

# Water and sewerage charges 2012-13

## A guide for metering programme customers



Southern Water is an appointed provider of water supply and sewerage services in Hampshire, Isle of Wight, Sussex and Kent.

The services we provide are governed by the Water Industry Act 1991, which requires us to set out in a formal document called a 'Charges Scheme' how we will raise charges for those services. All our charges have to be approved each year by Ofwat, the independent regulator of the water industry.

The Secretary of State has determined the whole of our water supply area to be an area of serious water stress. By virtue of regulations made under the Water Industry Act 1999, this provides us with legal powers to install water meters for charging purposes.

We are carrying out a metering programme, on an area-by-area basis. Under our metering programme, household properties in our water supply areas will be metered for charging purposes. Meters fitted under our metering programme will be fitted free of charge.

We have developed two special tariffs for customers metered under our metering programme, in order to help them make the change to metered charges. These tariffs are known as the Changeover Tariff and the Support Tariff.

The information in this booklet only applies to customers paying the Changeover Tariff or the Support Tariff.

The map on page 14 shows Southern Water's area of operation. If you receive your water supply from Southern Water but are not paying the Changeover Tariff or the Support Tariff, then please see our booklet **Southern Water charges 2012-13: A guide for household customers**.

Please note that if you receive either your water supply or sewerage service from another company, you will need to contact them for details of how they charge for their service. Our charges are reviewed each year and the amounts shown in this booklet relate only to the year starting 1 April 2012.

If you are unsure about anything contained in this booklet or would like more information, please contact our Customer Services Centre. Details on how to contact us can be found at the end of this booklet.

**Please note that this booklet is not a legal document and does not take the place of our formal metering programme charges scheme. The intention of the booklet is to provide you with a summary of the key elements of our metering programme charges scheme. Please contact us if you would like a copy of this document.**

## How to use this guide

Please begin by reading **Section 1**, and then go:

- to **Section 2** if your water supply is **metered** and you are paying the **Changeover Tariff**, or
- to **Section 3** if your water supply is **not metered** and you are paying the **Changeover Tariff**, or
- to **Section 4** if your water supply is **metered** and you are paying the **Support Tariff**, or
- to **Section 5** if your water supply is **not metered** and you are paying the **Support Tariff**.

**Section 6** gives details of another kind of **special help** available if you meet certain conditions (WaterSure tariff).

**Section 7** tells you about **paying your bill**.

**Section 8** tells you about how we may use your **personal information**.

**Section 9** tells you what to do if you are **moving home**, want to apply for a **surface water drainage rebate**, make a **complaint**, what happens if you enter into any **formal insolvency procedure** and **where your money goes**.

**Section 10** sets out our **schedule of charges** for 2012-13

**Section 11** tells you how to contact us.

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# Section 1:

## General principles

### Installing meters under our metering programme

By March 2015, we aim to have installed meters for 92% of our water supply customers under our metering programme

It is anticipated, however, that for the remaining 8% of customers we will not be able to install a meter under our metering programme. This is because the water supply arrangements to some properties are complicated, and it is not possible for us to meter all the water supplied at reasonable cost.

Typically, we will be able to install a meter under our metering programme where:

- only a single meter is required to record all the water supplied to the property;
- the meter can be located in our preferred location, which is normally in the public highway footpath at the location of the external stoptap; and
- the cost of reinstatement is reasonable.

The circumstances in which we will be unable to install a meter under our metering programme include:

- the cost of separating the customer's water supply pipe where it is shared with other customers;
- the cost of installing additional meters if the customer's home is served by more than one supply or an additional shared supply;
- the cost of alterations to existing plumbing to enable a meter to be installed; and
- the cost of installing a meter in a location that is not our preferred location.

### Where a meter is installed under our metering programme

If your water supply is **metered** under our metering programme you will switch from paying unmetered charges to paying **metered charges**, which are linked to the amount of water you use.

If you receive sewerage services from us, your sewerage charges will be also be metered charges.

Once a meter has been fitted, metered charges will always be payable.

