

# Water and sewerage charges 2019-20

A guide for customers who are part of South East Water's  
Customer Metering Programme



from  
**Southern  
Water** 



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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 and you are paying the Phase-in Option,
- or to **Section 3** if your water supply is not metered and you are paying the Phase-in Option,

or

**Section 4** if your water supply is metered and you are paying the Support Tariff.

**Section 5** gives details of other kinds of special help available if you meet certain conditions.

**Section 6** tells you about paying your bill.

**Section 7** tells you about how we may use your personal information.

**Section 8** tells you what to do if you are moving home, want to apply for a surface water drainage rebate, make a complaint, and what happens if you enter into any formal insolvency procedure.

**Section 9** sets out our schedule of charges for 2019-20.

**Section 10** tells you how to contact us

Please note that this booklet is not a legal document. The intention of the booklet is to provide you with a summary of the key elements of our formal South East Water Customer Metering Programme Charges Scheme, but it does not take the place of this document.

Please contact us if you would like a copy of our formal Charges Scheme.



**Southern Water is an appointed provider of water supply and sewerage services in Hampshire, Isle of Wight, Sussex and Kent.**

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.

For our customers who are supplied with water by South East Water, we only provide sewerage services. South East Water is 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 change 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, we will give you the same type of assistance with your sewerage charges, and the information in this booklet only applies to customers in this situation. Other customers should see our booklet Southern Water charges 2019-20: A guide for household customers.

Our charges are reviewed each year and the amounts shown in this booklet relate only to the year starting 1 April 2019.

If you are unsure about the information contained in this booklet, or would like more information, you should contact South East Water or us. There are some matters on which you should contact South East Water direct. We have indicated where this is the case in the booklet. On any other matters please contact our Customer Services Centre. Details on how to contact us can be found at the end of this booklet.



## Section 1: General principles

### Where a meter is installed under South East Water's Customer Metering Programme (CMP)

If your water supply is metered under South East Water's Customer Metering Programme (CMP) you will switch from paying unmetered sewerage charges to paying metered sewerage charges, which are linked to the amount of water you use. Once a meter has been fitted, metered sewerage charges will always be payable.

### Where a meter is not installed under South East Water's CMP

If South East Water is unable to meter the water supply to your home under their CMP, you will switch from paying unmetered sewerage charges to paying assessed sewerage charges, which are based on the number of bedrooms in your home or on single occupancy.

Once this switch has taken place, assessed sewerage charges will always be payable, unless circumstances should change at a later date which allow South East Water to meter your water supply. In these circumstances, your sewerage charges will switch from assessed charges to metered charges following the installation of the meter.

### The Phase-in Option and Support Tariff

South East Water has put in place the Phase-in Option and the Support Tariff in order to help customers make the change to metered charges, and we will give customers the same type of assistance with their sewerage charges.

These tariffs are aimed at assisting those customers facing a bill increase as a result of moving from unmetered to metered charges. The Phase-in Option is also available to customers moving from unmetered to assessed charges.

If you are paying your water supply charges to South East Water based on the Phase-in Option, you will automatically be placed on the Phase-in Option for your sewerage charges.

Similarly, if South East Water agree that you qualify for their Support Tariff, you will automatically be placed on the Support Tariff for your sewerage charges.

Customers not paying the Phase-in Option or Support Tariff will pay metered or assessed sewerage charges, as appropriate, based on our normal metered sewerage tariff, and should see our booklet **Southern Water charges 2019–20: A guide for household customers**.

### 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.



## The switch date

We call the date that you switch from unmetered sewerage charges to metered sewerage charges, or from unmetered sewerage charges to assessed sewerage charges if you cannot have a meter, the switch date.

The switch date that we use will be the same as the switch date that South East Water use to switch you from unmetered water supply charges to metered water supply charges, or from unmetered water supply charges to assessed water supply charges if you cannot have a meter.

## Billing and customer enquiries

South East Water bill sewerage services on our behalf, and you should contact them direct if you have a query regarding your sewerage charges.

Contact details for South East Water are provided in Section 10.

