



Statement of Board Assurance provided to the Water Services Regulation Authority 2026-27 Charges

1 February 2026

Contents

Item	Page
Statement of Board Assurance provided to the Water Services Regulation Authority: 2026-27 Charges	3
Statement regarding the Board's assessment of bill increases where they exceed 5%	4
Annex to retail charges assurance statement - compliance with Ofwat's charges scheme rules	8
Summary Log of Consultation with CCWater	21

Statement of Board Assurance provided to the Water Services Regulation Authority 2026-27 Charges

The Company, under the direction of the Board, has undertaken a thorough process of internal and external assurance with regard to the setting of charges for the 2026-27 charging year. As a result of the assurances it has received, the Board has satisfied itself to the best of its ability that:

- a) the Company complies with its legal obligations relating to the charges set out in its charges schemes;
- b) the Board has assessed the effects of the new charges on customers' bills for a range of different customer types, and approves the impact assessments and handling strategies developed in instances where bill increases for particular customer types exceed 5%;
- c) the Company has appropriate systems and processes in place to make sure that the information contained in the charges scheme, and the additional information covered by this annex is accurate; and
- d) the Company has consulted the Consumer Council for Water (CCWater) in a timely and effective manner on its charges schemes.

We provide information on our compliance with Ofwat's charges scheme rules in the Annex to this assurance statement.



Lawrence Gosden
Chief Executive Officer



Keith Lough
Chairman

Statement regarding the Board's assessment of bill increases where they exceed 5%

Household customers

Wholesale charges

The impact of Ofwat's Final Determination in 2026-27 is an increase to wholesale water charges of 28.1% (November CPIH +24.5%) and a decrease to wholesale wastewater charges of (6.3%) (November CPIH -9.9%). The increase to the average combined household bill is 8.0%.

The Board reviewed various options to defer the increases and actions that will be taken to mitigate the impact of bill increases. This price review involves unprecedented levels of necessary investment which makes for a difficult balancing act between meeting regulatory requirements and keeping bills affordable for our customers, whilst also maintaining financial resilience as an organisation.

After due consideration, the Board has taken the decision to recover the full 2026-27 revenue allowance as per Ofwat's Final Determination (FD). This decision is based on three main principles:

- To ensure we can continue our investment in AMP 8 to achieve our regulatory and environmental requirements.
- To maintain financial resilience and relieve pressure on financial covenant ratios.
- To adhere to our customers' preference for smooth bills and bill stability in the remainder of AMP 8. In our PR24 customer acceptance testing, they said they want to see investment for improvements now and that any delays to this are not in customers' interests.

Impact on household bills

As a result of this decision, the average household water bill increase will be 25.8%. The average household wastewater bill is forecast to decrease by (4.0%). As the increase in the water bill exceeds Ofwat's threshold of 5%, the Board has considered the impact on customers (both in the current and future years) and the need for handling strategies to mitigate the level of increase.

Mitigation of bill increases

Leading up to the Ofwat FD, and since then, we have continued to develop enhanced support to mitigate the bill increase for household customers, in addition to our existing support provisions which include monthly payment schemes, a capped Watersure tariff and a Hardship Fund, which has increased five-fold to £1.25m per year in AMP8. We also allow customers to take payment breaks and agree flexible payment plans to suit their circumstances. See below further detail on specific support and activities underway.

Social tariff: The bill size in 2025-26 resulted in a shortfall in 'Essentials' cross-subsidy funding. With customer bills increasing significantly in April 2025, and in light of our decision to seek a re-determination from the CMA, we re-opened our customer acceptance testing in June 2025. Customer Acceptance testing uses an independent and accredited research partner who follow an approach and questions that are all pre-approved by CCW. Our testing showed acceptance from the majority of our customers to increase the cross-subsidy to at least 4% of the average bill value in each year. We presented our findings to CCW who supported the increase to subsidy. In 2026-27, 4% equates to £30 cross-subsidy on a combined bill of £759.

