

Statement of Significant Changes 2020/21

STATEMENT OF SIGNIFICANT CHANGES

As required under Sections 143(6A) and 143B of the Water Industry Act 1991 – Charges Scheme Rules, South West Water must publish any significant changes to its charges schemes, including where bill increases are expected to be greater than 5% from the previous year. Our Charges Schemes, published separately, set out our charges for all customer types for 2020/21.

Household customers

South West Water is delivering on its New Deal promise to reduce average household bills over the next five years, however a small number of individual charges will increase by more than 5% during 2020/21.

Two metered Watercare tariffs supporting South West Water customers (<50 customers) will increase due to a minor methodology change to ensure that all WaterCare discounts continue to be accurately calculated. Affected customer types are:

South West Water	Expected increase (£)	Expected increase (%)
Single occupier WaterCare Band 2 metered water only	12.38	9.4
Single occupier WaterCare Band 3 metered water only	21.13	10.2

The company will continue to support customers who may struggle to pay their bills through our industry-leading affordability toolkit, including income maximisation, tariff checks and water efficiency audits, revisiting customer individual circumstances where necessary.

Non-household wholesale charges

For a small number of non-household customers (c2.71% of total non-household customers, <2,300) bill increases of greater than 5% are expected for the following customer types:

South West Water	Expected increase (£)	Expected increase (%)
Unmetered sewerage only with SWD* rateable value £300	84.66	6.8
Unmetered church or place or worship sewerage only charge with SWD* rateable value £50	33.89	10.5
Unmetered lock-up garage sewerage only charge with SWD* rateable value £50	10.29	5.1%
Unmetered surface water only charge	16.20	43.8
Bournemouth Water	Expected increase (%)	Expected increase (%)
Unmetered Band 1 assessed metered water charge, one employee	9.57	44.3
Unmetered church or place of worship water charge rateable value £50	7.3	13.6

* Surface water drainage

South West Water will engage with retailers in the non-household market on the appropriate handling strategies for their customers; including promoting the benefits of metering. Where a meter cannot be installed the company will, if requested, engage with the retailer to explore possible solutions.

There are no significant changes to South West Water's charging policy between 2019/20 and 2020/21.