## Section 2: For customers with a metered water supply who are on the Phase-in Option

### How the Phase-in Option can assist

If your metered charges are likely to be higher than your unmetered charges, the Phase-in Option will assist you in making the change to full metered charges.

Provided you make your application in time (see below for more information), any increase in your water and sewerage charges as a result of your switch to metered charges will be spread over your first four metered bills. As each bill is for a period of approximately six months, the Phase-in Option offers you assistance with charges for up to two years. This period is called the Phase-in period. This gives you time to budget appropriately and review your water use. The difference between what you have paid while on the Phase-in Option and what you would have paid on the normal metered water and sewerage tariffs does not have to be repaid. If your water usage means that your metered charges will be lower than your unmetered charges, then you just pay the lower metered charges.

### How the Phase-in Option works

This is how your metered sewerage charges are calculated under the Phase-in Option:

1. Metered sewerage charges for the billing period are calculated based on our normal metered tariff (as shown in Section 9).
2. Unmetered sewerage charges for the billing period are calculated based on our normal unmetered tariff (as shown in Section 9).

When you are on the Phase-in Option, if your metered sewerage charges are lower than your unmetered sewerage charges you will always be billed the lower metered charges.



If, however, during the Phase-in period your metered sewerage charges are higher than your unmetered sewerage charges, you don't have to pay the full increase in charges straight away. The Phase-in Option makes the increase in your charges gradually, by giving you a discount on the additional amount that you need to pay. The amount of the discount reduces with each bill, so the amount you are actually billed while you are on the Phase-in Option will depend on how much time has gone by since you switched to metered charges.

For your first metered bill, your metered charges will be capped at the level of the unmetered charge you would have paid if you hadn't had a meter installed, meaning you don't pay any increase in charges. The value of the Phase-in Option discount for this bill is, therefore, 100%.

*The table below shows how the Phase-in Option works. To keep the illustration simple, we have assumed that the amount of water used by the customer stays the same in each billing period, and we have not included any future price increases.*

Bill	Metered sewerage charges	Unmetered sewerage charges	Increase in charges	Phase-in Option discount	Phase-in Option reduction	You pay
1st	£120.00	£90.00	£30.00	100%	£30.00	£90.00
2nd	£120.00	£90.00	£30.00	75%	£22.50	£97.50
3rd	£120.00	£90.00	£30.00	50%	£15.00	£105.00
4th	£120.00	£90.00	£30.00	25%	£7.50	£112.50
5th	£120.00	£90.00	£30.00	0%	£0.00	£120.00

For your second metered bill, the difference between your metered and unmetered charges is calculated, and your metered charges are set by adding 25% of the difference to your bill. The value of the Phase-in Option discount for this bill is, therefore, 75%.

For your third metered bill, the difference between your metered and unmetered charges is calculated, and your metered charges are set by adding 50% of the difference to your bill. The value of the Phase-in Option discount for this bill is, therefore, 50%.

For your fourth metered bill, the difference between your metered and unmetered charges is calculated, and your metered charges are set by adding 75% of the difference to your bill. The value of the Phase-in Option discount for this bill is, therefore, 25%.

For your fifth metered bill, and all bills after this, you will pay full metered charges.

## How the metered and unmetered sewerage charges are calculated

The metered sewerage charges are based on our normal metered tariff and the unmetered sewerage charges are based on our normal unmetered tariff. These tariffs are shown in Section 9.

### (a) Metered sewerage charges

The metered sewerage charges consist of:





1. A standing charge
2. A volume charge

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

The volume charge for the sewerage service is based on 92.5% of the volume of water supplied to you by South East Water. 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 volume charge your water volume (in cubic metres) is multiplied by 92.5%, then the resulting assessed volume of sewage is multiplied 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 of that change.

#### **(b) Unmetered sewerage charges**

The unmetered sewerage charges consist of:

1. A standing charge
2. A rateable value charge

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

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

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

If you paid assessed charges before South East Water metered your home under their CMP, then your metered sewerage charges under the Phase-in Option are calculated using your assessed sewerage charges rather than using the rateable value of your home. These charges will be based on South East Water's assessment of the volume of water they supply to your home, which in turn will be based on the number of bedrooms in your home or on single occupancy.