Based on the nominal bill value in Ofwat's PR24 FD, this new level of cross-subsidy allows us to support up to 202,000 or 10% by 2029-30, which is 20,000 more than we commit in our Business Plan in Oct 2023. As the cross-subsidy value increases in line with bill movement, that volume of customers can always be supported irrespective of bill size.

Debt matching schemes: we continue to increase funding to our debt matching scheme bring the total count supported to 4,000 and increasing up to 6,000 customers annually by 2029-30.

Customer support and partnerships: We are also continuing to work across our community with key partners to engage with customers most in need and publicise the support and payment schemes available.

- Data Sharing Agreements with Housing Associations and Age UK to provide direct support to the financially vulnerable.
- New partnership with Kidney Care UK to ensure those customers with kidney disease are getting the best possible support.
- Data sharing agreements with Local Councils to auto enrol eligible customers onto our Essentials Tariff.
- To support the financial wellbeing of our customers, we've joined the Money Advisor Network to allow colleagues to refer customers to immediate, confidential and independent debt advice.
- Launching a benefits calculator and money saving opportunities to help our customers be in the best financial position.
- Out and about in our communities, providing direct support at locations such as Food Banks and Job Centres as well as attending community events.

Environmental and water efficiency: we will continue to offer free water efficiency audits to not-for-profit organisations and small-medium size businesses to support reducing of their overall bill size.

Discounts for large users: We are continuing the phase-out of the discount in our large user tariff in 2026-27, after pausing the phase-out in 2025-26 given the unprecedented increases to wholesale water charges. The impact to water bills in 2026-27 for Large Users is up to 7% greater than the 28.1% average wholesale water increase. The discount for large users will be fully phased out by 2028-29.

Innovative charging:

- **Surface water drainage charging:** we continue to progress our project to implement site-area-based charging, planned to be implemented on a phased basis from 2027-28 which will result in lower overall bills for most household customers by the end of AMP 8
- **Water efficient tariff trials:** with the roll out of smart meter technology, we may trial rising block tariffs or seasonal tariffs to further reduce the average household bill and reward those who are already efficient by shifting the burden of charge to those less efficient users. New water efficient tariffs could be implemented by end of AMP or start of AMP 9 and initial desktop analysis shows this type of tariff could further reduce the average combined household bill by 10% when fully implemented.

Communication with customers

We have been proactively communicating with our customers across a variety of channels over the past year regarding bill increases, including our customer webpage and bill inserts. We will

continue with this bill information campaign from January 2026 to customers across the following channels:

- social media
- e-newsletters
- bill message
- targeted emails

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

Measured customers	Combined bill increase		Water bill increase		Wastewater bill increase / (decrease)		
	£	%	£	%	£	%	
Usage m³/a							
50 m ³ /a	49	11%	47	27%	2	1%	
92 m ³ /a	71	10%	79	27%	(8)	(2%)	
150 m ³ /a	102	9%	123	27%	(21)	(3%)	
200 m ³ /a	129	9%	162	27%	(33)	(4%)	
250 m ³ /a	156	9%	200	27%	(44)	(5%)	
300 m ³ /a	182	9%	238	28%	(56)	(5%)	
350 m ³ /a	209	9%	276	28%	(67)	(5%)	
Assessed measured		Combined bill increase		Water bill increase		Wastewater bill increase / (decrease)	
customers	£	%	£	%	£	%	
Basis of charge							
Single occupier	56	11%	58	27%	(1)	(0%)	
One Bedroom	67	10%	73	27%	(6)	(1%)	
Two Bedroom	78	10%	88	28%	(10)	(2%)	
Three Bedroom	86	10%	100	28%	(14)	(3%)	
Four Bedroom	89	10%	104	28%	(15)	(3%)	
Five Bedroom	92	10%	109	28%	(17)	(3%)	
Rateable Value (RV)		Combined bill increase		Water bill increase		Wastewater bill increase / (decrease)	
customers	£	%	£	%	£	%	
Total RV							
£100	54	10%	57	27%	(2)	(1%)	
£150	71	10%	81	27%	(10)	(2%)	
£200	87	9%	105	28%	(18)	(3%)	
£250	103	9%	129	28%	(26)	(4%)	
£300	119	9%	153	28%	(34)	(4%)	
£350	135	9%	177	28%	(42)	(5%)	
£400	151	9%	201	28%	(50)	(5%)	

1. Business customers

This statement does not discuss the increase in total charges (i.e. wholesale charges plus retail charges) for business customers. This is because we exited the business customer retail market with effect from 1 April 2017, transferring our business customers to Business Stream.

