

Household Charges Scheme - Summary 2024-25



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.

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 2024/25

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 2024/25 £ (excluding VAT)
Unmeasured Domestic Water Tariff	
1. Fixed charge	195.27
2. Variable charge (per £ RV)	1.7067
3. Assessed Charge	
One Person Assessed Charge	165.43
Two Person Assessed Charge	235.86
Multi-occupancy Assessed Charge	300.07
Unmeasured Domestic Sewerage Tariff	
1. Fixed charge:	
Properties up to £50 RV – with surface water	166.01
Properties up to £50 RV – no surface water	144.22
Properties over £50 RV – with surface water	190.60
Properties over £50 RV – no surface water	168.81
2. Variable charge	
(per £ RV) foul, surface water and highway	3.8303
(per £ RV) foul water and highway	3.3695
3. Assessed Charge	
One Person Assessed Charge (surface water: no surface water)	238.57 : 194.89
Two Person Assessed Charge (surface water: no surface water)	345.82 : 287.26
Multi-occupancy Assessed Charge (surface water: no surface water)	443.61 : 371.48
4. Surface Water Only Charge	81.26
Measured Domestic Water Tariff	
1. Fixed charge (Meter size): up to and incl. 22mm	61.86
2. Volume charge (per cubic metre)	2.0714
Measured Domestic Sewerage Tariff	
1. Fixed charge (Meter size): up to and incl. 22mm – surface water/no surface water	80.84 : 59.05
2. Volume charge	
(per cubic metre) foul, surface & highway	3.3206
(per cubic metre) foul and highway	2.8598

SECTION 2 – TABLE OF CHARGES FOR DUAL SERVICE CUSTOMERS 2024/25

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 2024/25 £ (excluding VAT)
Unmeasured Domestic Water Tariff	
1. Fixed charge	180.66
2. Variable charge (per £ RV)	1.7067
3. Assessed Charge	
One Person Assessed Charge	148.29
Two Person Assessed Charge	218.72
Multi-occupancy Assessed Charge	282.93
Unmeasured Domestic Sewerage Tariff	
1. Fixed charge:	
Properties up to £50 RV – with surface water	151.40
Properties up to £50 RV – no surface water	129.61
Properties over £50 RV – with surface water	175.99
Properties over £50 RV – no surface water	154.20
2. Variable charge	
(per £ RV) foul, surface water and highway	3.8303
(per £ RV) foul water and highway	3.3695
3. Assessed Charge	
One Person Assessed Charge (surface water: no surface water)	218.72 : 175.04
Two Person Assessed Charge (surface water: no surface water)	325.97 : 267.41
Multi-occupancy Assessed Charge (surface water: no surface water)	423.76 : 351.63
4. Surface Water Only Charge	66.65
Measured Domestic Water Tariff	
1. Fixed charge (Meter size): up to and incl. 22mm	44.72
2. Volume charge (per cubic metre)	2.0714
Measured Domestic Sewerage Tariff	
1. Fixed charge (Meter size): up to and incl. 22mm – surface water/no surface water	60.99 : 39.20
2. Volume charge	
(per cubic metre) foul, surface & highway	3.3206
(per cubic metre) foul and highway	2.8598

SECTION 3 – TABLE OF CHARGES – SUPPORT TARIFFS 2024/25

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 2024/25 £ (excluding VAT)				
Unmeasured Domestic Water Tariff					
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	82.72	124.08	140.61	41.36	24.82
Two Person Assessed Charge	117.94	176.90	200.48	58.96	35.38
Multi-occupancy Assessed Charge	150.04	225.06	255.06	75.02	45.01
2. Household Assist					
Assist Band 1 (0% Discount)			224.04		
Assist Band 2 (15% Discount)			190.44		
Assist Band 3 (25% Discount)			168.03		
Assist Band 4 (50% Discount)			112.02		
Assist Band 5 (75% Discount)			56.01		
Assist Band 6 (85% Discount)			33.61		
Unmeasured Domestic Sewerage Tariff					
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)	119.29	178.93	202.79	59.64	35.78
Two Person Assessed Charge (surface water)	172.91	259.37	293.95	86.46	51.87
Multi-occupancy Assessed Charge (surface water)	221.81	332.71	377.07	110.90	66.54
One Person Assessed Charge (no surface water)	97.45	146.17	165.66	48.72	29.23
Two Person Assessed Charge (no surface water)	143.63	215.45	244.17	71.82	43.09
Multi-occupancy Assessed Charge (no surface water)	185.74	278.61	315.76	92.87	55.72
2. Household Assist					
Assist Band 1 (0% Discount)			312.05		
Assist Band 2 (15% Discount)			265.24		
Assist Band 3 (25% Discount)			234.04		
Assist Band 4 (50% Discount)			156.01		
Assist Band 5 (75% Discount)			78.01		
Assist Band 6 (85% Discount)			46.81		
Measured Domestic Water Tariff					
1. WaterCare Tariff (Fixed charge)					
WaterCare Band 1			30.93		
WaterCare Band 2			46.40		
WaterCare Band 3			52.58		
WaterCare Band 4			15.46		
WaterCare Band 5			9.28		
2. WaterCare Tariff Volume charge (per cubic metre)					
WaterCare Band 1			1.0357		
WaterCare Band 2			1.5536		
WaterCare Band 3			1.7607		
WaterCare Band 4			0.5179		
WaterCare Band 5			0.3107		
3. WaterSure Tariff annual charge			204.22		