### Where a meter is not installed under our metering programme

If we are unable to meter the water supply to your home under our metering programme for the reasons set out earlier in this section you will switch from paying unmetered charges to paying **assessed charges**, which are based on the number of bedrooms in your home or on single occupancy. If you receive sewerage services from us, your sewerage charges will also be assessed charges.

Once this switch has taken place assessed charges will always be payable, unless circumstances should change at a later date which allow us to meter your water supply. In these circumstances, your charges will switch from assessed charges to metered charges following the installation of the meter.

### No Access Charge

In order to progress the installation of your meter, we may need access to your property.

In these circumstances, we will ask you to agree an appointment with us. We will make extensive effort to make contact with you, and will be flexible when arranging appointments. However, if despite our efforts we are unable to obtain your co-operation to progress the installation of a meter, we will switch you from unmetered charges to our **No Access charge** with effect from the date on which we planned to install your meter.

The No Access charge is a fixed annual charge, and comprises separate rates for the water supply service and the sewerage service. Therefore if we place you on the No Access charge you do not have the option of the single occupier discount, or the financial assistance provided by the Changeover Tariff and the Support Tariff. This means that you may well pay more for your water services than if charged on a metered basis.

If we have placed you on the No Access charge but you later assist us with the metering process, and we are able to install

a meter, we will cancel the No Access Charge and switch you to metered charges with effect from the original planned meter installation date. Your metered charges will then be backdated for the period up to the actual meter installation date based on a check meter reading.

If we are unable to install a meter, we will switch you to assessed charges with effect from the original planned installation date, based on the number of bedrooms in your home or, where appropriate, on single occupancy. In either circumstance, you will be entitled to the assistance provided by the Changeover Tariff and, if applicable, the Support Tariff.

If you move into a property at which the former customer was paying the No Access charge, we will contact you to progress the installation of a meter.

Where we are able to install a meter, we will place you on metered charges with effect from the date that you occupied the property. Your charges for the period up to the actual meter installation date will be estimated based on a check meter reading.

Where you assist us with access to your new property, but we are unable to install a meter, we will place you on assessed charges with effect from the date that you occupied the property, based on the number of bedrooms in your home or, where appropriate, on single occupancy.

In either circumstance, you will be entitled to the assistance provided by the Changeover Tariff and, if applicable, the Support Tariff. If, however, you do not assist us with access to your new property, you will be placed on the No Access charge with effect from the date that you occupied the property.

## Section 1: General principles continued

### Single occupier charge

If you pay assessed charges and you live alone you may apply to pay the single occupier charge.

If you apply for this charge you must provide evidence of single occupancy; for example a copy of your current Council Tax bill containing a single occupier discount.

You will need to provide evidence of single occupancy each year if you wish to continue to take advantage of the charge. We will contact you at the appropriate time to remind you.

You must notify us promptly if your circumstances change and you no longer live alone. In these circumstances, your assessed charges will be based on the number of bedrooms in your home with effect from the day after the change in occupancy occurs.

### The Changeover and Support Tariffs

As mentioned in the Introduction, we have put in place the Changeover Tariff and the Support Tariff in order to help customers make the change to metered charges.

These tariffs are aimed at assisting those customers facing a bill increase as a result of moving from unmetered to metered charges. They are also available to customers moving from unmetered to assessed charges.

If you wish to take advantage of our Changeover Tariff you must contact us to let us know. If you wish to take advantage of our Support Tariff you must first complete our application process. Information on how to contact us is provided in Section 11.

Customers who will benefit from lower bills as a result of the switch to metered charges can move directly to paying our normal metered tariff following the installation of their meter.

Similarly, customers who will benefit from lower bills as a result of the switch to assessed charges can move directly to paying our normal assessed charges.

Customers paying our normal metered tariff or normal assessed charges should see our booklet **Southern Water charges 2012-13: A guide for household customers.**

### Unoccupied property

Our charges may remain payable if a property is unoccupied, unless the water supply has been disconnected because it is unoccupied. Where the water supply to a property is disconnected for this reason, our charges remain payable to the day before the water supply is disconnected.

### Ownership of water meters

Southern Water owns and is responsible for any water meter it has installed. It is a criminal offence to damage, or tamper with, a meter or any other apparatus that belongs to us. Where a meter or other apparatus has been deliberately damaged or tampered with, the customer is liable for the repair or replacement costs incurred by us.