With effect from 1 April 2017, we have set charges for wholesale services, which are paid by all retailers who wish to serve business customers in our region. Business Stream, and other retailers as applicable, are responsible for billing these business customers.

Annex to retail charges assurance statement – compliance with Ofwat's charges scheme rules

Rule no.	Charges scheme rule	Compliance statement
1-6	<i>Introduction and Interpretation</i>	N/A
7	<i>Consumer Council for Water</i>	
7	Before making a charges scheme a relevant undertaker must consult the Consumer Council for Water about its proposed scheme in a timely and effective manner.	<p>Compliant.</p> <p>We commenced engagement with Ofwat and CCWater on 2026-27 charges in August 2023 when we submitted our PR24 2025-30 Business Plan.</p> <p>The engagement to date has comprised an on-going exchange of emails and virtual meetings, including the provision of information to CCWater both proactively and in response to their queries, in particular on the social tariff customer research and site-area-based drainage charges</p>

Rule no.	Charges scheme rule	Compliance statement
8	<i>Bill stability</i>	<p>Compliant.</p> <p>In accordance with our Statement of Significant Changes, which was published on 13 January 2026, every class of household customer will experience an increase in their water charges (i.e. wholesale plus retail) of more than 5% from the previous year. This assumes 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).</p>
8	Undertakers should carry out a proportionate impact assessment whenever the nominal value of bills for a given customer type (assuming a constant level of consumption) is expected to increase by more than 5% from the previous year.	
9-11	<i>Publication</i>	
9	Charges schemes must be published no later than the first working day of the February immediately preceding the Charging Year in relation to which they have effect.	<p>Compliant.</p> <p>We have published our charges schemes on our website by the prescribed deadline of 1 February 2026.</p>
10	Charges schemes must be published on a relevant undertaker's website and in such other manner as the undertaker considers appropriate for the purpose of bringing it to the attention of persons likely to be affected by it.	<p>Compliant.</p> <p>As rule 9.</p> <p>We will also continue to publish customer-friendly versions of the formal charges schemes for household customers.</p>
11	Where a relevant undertaker has published or fixed standard charges otherwise than under a charges scheme for any services provided by that undertaker, charges schemes must state how customers may obtain a copy of such charges and, if applicable, where on a relevant undertaker's website those charges may be found.	<p>Compliant.</p> <p>Our charges schemes signpost readers to where information on other types of charge can be found on our website.</p>

Rule no.	Charges scheme rule	Compliance statement
12-17	Principles for determining the amounts of charges	
12	Consistent principles and approaches must be applied to the calculation of charges for different classes of customers.	<p>Compliant.</p> <p>We apply consistent principles and methodologies to the calculation of charges for different classes of customer.</p>
13	Charging structures must reflect the long run costs associated with providing the relevant service.	<p>Compliant.</p> <p>With the exception of a small number of properties that attract a fixed annual charge, our allowed wholesale water supply revenue in respect of household premises is recovered by variable charges.</p> <p>The costs of providing surface water drainage and highway drainage are recovered by fixed annual charges.</p> <p>Otherwise, with the exception of a small number of properties that attract a fixed annual charge, our allowed wholesale sewerage revenue in respect of household properties is recovered by variable charges.</p>
14	Charges for services provided to domestic premises must be fixed so that the average difference between metered charges and unmetered charges only reflects any differences in the costs of, and the additional benefits of, the provision of one service relative to the other;	<p>Compliant.</p> <p>The difference between our metered and unmetered household retail charges reflects the difference in the efficient cost-to-serve revenue allowances for dual-service metered and unmetered household customers in our PR24 Final Determination.</p>
15	Differences between charges for services provided to larger users of water and charges for services provided to smaller users of water must only be based on cost differences associated with differential use of network assets, differential peaking characteristics, different service levels and/or different service measurement accuracy.	<p>Compliant.</p> <p>The historical difference in charges between our household standard charges and household large user charges are based on cost differences associated with differential use of network assets.</p> <p>The differences were supported by our cost model and were broadly in line with the rest of the industry. As we continue to refine our cost model, we note the cost of water resources are causing increasing financial pressure, and we have commenced phasing out these discounts gradually over several years starting in 2023-24. We opted to postpone this phasing out in 2025-26 given the unprecedented levels of increases to charges. We are continuing this phase out of the discount associated</p>