Measured Domestic Sewerage Tariff	
1. WaterCare Tariff (Fixed charge)	
WaterCare 1- surface water/no surface water	40.42 : 29.53
WaterCare 2- surface water/no surface water	60.63 : 44.29
WaterCare 3- surface water/no surface water	68.72 : 50.20
WaterCare 4- surface water/no surface water	20.21 : 14.77
WaterCare 5- surface water/no surface water	12.12 : 8.86
2. WaterCare Tariff Volume Charge (per cubic metre)	
WaterCare 1 surface water/no surface water	1.6603 : 1.4299
WaterCare 2 surface water/no surface water	2.4904 : 2.1448
WaterCare 3 surface water/no surface water	2.8225 : 2.4308
WaterCare 4 surface water/no surface water	0.8302 : 0.7150
WaterCare 5 surface water/no surface water	0.4981 : 0.4290
3. WaterSure Tariff annual charge	285.91

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 2024/25 £ (excluding VAT)				
Unmeasured Domestic Water Tariff					
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	74.15	111.22	126.04	37.08	22.25
Two Person Assessed Charge	109.37	164.04	185.91	54.68	32.81
Multi-occupancy Assessed Charge	141.47	212.20	240.49	70.74	42.44
2. Household Assist					
Assist Band 1 (0% Discount)			224.04		
Assist Band 2 (15% Discount)			190.44		
Assist Band 3 (25% Discount)			168.03		
Assist Band 4 (50% Discount)			112.02		
Assist Band 5 (75% Discount)			56.01		
Assist Band 6 (85% Discount)			33.61		
Unmeasured Domestic Sewerage Tariff					
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)	109.36	164.04	185.92	54.68	32.80
Two Person Assessed Charge (surface water)	162.99	244.48	277.08	81.50	48.89
Multi-occupancy Assessed Charge (surface water)	211.89	317.82	360.20	105.94	63.56
One Person Assessed Charge (no surface water)	87.53	131.28	148.79	43.76	26.25
Two Person Assessed Charge (no surface water)	133.71	200.56	227.30	66.86	40.11
Multi-occupancy Assessed Charge (no surface water)	175.82	263.72	298.89	87.91	52.74
2. Household Assist					
Assist Band 1 (0% Discount)			312.05		
Assist Band 2 (15% Discount)			265.24		
Assist Band 3 (25% Discount)			234.04		
Assist Band 4 (50% Discount)			156.01		
Assist Band 5 (75% Discount)			78.01		
Assist Band 6 (85% Discount)			46.81		
Measured Domestic Water Tariff					
4. WaterCare Tariff (Fixed charge)					
WaterCare Band 1			22.35		
WaterCare Band 2			33.54		
WaterCare Band 3			38.01		
WaterCare Band 4			11.18		
WaterCare Band 5			6.71		
5. WaterCare Tariff Volume charge (per cubic metre)					
WaterCare Band 1			1.0357		
WaterCare Band 2			1.5536		
WaterCare Band 3			1.7607		
WaterCare Band 4			0.5179		
WaterCare Band 5			0.3107		
6. WaterSure Tariff annual charge			204.22		

Measured Domestic Sewerage Tariff	
1. WaterCare Tariff (Fixed charge)	
WaterCare 1- surface water/no surface water	30.50 : 19.61
WaterCare 2- surface water/no surface water	45.74 : 29.40
WaterCare 3- surface water/no surface water	51.85 : 33.33
WaterCare 4- surface water/no surface water	15.25 : 9.81
WaterCare 5- surface water/no surface water	9.14 : 5.88
2. WaterCare Tariff Volume Charge (per cubic metre)	
WaterCare 1- surface water/no surface water	1.6603 : 1.4299
WaterCare 2- surface water/no surface water	2.4904 : 2.1448
WaterCare 3- surface water/no surface water	2.8225 : 2.4308
WaterCare 4- surface water/no surface water	0.8302 : 0.7150
WaterCare 5- surface water/no surface water	0.4981 : 0.4290
3. WaterSure Tariff annual charge	285.91