## **Start and end of the Phase-in Option**

We provide below a summary of how South East Water will normally decide when the Phase-in Option starts and ends.



To take full advantage of the Phase-in Option, your application must be received by South East Water before you receive your second metered bill for metered water supply charges. Provided this happens, you will receive assistance with metered water and sewerage charges for the first four full metered bills you receive.

If your application for the Phase-in Option is received by South East Water after they have issued your second metered bill, the Phase-in Option will commence with effect from the start date of your latest bill from South East Water. Up until this date, full metered water and sewerage charges will apply from the date you were switched to metered charges by South East Water.

The Phase-in Option is not available to you once South East Water has issued your fifth metered bill for water supply charges. For your fifth metered bill, and all bills after this, you will pay full metered water supply and sewerage charges.

## Requesting the Phase-in Option

South East Water will not automatically place you on the Phase-in Option. If as a metered customer you think you would benefit from the assistance provided by the Phase-in Option, you must apply direct to them. The Phase-in Option is only available for customers metered as part of South East Water's CMP. To apply for the Phase-in Option, you should call South East Water direct on 0333 000 0001 or visit [www.southeastwater.co.uk](http://www.southeastwater.co.uk).

You will automatically be placed on the Phase-in Option for your metered sewerage charges if you are successful in applying for the Phase-in Option for your metered water charges.

## What is rateable value?

The rateable value of property 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 property. Normally, the rateable value quoted in the Valuation List in force on 31 March 1990 is used to calculate water services charges. The 1999 Water Industry Act allowed water companies to continue to use the rateable value for charging purposes even though it is no longer used for taxation.

## Meter readings

You will normally receive two bills from South East Water every year, approximately six months apart, based on a meter reading they have taken or estimated, or received from you.

## When you should pay

You should pay your sewerage charges to South East Water at the same time that your water supply charges are due.

The charges in Section 9 apply for a period of 12 months from 1 April 2019. 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.



## Water leaks

If you spot a water leak in your area, please call your local water supply company, South East Water, direct on their Leakline on 0333 000 3330.

## Section 3: For customers with an unmetered water supply who are on the Phase-in Option

### How the Phase-in Option can assist

If your assessed charges are higher than your unmetered charges, the Phase-in Option will assist you in making the change to full assessed charges.

It does this by spreading the increase over the first two years that you pay assessed charges, giving you time to budget appropriately. This two-year period is called the Phase-in period. The difference between what you have paid while on the Phase-in Option and what you would have paid on the normal assessed water and sewerage tariffs does not have to be repaid.

Assessed charges are fixed annual charges, so South East Water will know whether they will be higher than your unmetered charges. If you are to pay higher charges as a result of the switch to assessed charges South East Water:

- will not make the switch effective until the start of the next charging year commencing 1st April (this means that you will continue paying the lower unmetered charges based on the rateable value of your home until the start of the next charging year), and they
- will automatically place you on the Phase-in Option for water supply and sewerage charges to help you make the adjustment to the higher charges.

If your assessed charges are lower than your unmetered charges, then the Phase-in Option does not apply to you because you will just pay the lower assessed charges.

### How the Phase-in Option works

Like unmetered charges, assessed charges are billed for a full year in advance, for the period 1 April to 31 March.

These are the steps taken to calculate your assessed sewerage charges under the Phase-in Option:

1. Assessed sewerage charges for the billing period are calculated based on our normal metered tariff (as shown in Section 9).
2. Unmetered sewerage charges for the billing period are calculated based on our normal unmetered tariff (as shown in Section 9).

During the Phase-in period you don't have to pay the full increase in charges straight away. The Phase-in Option makes the increase in your charges gradually over the first two bills, by giving you a discount on the additional amount that you need to pay. The amount of the discount reduces with each bill, so the amount

you are actually billed while you are on the Phase-in Option will depend on how much time has gone by since you switched to assessed charges:

For the first year, the difference between your assessed and unmetered charges is calculated, and your assessed charges are set by adding 12.5% of the difference to your bill. The value of the Phase-in Option discount for this bill is, therefore, 87.5%.

