

# Household Charges Scheme - Summary 2022-23



## South West Water Limited's Area of Operation



### CUSTOMER CONTACT INFORMATION

Customers may contact us:

#### ON-LINE:

You can contact us online via [southwestwater.co.uk/contact-us](https://southwestwater.co.uk/contact-us).

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.

#### Enquiries about charges payable for a property

If a meter has been installed at a property we shall require a new occupier to pay measured charges, even if the current occupier is not paying measured charges.

If you wish to check whether you will pay measured or unmeasured charges for a property you are thinking of buying, please contact us as above.

## SECTION 1 - TABLE OF CHARGES FOR SINGLE SERVICE CUSTOMERS 2022/23

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 2022/23 £ (excluding VAT)
<b>Unmeasured Domestic Water Tariff</b>	
1. Fixed charge	175.74
2. Variable charge (per £ RV)	1.5235
3. Assessed Charge	
One Person Assessed Charge	151.46
Two Person Assessed Charge	218.72
Multi-occupancy Assessed Charge	276.38
<b>Unmeasured Domestic Sewerage Tariff</b>	
1. Fixed charge:	
Properties up to £50 RV – with surface water	150.94
Properties up to £50 RV – no surface water	128.82
Properties over £50 RV – with surface water	173.44
Properties over £50 RV – no surface water	151.32
2. Variable charge	
(per £ RV) foul, surface water and highway	3.7198
(per £ RV) foul water and highway	3.2198
3. Assessed Charge	
One Person Assessed Charge (surface water: no surface water)	217.79 : 172.40
Two Person Assessed Charge (surface water: no surface water)	321.92 : 259.90
Multi-occupancy Assessed Charge (surface water: no surface water)	411.17 : 334.90
4. Surface Water Only Charge	73.25
<b>Measured Domestic Water Tariff</b>	
1. Fixed charge (Meter size): up to and incl. 22mm	57.29
2. Volume charge (per cubic metre)	1.9219
<b>Measured Domestic Sewerage Tariff</b>	
1. Fixed charge (Meter size): up to and incl. 22mm – surface water/no surface water	72.01 : 49.89
2. Volume charge	
(per cubic metre) foul, surface & highway	3.1317
(per cubic metre) foul and highway	2.6317

## SECTION 2 – TABLE OF CHARGES FOR DUAL SERVICE CUSTOMERS 2022/23

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 2022/23 £ (excluding VAT)
<b>Unmeasured Domestic Water Tariff</b>	
1. Fixed charge	162.75
2. Variable charge (per £ RV)	1.5235
3. Assessed Charge	
One Person Assessed Charge	135.64
Two Person Assessed Charge	202.90
Multi-occupancy Assessed Charge	260.56
<b>Unmeasured Domestic Sewerage Tariff</b>	
1. Fixed charge:	
Properties up to £50 RV – with surface water	137.95
Properties up to £50 RV – no surface water	115.83
Properties over £50 RV – with surface water	160.45
Properties over £50 RV – no surface water	138.33
2. Variable charge	
(per £ RV) foul, surface water and highway	3.7198
(per £ RV) foul water and highway	3.2198
3. Assessed Charge	
One Person Assessed Charge (surface water: no surface water)	200.44 : 155.05
Two Person Assessed Charge (surface water: no surface water)	304.57 : 242.55
Multi-occupancy Assessed Charge (surface water: no surface water)	393.82 : 317.55
4. Surface Water Only Charge	60.26
<b>Measured Domestic Water Tariff</b>	
1. Fixed charge (Meter size): up to and incl. 22mm	41.47
2. Volume charge (per cubic metre)	1.9219
<b>Measured Domestic Sewerage Tariff</b>	
1. Fixed charge (Meter size): up to and incl. 22mm – surface water/no surface water	54.66 : 32.54
2. Volume charge	
(per cubic metre) foul, surface & highway	3.1317
(per cubic metre) foul and highway	2.6317