### The switch date

We call the date that we switch you from unmetered charges to metered charges, or from unmetered charges to assessed charges if you cannot have a meter, the switch date.

If you have a meter installed under our metering programme, the switch date will either be the date that we install your meter, or a later date that we will inform you of.

If you cannot have a meter installed, the switch date will normally be the date that our surveyor concludes that your home cannot be metered under our metering programme.

## Section 2: For customers with a metered water supply who are paying the Changeover Tariff

### How the Changeover Tariff can assist

If your metered charges are likely to be higher than your unmetered charges, the Changeover Tariff will assist you in making the change to full metered charges.

It does this by introducing metered charges in steps over the first two years following your switch to metered charging, which gives you time to budget appropriately and review your water use. The difference between what you have paid while on the Changeover Tariff and what you would have paid on the normal metered tariff does not have to be repaid to us.

### Requesting the Changeover Tariff

If your home is metered under our metering programme, you may request that we place you on the Changeover Tariff.

Your request must be received by us within 24 months of the date on which we switched your charges from unmetered to metered.

If you move out of your home and you have not requested to be placed on the Changeover Tariff, then your closing bill will be based on our normal metered tariff (as shown in Section 10).

### Start and end of the Changeover Tariff

You may choose whether to have the Changeover Tariff applied from the date you switched to metered charges, or from the start date of a later billing period within the first 24 months of metered charging.

If at the time we receive your request we have already billed you on our normal metered tariff (as shown in Section 10), we will cancel those charges in accordance with your choice of dates, and re-bill you for the same period on the Changeover Tariff.

The Changeover Tariff shall end 24 months after the date we switched you to metered charges. Charges after this date will be based on our normal metered tariff.

If at any time while you are on the Changeover Tariff you decide that you would rather be charged on our normal metered tariff, then you may request that we switch you to our normal metered tariff.

In these circumstances you may choose whether to have our normal metered tariff applied from the date you switched to the Changeover Tariff, or from the start date of a later billing period. Where we have billed you on the Changeover Tariff, the charges will be cancelled in accordance with your choice of dates, and we will re-bill you for the same period on our normal metered tariff.

If you choose to switch from the Changeover Tariff to our normal metered tariff, you will not be able to go back onto the Changeover Tariff at a later date.

### How the Changeover Tariff works

When we bill you on the Changeover Tariff, we start by making the following calculations:

1. We calculate what your metered charges would be for the billing period if you were paying our normal metered tariff (as shown in Section 10). We call this the **measured element**.
2. We calculate what your unmetered charges would have been for the billing period if we hadn't installed a meter under our metering programme and you were paying our normal unmetered tariff (as shown in Section 10). We call this the **unmeasured element**.

The amount we actually bill you under the Changeover Tariff depends on how much time has gone by since we switched you to metered charges.

During the first year after we switch you to metered charges, we calculate your bill by adding together:

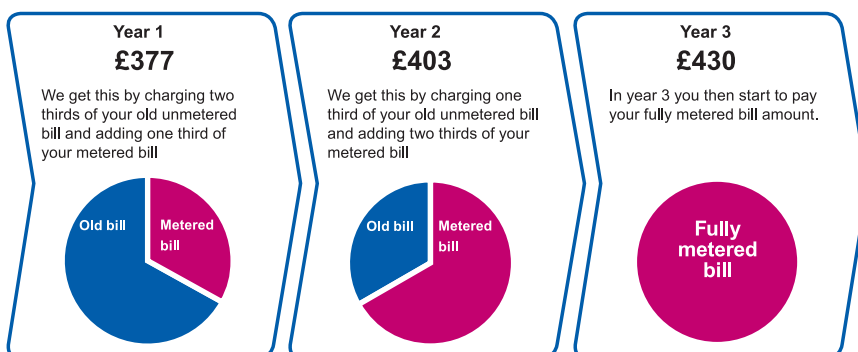
- 33.3% of the measured element (see 1. above) and
- 66.7% of the unmeasured element (see 2. above).

During the second year after we switch you to metered charges, we calculate your bill by adding together:

- 66.6% of the measured element (see 1. above) and
- 33.4% of the unmeasured element (see 2. above).