This table shows how the Phase-In Option works. To keep the illustration simple, we have not included any future price increases.

Billing period	Assessed sewerage charges	Unmetered sewerage charges	Increase in charges	Phase-in Option discount	Phase-in Option reduction	You pay
1 <sup>st</sup> annual bill	£240.00	£180.00	£60.00	87.50%	£52.50	£187.50
2 <sup>nd</sup> annual bill	£240.00	£180.00	£60.00	37.50%	£22.50	£217.50
3 <sup>rd</sup> annual bill	£240.00	£180.00	£60.00	0%	£0.00	£240.00

For the second year, the difference between your assessed and unmetered charges is calculated, and your assessed charges are set by adding 62.5% of the difference to your bill. The value of the Phase-in Option discount for this bill is, therefore, 37.5%.

After this, you will pay full assessed charges.

## How the assessed and unmetered sewerage charges are calculated

The assessed sewerage charges are based on our normal metered tariff and the unmetered sewerage charges are based on our normal unmetered tariff. These tariffs are shown in Section 9.

### (a) Assessed sewerage charges

The assessed sewerage charges consist of:

1. A standing charge
2. A volume charge

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

South East Water assess the annual volume of water they supply to your home, and the volume charge for the sewerage service is based on 92.5% of the assessed water volume. This is to reflect the fact that not all the water you use returns to the sewer. To calculate the volume charge, your assessed water volume (in cubic metres) is multiplied by 92.5%, then the resulting assessed volume of sewage is multiplied by the metered sewerage volume charge.

### (b) Unmetered sewerage charges

The unmetered sewerage charges consist of:



1. A standing charge
2. A rateable value charge

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

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

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

## What is rateable value?

The rateable value of property 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 property. Normally, the rateable value quoted in the Valuation List in force on 31 March 1990 is used to calculate water services charges. The 1999 Water Industry Act allowed water companies to continue to use the rateable value for charging purposes even though it is no longer used for taxation.

## When you should pay

You should pay your sewerage charges to South East Water at the same time that your water supply charges are due.

The charges in Section 9 apply for a period of 12 months from 1 April 2019.

## Section 4: For customers with a metered water supply who are on the Support Tariff

### How the Support Tariff can assist

The Support Tariff will assist you by capping your metered charges so you will pay no more than you would have paid if you had remained on unmetered charges.

### How you qualify

South East Water has designed their Support Tariff to provide assistance with charges for their customers who meet the following criteria:

- have been switched from unmetered charges to metered charges or assessed charges under their CMP,
- have a combined increase in annual water supply and sewerage charges greater than £60 as a result of the switch to metered charges or assessed charges,



- have a household income, including benefits, below £16,105\*,
- have participated in a water efficiency assessment to see if the Company can help reduce the financial burden of potentially higher water bills.

\* The household income of £16,105 or less has to include all types of income except the following:

- Child tax credit and/or child benefit
- Disability Living Allowance
- Attendance Allowance
- Housing benefit and Council tax benefit
- Mortgage Interest Relief
- Pension Credit

## Requesting the Support Tariff

To apply for the Support Tariff, you should call South East Water direct on 0333 000 0005. If you are successful in applying for the Support Tariff you will automatically be placed on the Support Tariff for your metered sewerage charges.

## How the Support Tariff works

These are the steps taken to calculate your metered sewerage charges under the Support Tariff:

1. Metered sewerage charges for the billing period are calculated based on our normal metered tariff (as shown in Section 9).
2. Unmetered sewerage charges for the billing period are calculated based on our normal unmetered tariff (as shown in Section 9).
3. The difference between the two sets of charges is calculated.

Where the metered sewerage charges are greater than the unmetered sewerage charges, the amount you are actually billed under the Support Tariff will be the same as the amount that you would have paid if you had remained on unmetered charges.

Should the metered sewerage charges be less than the unmetered sewerage charges, you will be billed the metered sewerage charges only.

Each year, South East Water will reassess whether you still qualify for their Support Tariff. If they decide that you have ceased to qualify for the Support Tariff then you will be switched to full metered sewerage charges.