with Large User Tariffs in 2026-27 and expect it to be fully phased out by 2028-29 and we have consulted with retailers on this amendment.

Rule no.	Charges scheme rule	Compliance statement
16	Where cost differences associated with differential peaking characteristics are used as a basis for differences between charges for services provided to larger users of water and charges for services provided to smaller users of water, the charges fixed on that basis must be structured on an appropriate peak demand basis.	N/A. We do not have charges associated with differential peaking characteristics.
17	Charges for sewerage services must take into account the different pollutant loads associated with household foul sewage, non-household foul sewage, trade effluent, surface water draining from premises and surface water draining from highways.	Compliant. We have separate wholesale sewerage charges for foul drainage, surface water drainage, highway drainage, and trade effluent.

Rule no.	Charges scheme rule	Compliance statement
18	Assessed charges	
18	Charges schemes must allow a customer to choose to pay an assessed charge determined in accordance with this rule in the specified circumstances:	
(a)	(a) The type and amount(s) of an assessed charge must be determined in accordance with the following principles:	
(i)	assessed charges should, as closely as practicable, reflect the metered charges that would apply in relation to the volume of water that is likely to be supplied; and	<p>Compliant.</p> <p>Our assessed charges are based on the number of bedrooms in the customer's home.</p> <p>The average occupancy by bedroom count of household properties in our area has been established using various sources including Census data and occupancy data captured at move-in to our metered households, and this average occupancy data has been applied to average consumption data to derive an assessed annual volume of water supplied for each bedroom count.</p>
(ii)	the amount of an assessed charge payable by an individual who is the sole occupier of domestic premises (a single occupier assessed charge) should reflect the volume of water that is likely to be supplied to domestic premises occupied by one individual in the relevant area.	<p>Compliant.</p> <p>We provide a single occupier assessed charge.</p>
(b)	The specified circumstances for the purposes of this rule are where a water undertaker has received a measured charges notice in accordance with section 144A of the Water Industry Act 1991 but was not obliged to give effect to it because:	<p>N/A</p> <p>Our area has been classed as water-stressed, and household properties in our area were subject to our Universal Metering Programme.</p>
(i)	it is not reasonably practicable to fix charges in respect of the premises by reference to the volume of water supplied, or	
(ii)	to do so would involve the incurring by the undertaker of unreasonable expense.	

Rule no.	Charges scheme rule	Compliance statement
19	<i>Unmetered charges</i>	<p>Charges schemes that include any unmetered charges must clearly state the basis on which those charges are fixed or determined and, in the case of rateable value charges, state:</p> <p class="list-item-l1">(a) which rating valuation list charges are fixed or determined by reference to; and</p> <p class="list-item-l1">(b) if the undertaker uses a different value or other amount to that specified in such a list, the methodology or other basis on which that different value or other amount is calculated.</p>
20-21	<i>Wastewater charges</i>	<p>Sewerage undertakers' charges schemes must provide for a cost reflective reduction in the charges payable for the provision of sewerage services to any premises where the sewerage undertaker knows, or should reasonably have known, that surface water does not drain to a public sewer from those premises.</p>
21	<p>Sewerage undertakers must set out in their charges schemes how any reduction in the charges payable for the provision of sewerage services to any premises will be calculated if customers can demonstrate that they have significantly reduced the volume of surface water draining to a public sewer from their premises or explain why there is no such provision.</p>	<p>Compliant.</p> <p>We have provided customers with a rebate of the surface water drainage charge, upon successful application, since April 2000. Where we make a rebate, we proactively apply the rebate to other properties in the immediate vicinity. Prior to 2015-16, we only backdated the rebate to the start of the charging year in which the claim was made. With effect from 2015-16, we make the rebate effective from 1 April 2015 or the customer's occupation date if this is later.</p>
		<p>Compliant.</p> <p>Our charges schemes explicitly state that we do not offer partial reductions in the surface water drainage charge and explains the basis for this decision.</p>