An example of how the Changeover Tariff would work is provided below for a customer with unmetered charges of £350 and metered charges of £430.

This example is based on year 1 prices, and assumes the customer uses the same amount of water in year 1 as in year 2.



## Section 2:

# For customers with a metered water supply who are paying the Changeover Tariff continued

### How the measured and unmeasured elements are calculated

The measured element is based on our normal metered tariff and the unmeasured element is based on our normal unmetered tariff. These tariffs are shown in Section 10.

#### (a) Measured element

The measured element consists of:

1. A standing charge for each service provided.
2. A volume charge for each service provided.

The standing charge is a fixed charge based on the size of the meter fitted to your water supply and covers the costs of maintaining your water services account. Most household properties are served by a 15mm or 20mm meter, and therefore attract the lowest level of standing charge.

The volume charge for the water supply service is based on the amount of water supplied to your home, and this will normally be the volume of water recorded on the meter in each billing period (normally six months). To calculate the volume charge we multiply the volume of water supplied (in cubic metres) by the metered water volume charge.

The volume charge for the sewerage service is based on 92.5% of the volume of water supplied. This is to reflect the fact that not all the water you use returns to the sewer. 92.5% is an assessment of the typical percentage return, but this will vary for all customers. To calculate the volume charge we multiply your water volume (in cubic metres) by 92.5%, then multiply the resulting assessed volume of sewage by the metered sewerage volume charge.

If you are able to provide evidence that much less than 92.5% of the water supplied regularly returns to the sewer, you may apply for an adjustment to your sewerage volume charges.

If we do agree to an adjustment, it will take effect from the date of your last account before we received your application. After this, you must tell us straight away if there is any change in your circumstances that may affect the adjustment we have agreed. Where there has been such a change in circumstances, any further adjustment to your sewerage volume charges will be made from the date of that change.

#### (b) Unmeasured element

The unmeasured element consists of:

1. A standing charge for each service provided.
2. A rateable value charge for each service provided.

The standing charge is a fixed amount for all properties and covers the costs of maintaining your water services account.

The rateable value charge is calculated on the rateable value of your home.

To calculate the rateable value charge we multiply your home's rateable value (in £s) by the rateable value charge.

If you paid assessed charges before we metered your home under our metering programme, then the unmeasured element will consist of the assessed charge based on the number of bedrooms in your home, or on single occupancy if applicable.

### What is rateable value?

The rateable value was used as the basis for local authority taxation prior to 1990. Rateable values were set by the Valuation Office (formerly part of the Inland Revenue, now part of HM Revenue and Customs) to reflect the rental value of the property. We normally use the rateable value quoted in the Valuation List in force on 31 March 1990.

The 1999 Water Industry Act allowed us to continue to use the rateable value for water charges even though it is no longer used for taxation.

### Meter readings

You will normally receive two bills every year, approximately six months apart, based on a meter reading we have taken. If for any reason we cannot take a reading on your meter, or we believe the meter has not been recording properly, you will receive an estimated bill, but this can be adjusted later if the actual volume of water used is confirmed.

### If there is a leak

If there is a leak on your supply, our **Code of Practice** on Leakage governs how we will adjust your bill. Please contact our Customer Services Centre or go to our website if you would like to receive a copy of our Code of Practice on Leakage (see Section 11 on how to contact us).

### When you should pay

Once we have sent you a bill, it should be paid in full immediately. However, if you contact us, we will agree an instalment arrangement with you to pay your bill by regular weekly, fortnightly or monthly instalments. If you fail to pay an instalment on time, the arrangement will be cancelled and the remaining balance becomes payable in full immediately.

The ways in which you can pay your bill, and any instalments we agree with you, are explained in Section 7.

The charges in Section 10 apply for a period of 12 months from 1 April 2012. Where the bill covers any dates outside that period, your charges will be apportioned on a daily basis and applied to the appropriate tariff in place for that period.

## Section 3:

# For customers with an unmetered water supply who are paying the Changeover Tariff

### How the Changeover Tariff can assist

If your assessed charges are likely to be higher than your unmetered charges, the Changeover Tariff will assist you in making the change to full assessed charges.

