

Household Charges Scheme - Summary 2018-19

South West Water Limited's Area of Operation



CUSTOMER CONTACT INFORMATION

Customers may contact us:

ON-LINE:

You can e-mail us using our on-line form via southwestwater.co.uk.

For all customer contacts including changes of address, debit/credit card payments, Direct Debit applications or instalment applications, visit the website.

BY TELEPHONE:

Accounts Helpline: **0344 346 1010**

Open 8am-6pm Mon-Fri, 9am-1pm Sat, closed on Sundays and bank holidays.

Services Helpline: **0344 346 2020**

Open 8am-6pm Mon-Fri, emergencies only outside these times.

Other Useful Numbers:

Leakage: 0800 230 0561

Minicom: 0800 169 9965

Text Relay: please ring 18001 followed by the helpline number

BY AUTOMATED TELEPHONE SERVICE (24 hours):

Debit card payment 0800 230 0750

Direct Debit set up 0800 083 2365

Meter installation 0800 083 4301

Meter estimate rebilling 0800 083 4247

BY LETTER:

Customer Accounts, South West Water, PO Box 4762, Worthing BN11 9NT.

MAIN OFFICE

Head Office and Registered Office: Peninsula House, Rydon Lane, Exeter, Devon, EX2 7HR.

SECTION 1 - TABLE OF CHARGES FOR SINGLE SERVICE CUSTOMERS 2018/19

The following table contains the tariffs and charges for Domestic customers who only receive either a water service or a sewerage service from South West Water.

Description of Charge	Charge 2018/19 £ (excluding VAT)
Unmeasured Domestic Water Tariff	
1. Fixed charge:	168.90
2. Variable charge (per £ RV)	1.6039
3. Assessed Charge	
One Person Assessed Charge	140.30
Two Person Assessed Charge	209.80
Multi-occupancy Assessed Charge	289.80
Unmeasured Domestic Sewerage Tariff	
1. Fixed charge:	
Properties up to £50 RV – with surface water	153.50
Properties up to £50 RV – no surface water	134.70
Properties over £50 RV – with surface water	175.30
Properties over £50 RV – no surface water	156.50
2. Variable charge	
(per £ RV) foul, surface water and highway	3.4818
(per £ RV) foul water and highway	3.1363
3. Assessed Charge	
One Person Assessed Charge (surface water: no surface water)	207.10 : 169.10
Two Person Assessed Charge (surface water: no surface water)	330.60 : 278.10
Multi-occupancy Assessed Charge (surface water: no surface water)	470.10 : 400.60
4. Surface Water Only Charge	76.10
Measured Domestic Water Tariff	
1. Fixed charge (Meter size):	
up to and incl. 22mm	52.90
2. Volume charge (per cubic metre)	1.8382
Measured Domestic Sewerage Tariff	
1. Fixed charge (Meter size):	
up to and incl. 22mm – surface water/no surface water	52.98 : 34.14
2. Volume charge	
(per cubic metre) foul, surface & highway	3.4150
(per cubic metre) foul and highway	2.9978

SECTION 2 – TABLE OF CHARGES FOR DUAL SERVICE CUSTOMERS 2018/19

The following table contains the tariffs and charges for Domestic customers who receive both water and sewerage services from South West Water.

Description of Charge	Charge 2018/19 £ (excluding VAT)
Unmeasured Domestic Water Tariff	
1. Fixed charge:	154.30
2. Variable charge (per £ RV)	1.6039
3. Assessed Charge	
One Person Assessed Charge	123.90
Two Person Assessed Charge	193.40
Multi-occupancy Assessed Charge	273.40
Unmeasured Domestic Sewerage Tariff	
1. Fixed charge:	
Properties up to £50 RV – with surface water	138.90
Properties up to £50 RV – no surface water	120.10
Properties over £50 RV – with surface water	160.70
Properties over £50 RV – no surface water	141.90
2. Variable charge	
(per £ RV) foul, surface water and highway	3.4818
(per £ RV) foul water and highway	3.1363
3. Assessed Charge	
One Person Assessed Charge (surface water: no surface water)	194.20 : 156.20
Two Person Assessed Charge (surface water: no surface water)	317.70 : 265.20
Multi-occupancy Assessed Charge (surface water: no surface water)	457.20 : 387.70
4. Surface Water Only Charge	61.50
Measured Domestic Water Tariff	
1. Fixed charge (Meter size):	
up to and incl. 22mm	36.50
23mm to 28mm	50.51
2. Volume charge (per cubic metre)	1.8382
Measured Domestic Sewerage Tariff	
1. Fixed charge (Meter size):	
up to and incl. 22mm – surface water/no surface water	40.08 : 21.24
2. Volume charge	
(per cubic metre) foul, surface & highway	3.4150
(per cubic metre) foul and highway	2.9978

SECTION 3 – TABLE OF CHARGES – SUPPORT TARIFFS 2018/19

The following table contains the tariffs and charges for Domestic customers who are on either the WaterCare or WaterSure tariff.

Description of Charge	Charge 2018/19 £ (excluding VAT)		
Unmeasured Domestic Water Tariff			
1. WaterCare Tariff Assessed Charge Band 1 : 2 : 3 One Person Assessed Charge Two Person Assessed Charge Multi-occupancy Assessed Charge	<u>1</u>	<u>2</u>	<u>3</u>
	72.00	97.00	107.00
	106.00	147.50	164.50
	144.50	205.50	230.00
Unmeasured Domestic Sewerage Tariff			
1. WaterCare Tariff Assessed Charge Band 1 : 2 : 3 One Person Assessed Charge (surface water) Two Person Assessed Charge(surface water) Multi-occupancy Assessed Charge (surface water)	<u>1</u>	<u>2</u>	<u>3</u>
	90.50	150.50	167.50
	167.50	240.00	269.00
	235.50	342.50	385.00
One Person Assessed Charge (no surface water) Two Person Assessed Charge(no surface water) Multi-occupancy Assessed Charge (no surface water)			
	75.00	121.50	135.00
	141.00	200.50	224.50
	201.00	290.00	326.00
Measured Domestic Water Tariff			
1. WaterCare Tariff (Fixed charge) WaterCare Band 1 WaterCare Band 2 WaterCare Band 3			
		29.80	
		33.76	
		35.32	
2. WaterCare Tariff Volume charge (per cubic metre) WaterCare Band 1 WaterCare Band 2 WaterCare Band 3			
		0.8892	
		1.3337	
		1.5116	
3. WaterSure Tariff annual charge			
		213.43	
Measured Domestic Sewerage Tariff			
1. WaterCare Tariff (Fixed charge) WaterCare 1- surface water/no surface water WaterCare 2- surface water/no surface water WaterCare 3- surface water/no surface water			
		32.44 : 23.08	
		37.72 : 23.56	
		39.76 : 23.68	
2. WaterCare Tariff Volume Charge (per cubic metre) WaterCare 1 surface water/no surface water WaterCare 2 surface water/no surface water WaterCare 3 surface water/no surface water			
		1.6607 : 1.4521	
		2.4911 : 2.1782	
		2.8232 : 2.4686	
3. WaterSure Tariff annual charge			
		325.02	



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