Rule no.	Charges scheme rule	Compliance statement
22	Trade effluent	<p>Compliant.</p> <p>Note that because we have exited the business customer retail market we no longer publish a charges scheme under the Water Industry Act 1991 in respect of business customers.</p> <p>Our wholesale trade effluent charges are based principally on the Mogden formula, supplemented by our fixed annual consent monitoring charge structure, which better reflects the risk presented by the discharge and the associated monitoring requirements. A new charge for ammonia was introduced for 2021-22. This charge is designed to improve cost-reflectivity but will be phased in over a number of years to balance the competing demands of cost reflectivity and bill stability. We have continued to phase in this charge in 2026-27.</p>
22	Charges to be paid in connection with the carrying out of a sewerage undertaker's trade effluent functions must be based on the Mogden formula, a reasonable variant of the Mogden formula or on a demonstrably more cost reflective basis.	
23	Social tariffs / Concessionary drainage charges	
23	Charges schemes must state:	
(a)	(a) whether or not undertakers have decided to include in the charges scheme:	
(i)	provision designed to reduce charges to community groups in respect of surface water drainage from their property (having had regard to any guidance issued by the Minister under section 43 of the Flood and Water Management Act 2010);	<p>N/A</p> <p>We do not offer concessionary drainage charges, and this is explicitly stated in our household charges schemes.</p> <p>We note that these concessionary charges are principally offered by those water and sewerage companies that have implemented area-based charges for surface water drainage to mitigate the impacts of those charges on groups such as schools, churches, and community organisations.</p>
(ii)	provision designed to reduce charges for individuals who would have difficulty paying in full (having had regard to any guidance issued by the Minister under section 44 of the Flood and Water Management Act 2010); and	<p>Compliant.</p> <p>Our Household Charges Scheme includes provision for a social tariff made under the section 44 of the Flood and Water Management Act 2010 and having had regard to the associated guidance issued by the Minister.</p>
(b)	if any such provision is included, how eligible customers can apply for such reduced charges.	<p>Compliant.</p> <p>Our Household Charges Scheme sets out how eligible customers can apply for the social tariff.</p>

Rule no.	Charges scheme rule	Compliance statement
24	Times and methods of payment	
24	Charges schemes must include provisions giving customers a reasonable choice as to the times and methods of payment of the charges fixed by the scheme.	Compliant. Our charges schemes include provisions giving customers a reasonable choice as to the times and methods of payment of the charges fixed by the scheme.
25	New appointees	N/A

Rule no.	Charges scheme rule	Compliance statement
26-33	Infrastructure charges (English undertakers)	
26	Each relevant undertaker whose area is wholly or mainly in England must fix Infrastructure Charges in a charges scheme.	Compliant – see Statement of Board Assurance provided to the Water Services Regulation Authority 2026-27 charges for new connection services.
27	Infrastructure Charges must be determined in accordance with the principle that the charges should reflect:	
(a)	fairness and affordability;	Compliant – see Statement of Board Assurance provided to the Water Services Regulation Authority 2026-27 charges for new connection services.

Rule no.	Charges scheme rule	Compliance statement
(b)	environmental protection;	Compliant – see Statement of Board Assurance provided to the Water Services Regulation Authority 2026-27 charges for new connection services.