It does this by introducing assessed charges in steps over the first two years following your switch to assessed charging, which gives you time to budget appropriately. The difference between what you have paid while on the Changeover Tariff and what you would have paid on the normal assessed tariff does not have to be repaid to us.

### Requesting the Changeover Tariff

If your home cannot be metered under our metering programme and we switch you to our assessed charge, you may request that we place you on the Changeover Tariff.

Your request must be received by us within 24 months of the date on which we switched your charges from unmetered to assessed.

If you move out of your home and you have not requested to be placed on the Changeover Tariff, then your closing bill will be based on our normal assessed charge (as shown in Section 10).

### Start and end of the Changeover Tariff

You may choose whether to have the Changeover Tariff applied from the date you switched to assessed charges, or from the start date of a later billing period within the first 24 months of assessed charging.

If at the time we receive your request we have already billed you on our normal assessed charge (as shown in Section 10), we will cancel those charges in accordance with your choice of dates, and re-bill you for the same period on the Changeover Tariff.

The Changeover Tariff shall end 24 months after the date we switched you to assessed charges. Charges after this date will be based on our normal assessed charge.

If at any time while you are on the Changeover Tariff you decide that you would rather be charged on our normal assessed charge, then you may request that we switch you to our normal assessed charge.

In these circumstances you may choose whether to have our normal assessed charge applied from the date you switched to the Changeover Tariff, or from the start date of a later billing period. Where we have billed you on the Changeover Tariff, the charges will be cancelled in accordance with your choice of dates, and we will re-bill you for the same period on our normal assessed tariff.

If you choose to switch from the Changeover Tariff to our normal assessed charge, you will not be able to go back onto the Changeover Tariff at a later date.

### How the Changeover Tariff works

When we bill you on the Changeover Tariff, we start by making the following calculations:

1. We calculate what your assessed charges would be for the billing period if you were paying our normal assessed charge (as shown in Section 10). We call this the **assessed measured element**.
2. We calculate what your unmetered charges would have been for the billing period if we hadn't switched you to assessed charges under our metering programme and you were paying our normal unmetered tariff (as shown in Section 10). We call this the **unmeasured element**.

The amount we actually bill you under the Changeover Tariff depends on how much time has gone by since we switched you to assessed charges.

During the first year after we switch you to assessed charges, we calculate your bill by adding together:

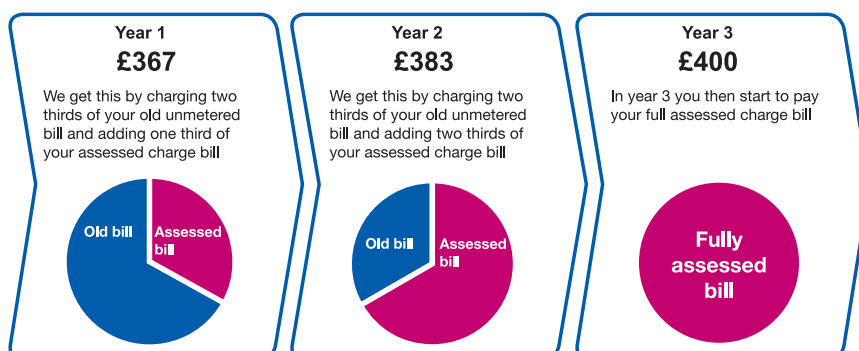
- 33.3% of the assessed measured element (see 1. above) and
- 66.7% of the unmeasured element (see 2. above).

During the second year after we switch you to assessed charges, we calculate your bill by adding together:

- 66.6% of the assessed measured element (see 1. above) and
- 33.4% of the unmeasured element (see 2. above).

An example of how the Changeover Tariff would work is provided below for a customer with unmetered charges of £350 and assessed charges of £400.

This example is based on year 1 prices.



## Section 3:

# For customers with an unmetered water supply who are paying the Changeover Tariff continued

### How the assessed measured and unmeasured elements are calculated

The assessed measured element is based on our normal assessed charge and the unmeasured element is based on our normal unmetered tariff. These are shown in Section 10.