## SECTION 3 – TABLE OF CHARGES – SUPPORT TARIFFS 2022/23

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

Description of Charge	Charge 2022/23 £ (excluding VAT)				
<b>Unmeasured Domestic Water Tariff</b>					
1. WaterCare Tariff Assessed Charge Band 1 : 2 : 3 : 4 : 5	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
One Person Assessed Charge	75.73	113.59	128.74	37.87	22.71
Two Person Assessed Charge	109.37	164.04	185.92	54.68	32.80
Multi-occupancy Assessed Charge	138.20	207.28	234.93	69.10	41.45
<b>Unmeasured Domestic Sewerage Tariff</b>					
1. WaterCare Tariff Assessed Charge Band 1 : 2 : 3 : 4 : 5	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
One Person Assessed Charge (surface water)	108.90	163.35	185.13	54.45	32.67
Two Person Assessed Charge(surface water)	160.97	241.44	273.63	80.48	48.29
Multi-occupancy Assessed Charge (surface water)	205.59	308.38	349.50	102.79	61.67
One Person Assessed Charge (no surface water)	86.20	129.30	146.54	43.10	25.86
Two Person Assessed Charge(no surface water)	129.96	194.93	220.92	64.97	38.98
Multi-occupancy Assessed Charge (no surface water)	167.46	251.18	284.67	83.72	50.23
<b>Measured Domestic Water Tariff</b>					
1. WaterCare Tariff (Fixed charge)					
WaterCare Band 1			28.65		
WaterCare Band 2			42.96		
WaterCare Band 3			48.70		
WaterCare Band 4			14.32		
WaterCare Band 5			8.59		
2. WaterCare Tariff Volume charge (per cubic metre)					
WaterCare Band 1			0.9609		
WaterCare Band 2			1.4414		
WaterCare Band 3			1.6336		
WaterCare Band 4			0.4805		
WaterCare Band 5			0.2883		
3. WaterSure Tariff annual charge			200.45		
<b>Measured Domestic Sewerage Tariff</b>					
1. WaterCare Tariff (Fixed charge)					
WaterCare 1- surface water/no surface water			36.01 : 24.95		
WaterCare 2- surface water/no surface water			54.01 : 37.42		
WaterCare 3- surface water/no surface water			61.21 : 42.41		
WaterCare 4- surface water/no surface water			18.00 : 12.47		
WaterCare 5- surface water/no surface water			10.80 : 7.48		
2. WaterCare Tariff Volume Charge (per cubic metre)					
WaterCare 1 - surface water/no surface water			1.5658 : 1.3158		
WaterCare 2 - surface water/no surface water			2.3488 : 1.9738		
WaterCare 3 - surface water/no surface water			2.6619 : 2.2369		
WaterCare 4 - surface water/no surface water			0.7829 : 0.6579		
WaterCare 5 - surface water/no surface water			0.4698 : 0.3948		
3. WaterSure Tariff annual charge			276.32		

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

Description of Charge	Charge 2022/23 £ (excluding VAT)				
<b>Unmeasured Domestic Water Tariff</b>					
2. WaterCare Tariff Assessed Charge Band 1 : 2 : 3 : 4 : 5	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
One Person Assessed Charge	67.82	101.73	115.29	33.91	20.34
Two Person Assessed Charge	101.46	152.18	172.47	50.72	30.43
Multi-occupancy Assessed Charge	130.29	195.42	221.48	65.14	39.08
<b>Unmeasured Domestic Sewerage Tariff</b>					
2. WaterCare Tariff Assessed Charge Band 1 : 2 : 3 : 4 : 5	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
One Person Assessed Charge (surface water)	100.22	150.34	170.38	50.12	30.07
Two Person Assessed Charge(surface water)	152.29	228.43	258.88	76.15	45.69
Multi-occupancy Assessed Charge (surface water)	196.91	295.37	334.75	98.46	59.07
One Person Assessed Charge (no surface water)	77.52	116.29	131.79	38.77	23.26
Two Person Assessed Charge(no surface water)	121.28	181.92	206.17	60.64	36.38
Multi-occupancy Assessed Charge (no surface water)	158.78	238.17	269.92	79.39	47.63
<b>Measured Domestic Water Tariff</b>					
4. WaterCare Tariff (Fixed charge)					
WaterCare Band 1			20.74		
WaterCare Band 2			31.10		
WaterCare Band 3			35.25		
WaterCare Band 4			10.36		
WaterCare Band 5			6.22		
5. WaterCare Tariff Volume charge (per cubic metre)					
WaterCare Band 1			0.9609		
WaterCare Band 2			1.4414		
WaterCare Band 3			1.6336		
WaterCare Band 4			0.4805		
WaterCare Band 5			0.2883		
6. WaterSure Tariff annual charge			200.45		
<b>Measured Domestic Sewerage Tariff</b>					
4. WaterCare Tariff (Fixed charge)					
WaterCare 1 - surface water/no surface water			27.33	16.27	
WaterCare 2 - surface water/no surface water			41.00	24.41	
WaterCare 3 - surface water/no surface water			46.46	27.66	
WaterCare 4 - surface water/no surface water			13.67	8.14	
WaterCare 5 - surface water/no surface water			8.20	4.88	
5. WaterCare Tariff Volume Charge (per cubic metre)					
WaterCare 1 -- surface water/no surface water			1.5658	1.3158	
WaterCare 2 - surface water/no surface water			2.3488	1.9738	
WaterCare 3 - surface water/no surface water			2.6619	2.2369	
WaterCare 4 - surface water/no surface water			0.7829	0.6579	
WaterCare 5 - surface water/no surface water			0.4698	0.3948	
6. WaterSure Tariff annual charge			276.32		