retail 2019-20 charges

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from
**Southern
Water** 



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Introduction

This statement of significant changes is made under Ofwat's charges scheme rules (rule A2) www.ofwat.gov.uk/publication/charges-scheme-rules out changes we are making to our charges in the 2019-20 charging year for residential customers.

This statement does not discuss the increase in the total bills (i.e. wholesale charges plus retail charges) for business customers, because we exited the business customer retail market with effect from 1 April 2017. Information about significant changes to our non-household wholesale charges can be found in our Updated statement of significant changes to primary non-household wholesale charges, published in October 2018 southernwater.co.uk/information-leaflets.

This statement does not discuss the year-on-year change in infrastructure charges. Information about our infrastructure charges can be found in our Infrastructure Charges Scheme and Charging Arrangements document southernwater.co.uk/information-leaflets.

a) Bill increases from the previous year (for a given customer type assuming a constant level of consumption)

Assuming a constant level of consumption (or rateable value or number of bedrooms in the case of rateable value-based charges and assessed measured charges respectively), no class of residential customer will experience an increase in their total bill (i.e. wholesale charges plus retail charges) of more than 5% from the previous year.

The tables below provide a summary of bill increases for each basis of charge (measured, assessed measured, rateable value) for a range of customers.

Measured customers

Volume m3/a >>>	50	100	150	200	250	300	350
Dual Service							
Change £	5.73	9.13	12.54	15.94	19.34	22.74	26.15
Change %	2.19%	2.08%	2.03%	2.00%	1.98%	1.97%	1.96%
Sewerage Only							
Change £	4.87	7.93	10.98	14.03	17.08	20.13	23.19
Change %	2.84%	2.81%	2.80%	2.79%	2.78%	2.78%	2.78%
Water Only							
Change £	0.86	1.21	1.56	1.91	2.26	2.61	2.96
Change %	0.96%	0.76%	0.69%	0.65%	0.62%	0.61%	0.59%



Assessed measured customers

Number of bedrooms >>>	Single Occupier	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom	5 Bedroom
Dual Service						
Change £	6.90	8.23	9.62	10.66	10.95	11.47
Change %	2.28%	2.20%	2.16%	2.13%	2.12%	2.11%
Sewerage Only						
Change £	5.71	6.90	8.15	9.08	9.34	9.80
Change %	2.89%	2.86%	2.85%	2.84%	2.84%	2.83%
Water Only						
Change £	1.19	1.33	1.47	1.58	1.61	1.67
Change %	1.13%	1.00%	0.92%	0.88%	0.86%	0.85%

Rateable value customers

RV £ >>>	50	100	150	200	250	300	350	400	450	500
Dual Service										
Change £	8.12	13.67	19.22	24.77	30.32	35.87	41.42	46.97	52.52	58.07
Change %	4.36	4.58	4.69	4.75	4.79	4.81	4.83	4.85	4.86	4.87
Sewerage Only										
Change £	5.32	8.82	12.32	15.82	19.32	22.82	26.32	29.82	33.32	36.82
Change %	4.17	4.45	4.58	4.66	4.71	4.74	4.77	4.79	4.81	4.82
Water Only										
Change £	2.80	4.85	6.90	8.95	11.00	13.05	15.10	17.15	19.20	21.25
Change %	4.76	4.85	4.89	4.92	4.93	4.94	4.95	4.95	4.96	4.96

b) Details of significant changes in charging policy from the previous year

We are changing the eligibility criteria for our Essentials (social) tariff, with effect from 1 April 2019. From this date, customers will be eligible for assistance under the tariff if their annual household income is £16,105 or lower. This represents a simplification of approach, and places us in alignment with other water supply companies operating in our area. The change follows discussion with CCWater and local water supply companies.