(c)	stability and predictability; and	Compliant – see Statement of Board Assurance provided to the Water Services Regulation Authority 2026-27 charges for new connection services.
(d)	transparency and customer-focused service.	Compliant – see Statement of Board Assurance provided to the Water Services Regulation Authority 2026-27 charges for new connection services.

Rule no.	Charges scheme rule	Compliance statement
28	Infrastructure Charges must be determined in accordance with the principle that the amount of such charges will over each period of five consecutive Charging Years ending on 31 March 2024 and, thereafter, on 31 March in each subsequent year cover the costs of Network Reinforcement that the relevant undertaker reasonably incurs, less any other amounts that the relevant undertaker receives for Network Reinforcement, and before the application of any Income Offset.	Compliant – see Statement of Board Assurance provided to the Water Services Regulation Authority 2026-27 charges for new connection services.
29	Charges schemes must include a clear methodology explaining how Infrastructure Charges have been calculated.	Compliant – see Statement of Board Assurance provided to the Water Services Regulation Authority 2026-27 charges for new connection services.
30	For the avoidance of doubt, Infrastructure Charges must not relate to the costs of reinforcing, upgrading or otherwise modifying existing network infrastructure in order to address pre-existing deficiencies in capacity or in capability unrelated: a) to the provision of a new water main or public sewer pursuant to an agreement with, or a duty owed under the Water Industry Act 1991 to, a person other than a relevant undertaker (including, but not limited to, the provision of a new water main or public sewer pursuant to a requisition under sections 41(1) or 98(1), a section 66D agreement or a section 117E agreement); b) to the adoption of infrastructure under a section 51A or 104 agreement; or c) to connections described in section 146(2) of the Water Industry Act 1991.	Compliant – see Statement of Board Assurance provided to the Water Services Regulation Authority 2026-27 charges for new connection services.
31	Infrastructure Charges may be set as a fixed charge per connection or calculated in accordance with a formula. As long as the difference between amounts is cost-reflective, the amounts of Infrastructure Charges may vary to reflect different circumstances and, in particular, may be different for different geographical areas.	Compliant – see Statement of Board Assurance provided to the Water Services Regulation Authority 2026-27 charges for new connection services.

Rule no.	Charges scheme rule	Compliance statement
32	In making charges schemes, each relevant undertaker must ensure that:	
(a)	Charges schemes clearly set out how Infrastructure Charges have been calculated;	Compliant – see Statement of Board Assurance provided to the Water Services Regulation Authority 2026-27 charges for new connection services.
(b)	The amount of Infrastructure Charges applied in respect of the modification or redevelopment of existing buildings or premises is determined in accordance with the principle that the amount must take due account of any previous usage in the 5 years before the modification or redevelopment began (including supplies of water that were not for domestic purposes and drainage that was not for domestic sewerage purposes) associated with the buildings and/or premises to which the charges are to be applied and be discounted accordingly; and	Compliant – see Statement of Board Assurance provided to the Water Services Regulation Authority 2026-27 charges for new connection services.
(c)	Charges schemes clearly explain the methodology to be applied for determining a discount to reflect previous usage.	Compliant – see Statement of Board Assurance provided to the Water Services Regulation Authority 2026-27 charges for new connection services.
(d)	Charges schemes clearly explain the methodology to be applied for determining any Income Offset.	Compliant – see Statement of Board Assurance provided to the Water Services Regulation Authority 2026-27 charges for new connection services.
33	Rules 26 to 32 above do not apply to:	
(a)	new appointees; or	Not applicable
(b)	any charges scheme that has effect in relation to a period ending before 1 April 2018.	Not applicable

