

Terms & Conditions

- To be eligible for the scheme the business must have had a connected metered water supply on 31 March 2024. The scheme excludes special agreements.
- To qualify for the incentive scheme business customers must provide a meter reading between 1 August 2025 and 8th August 2025 and a further meter reading between 1st December 2025 and 8th December 2025. Reads to be inputted via a webform available on our dedicated webpage [You save, we'll pay](#)
- **Meter reads must be accompanied by contact details and photographic evidence of the read(s)**
- Participating businesses will be required to use 10% less water between 1 August 2025 and 1 December 2025 than they did between 1 August 2024 and 1 December 2024.
- The meter readings will constitute definitive evidence of the volume of water supplied and qualifying usage reduction as evidenced from those readings will determine whether or not the incentive applies, notwithstanding any loss by leakage, wastage, or misuse unless such loss arises directly from the negligence of Southern Water or its agents.

Usage to determine if the business has achieved the targeted reduction will be based on the actual customer meter readings supplied on or around the 1 August 2025 and a further meter reading supplied on or around 1 December 2025.

- Qualifying businesses will receive a volumetric adjustment equivalent to 10% of their 2024/25 wholesale water charges.
- A volumetric adjustment will be passed to the retailer to be applied on the business billing account. Volumetric adjustment applied in market systems.
- Adjustment will be applied to each business premise where the target reduction has been achieved.
- Volumetric adjustment will be calculated using the 2025/26 standard metered water volumetric tariff unit price.
- Volumetric adjustment will be applied no later than 1 month after the final qualifying meter reading has been received from the customer.