#### (a) Assessed Measured element

The assessed measured element consists of:

1. A standing charge for each service provided.
2. An assessed volume charge for each service provided.

The standing charge is a fixed charge set at the same level as the metered standing charge for a normal household meter and covers the costs of maintaining your water services account.

The assessed volume charge for the water supply service is based on the number of bedrooms in your home, or on single occupancy (see Section 1). To calculate the assessed volume charge we multiply your assessed volume (in cubic metres) by the metered water volume charge.

The assessed volume charge for the sewerage service is based on 92.5% of the assessed volume of water supplied. This is to reflect the fact that not all the water you use returns to the sewer. 92.5% is an assessment of the typical percentage return, but this will vary for all customers. To calculate the assessed volume charge we multiply your assessed water volume (in cubic metres) by 92.5%, then multiply the resulting assessed volume of sewage by the metered sewerage volume charge.

#### (b) Unmeasured element

The unmeasured element consists of:

1. A standing charge for each service provided.
2. A rateable value charge for each service provided.

The standing charge is a fixed amount for all properties and covers the costs of maintaining your water services account.

The rateable value charge is calculated on the rateable value of your home.

To calculate the rateable value charge we multiply your home's rateable value (in £s) by the rateable value charge

### What is rateable value?

The rateable value was used as the basis for local authority taxation prior to 1990. Rateable values were set by the Valuation Office (formerly part of the Inland Revenue, now part of HM Revenue and Customs) to reflect the rental value of the property. We normally use the rateable value quoted in the Valuation List in force on 31 March 1990.

The 1999 Water Industry Act allowed us to continue to use the rateable value for water charges even though it is no longer used for taxation.

### When you should pay

Charges are calculated for the whole year starting 1 April 2012 and are due and payable on that date. However, we will accept payment:

However, we will accept payment:

- by two instalments on 1 April and 1 October,
- if you contact us, by regular weekly, fortnightly or monthly instalments.

If you fail to pay an instalment on time, the arrangement will be cancelled and the remaining balance becomes payable in full immediately.

The ways in which you can pay your bill, and any instalments we agree with you, are explained in Section 7.

If you move into a property part way through a charging year we will send you a bill for the remaining part of the year. Once we have sent you a bill it should be paid in full immediately.

The charges in Section 10 apply for a period of 12 months from 1 April 2012.

## Section 4:

# For customers with a metered water supply who are paying the Support Tariff

### How the Support Tariff can assist

The Support Tariff will assist you by capping your charges so you will pay no more than you would have paid if you had remained on unmetered charges.

### How you qualify

The Support Tariff has been designed to provide assistance with charges for customers who meet the following criteria:

- their home has been metered under our metering programme, and
- their charges have increased as a direct result of the switch from unmetered to metered charges, and
- they are unable to afford that increase in charges.

In order to qualify for the Support Tariff you must successfully complete our application process, which has the following steps:

1. You must fully take part in our **Home Saver check**. This is a free of charge water and energy efficiency audit of your home.
2. You must accept any reasonable and practical offer we make to you to install **water efficient devices** and appliances at your home. These devices and appliances will be supplied and fitted free of charge.
3. You must fully take part in a **benefits entitlement check**. This is a free of charge service, provided by an independent specialist company, to assist you in securing your full entitlement to state benefits.

4. You must fully take part in an **income and expenditure assessment** for your household. This is a free of charge service, provided by an independent specialist company. They will provide an independent assessment of the amount of money you have available to pay towards any increase in your water services charges following the switch to metered charges.
5. The independent specialist company who conducts the income and expenditure assessment for your household must recommend to us that you are unable to afford the increase in your charges.
6. Within 30 days of the income and expenditure assessment for your household being completed, and within 12 months of your switch to metered charges, you must complete and **return a form applying for the Support Tariff**.
7. You must agree and **maintain a payment arrangement** with us.

If you are not recommended for the Support Tariff by the independent specialist company who conducts the income and expenditure assessment for your household, and you do not agree with their decision, you may ask the Citizens Advice Bureau to undertake the assessment.

In these circumstances, we will accept the decision of the Citizens Advice Bureau.