Rule no.	Charges scheme rule	Compliance statement
A1- A3	<i>Annex: Information requirements</i>	
A1	<p>Each undertaker should provide to the Water Services Regulation Authority an assurance statement from its Board of Directors and publish its statement no later than the time of publication of the charges schemes confirming that:</p> <p>(a) the company complies with its legal obligations relating to the charges set out in its charges schemes;</p>	<p>Compliant. We have submitted our assurance statement to Ofwat and published it at the same time we published our retail charges schemes.</p>
		<p>Compliant. Licence Condition B (compliance with price controls): KPMG LLP has provided assurance that our charges are compliant with the applicable price controls. Licence Condition E (undue discrimination and undue preference): In some areas our cost allocation is necessarily based on assumption as opposed to actual data. Where assumptions have been used these have been verified by subject matter experts within the Company. Compliance in this area is subjective and therefore cannot be stated absolutely.</p>

Rule no.	Charges scheme rule	Compliance statement
(b)	the Board has assessed the effects of the new charges on customers' bills for a range of different customer types, and approves the impact assessments and handling strategies developed in instances where bill increases for particular customer types exceed 5%;	<p>Compliant.</p> <p>We include above, as part of this assurance statement submission, a statement explaining the Board's assessment of bill increases</p>
(c)	the company has appropriate systems and processes in place to make sure that the information contained in the charges scheme, and the additional information covered by this annex is accurate; and	<p>KPMG LLP have assured our 2025-26 charges. As part of their work, KPMG performed checks on the base data used for forecasting the number of billed properties and volumes of water and wastewater. For the ten most material charges in terms of revenue yield, KPMG checked the base data used for forecasting purposes back to source systems.</p> <p>Deloitte audited our 2024-25 statutory and regulatory accounts and made the following comment in their report to our Audit Committee: "In addressing the risk of fraud through management override of controls, Deloitte tested the appropriateness of journal entries and other adjustments; assessed whether the judgements made in making accounting estimates were indicative of a potential bias; and evaluated the business rationale of any significant transactions that were considered unusual or outside the normal course of business.</p> <p>No issues were found and Deloitte issued an unqualified audit opinion."</p>
(d)	the company has consulted the Consumer Council for Water (CCWater) in a timely and effective manner on its charges schemes.	<p>Compliant.</p> <p>As rule 7.</p>

Rule no.	Charges scheme rule	Compliance statement
A2	<p>With the exception of new appointees, each undertaker should provide to the Water Services Regulation Authority a statement setting out any significant changes anticipated by the undertaker, and publish the statement, at least three weeks before the publication of the charges schemes. The statement should include the following.</p>	<p>Compliant. On 13 January 2026 we published and provided Ofwat with a statement setting out any significant changes anticipated.</p>
(a)	<p>Confirmation of whether the undertaker is expecting there to be any bill increases of more than 5% from the previous year (for a given customer type assuming a constant level of consumption) and, if such increases are expected:</p> <ul style="list-style-type: none"> <li data-bbox="316 668 691 693">(i) what size increase is expected; <li data-bbox="316 705 923 730">(ii) which customer types are likely to be affected; and <li data-bbox="316 757 1477 811">(iii) the handling strategies adopted by the company or why the company considered that no handling strategies are required. <p>(b) Details of any significant changes in charging policy by the company from the previous year.</p>	N/A
A3	<p>In addition to the assurances set out in A1 above, new appointees' assurance statements must include assurance that their charges schemes offer:</p> <ul style="list-style-type: none"> <li data-bbox="316 1006 1298 1032">(a) levels of service at least comparable to the previous appointee's charges scheme; <li data-bbox="316 1075 1507 1100">(b) prices that do not exceed those in the previous appointee's charges scheme for similar services; and <li data-bbox="316 1143 1372 1197">(c) prices equivalent to those specified in the new appointee's application for each individual appointment or variation area. 	

Summary Log of Consultation with CCWater

Date	CCWater	Southern Water
April 2025	Virtual meeting	To discuss progress on site-area based charging project for surface water drainage
May 2025	Virtual meeting	To discuss revised approach to cross-subsidy customer acceptance testing
Sept 2025	Virtual meeting	Progress update to discuss site-area-based charging and indicative charges based on Ofwat Final determination
Jan 2025	Virtual meeting	To discuss approach to final 2026-27 charges in lieu of CMA FD and progress update on site-area based charging project