You will only be eligible for the Support Tariff while you remain living in the property that has been metered by South East Water under their CMP.

## How the metered and unmetered elements are calculated

The metered sewerage charges are based on our normal metered tariff and the unmetered sewerage charges are based on our normal unmetered tariff. These tariffs are shown in Section 9.

### (a) Metered sewerage charges



The metered sewerage charges consist of:

1. A standing charge
2. A volume charge

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

The volume charge for the sewerage service is based on 92.5% of the volume of water supplied to you by South East Water. 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 volume charge your water volume (in cubic metres) is multiplied by 92.5%, then the resulting assessed volume of sewage is multiplied 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 of that change.

#### **(b) Unmetered sewerage charges**

The unmetered sewerage charges consist of:

1. A standing charge
2. A rateable value charge

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

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

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

If you paid assessed charges before South East Water metered your home under their CMP, then your metered sewerage charges under the Support Tariff are calculated using your assessed sewerage charges rather than using the rateable value of your home. These charges will be based on South East Water's assessment of the volume of water they supply to your home.

## **What is rateable value?**

The rateable value of property 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 property. Normally, the rateable value quoted in the Valuation List in force on 31 March 1990 is used to calculate water services charges. The 1999 Water Industry Act allowed

water companies to continue to use the rateable value for charging purposes even though it is no longer used for taxation.

## Meter readings

You will normally receive two bills from South East Water every year, approximately six months apart, based on a meter reading they have taken or estimated, or received from you. You will, therefore, be able to see how much water you are using, and what your metered charges would be without the assistance provided by the Support Tariff.

## When you should pay

You should pay your sewerage charges to South East Water at the same time that your water supply charges are due.

The charges in Section 9 apply for a period of 12 months from 1 April 2019. 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.

## Water leaks

If you spot a water leak in your area, please call your local water supply company, South East Water, direct on their Leakline on 0333 000 3330.

## Section 5: 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 in our booklet **Southern Water charges 2019-20: A guide for household customers**.

If you qualify for both of these tariffs, we will provide you with the one that gives you the most assistance with your charges. However, if you are in receipt of one of these tariffs and you are part of South East Water's Customer Metering Programme, you will not be able to receive additional assistance with your sewerage charges from the special metering tariffs provided under this Programme.

## Section 6: Paying your bill

### How you can pay

You can choose how to pay your water supply and sewerage charges from the payment methods offered by South East Water.

### Difficulties with paying

You should contact South East Water if you are worried about paying your water supply and sewerage charges.





## Section 7: Use of personal information

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

7.1 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.

7.2 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.

7.3 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 7.4 & 7.6 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.

7.4 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.

7.5 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.

7.6 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. Below, 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.

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)

7.7 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.

7.8 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 8: Further information**

This section includes details on:

- i. What to do if you are moving home
- ii. How to apply for a surface water drainage rebate
- iii. How to complain
- iv. What happens if you enter into any formal insolvency procedure

### **When you move home**

You should contact South East Water if you are moving home.





## Surface water drainage rebate

Our full sewerage standing charge includes a fixed charge, currently £25.90, 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 this, and our Code of Practice, 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.

## 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.

## Section 9: Our charges for 2019–20

Normal unmetered tariff - sewerage	
Standing charge	£19.78
Highway drainage charge	£12.96
Surface water drainage charge	£25.90
Rateable value charge (per £ rateable value)	£1.484

Normal metered tariff - sewerage	
Standing charge	£23.93
Highway drainage charge	£12.96
Surface water drainage charge	£25.90
Charge per cubic metre	£2.390

Normal assessed tariff - sewerage	
Standing charge	£19.78
Highway drainage charge	£12.96
Surface water drainage charge	£25.90
Charge per cubic metre	£2.456

WaterSure tariff	
Sewerage service	£282.00

### 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  
**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 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 South East Water**

### **In writing**

Customer Services Department  
South East Water  
Rocfort Road  
Snodland  
Kent, ME6 5AH

### **By telephone**

Contact the Customer Helpline on  
0333 000 0001

### **Online**

[southeastwater.co.uk](http://southeastwater.co.uk)



## 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)