### How the Support Tariff works

When we bill you on the Support Tariff, we start by making the following calculations:

1. We calculate what your metered charges would be for the billing period if you were paying our normal metered tariff (as shown in Section 10). We call this the **measured element**.
2. We calculate what your unmetered charges would have been for the billing period if we hadn't installed a meter under our metering programme and you were paying our normal unmetered tariff (as shown in Section 10). We call this the **unmeasured element**.
3. We calculate the difference between the two sets of charges. We call this the **Support Tariff credit**.

Where the measured element is greater than the unmeasured element, the amount we actually bill you under the Support Tariff will be the measured element less the Support Tariff credit. This ensures that the amount of your metered charges is the same as the amount that you would have paid if you had remained on unmetered charges.

Should the measured element be less than the unmeasured element, it may be an indication that you no longer qualify for the Support Tariff. In these circumstances we will bill you the measured element only, and then investigate whether it is appropriate that you remain on the Support Tariff.

If you qualify for the Support Tariff, it will be applied from the date that we switch you to metered charges and shall end 12 months later, or at the end of the billing period (if that is later).

Before the 12 month period runs out, we will invite you to renew your application for the Support Tariff, provided that you still qualify for assistance from the tariff.

If you cease to qualify for the Support Tariff part way through the 12 month period of entitlement, we will continue to apply the capped charges until the end of the current billing period.

## Section 4: For customers with a metered water supply who are paying the Support Tariff continued

### How the measured and unmeasured elements are calculated

The measured element is based on our normal metered tariff and the unmeasured element is based on our normal unmetered tariff. These tariffs are shown in Section 10.

#### (a) Measured element

The measured element consists of:

1. A standing charge for each service provided
2. A volume charge for each service provided

The standing charge is a fixed charge based on the size of the meter fitted to your water supply and covers the costs of maintaining your water services account. Most household properties are served by a 15mm or 20mm meter, and therefore attract the lowest level of standing charge.

The volume charge for the water supply service is based on the amount of water supplied to your home, and this will normally be the volume of water recorded on the meter in each billing period (normally six months). To calculate the volume charge we multiply the volume of water supplied (in cubic metres) by the metered water volume charge.

The volume charge for the sewerage service is based on 92.5% of the volume of water supplied. This is to reflect the fact that not all the water you use returns to the sewer. 92.5% is an assessment of the typical percentage return, but this will vary for all customers. To calculate the volume charge we multiply your water volume (in cubic metres) by 92.5%, then multiply the resulting assessed volume of sewage by the metered sewerage volume charge.

If you are able to provide evidence that much less than 92.5% of the water supplied regularly returns to the sewer, you may apply for an adjustment to your sewerage volume charges.

If we do agree to an adjustment, it will take effect from the date of your last account before we received your application. After this, you must tell us straight away if there is any change in your circumstances that may affect the adjustment we have agreed. Where there has been such a change in circumstances, any further adjustment to your sewerage volume charges will be made from the date of that change.

#### (b) Unmeasured element

The unmeasured element consists of:

1. A standing charge for each service provided
2. A rateable value charge for each service provided

The standing charge is a fixed amount for all properties and covers the costs of maintaining your water services account.

The rateable value charge is calculated on the rateable value of your home.

To calculate the rateable value charge we multiply your home's rateable value (in £s) by the rateable value charge.

If you paid assessed charges before we metered your home under our metering programme, then the unmeasured element will consist of the assessed charge based on the number of bedrooms in your home, or on single occupancy if applicable.

### What is rateable value?

The rateable value was used as the basis for local authority taxation prior to 1990. Rateable values were set by the Valuation Office (formerly part of the Inland Revenue, now part of HM Revenue and Customs) to reflect the rental value of the property. We normally use the rateable value quoted in the Valuation List in force on 31 March 1990.

The 1999 Water Industry Act allowed us to continue to use the rateable value for water charges even though it is no longer used for taxation.

### Meter readings

So that you can see how much water you are using, and what your metered charges would be without the assistance provided by the Support Tariff, we will normally take two readings on your meter every year, approximately six months apart. If for any reason we cannot take a reading on your meter, or we believe the meter has not been recording properly, we will estimate your meter reading, but this can be adjusted later if the actual volume of water used is confirmed.

### If there is a leak

If there is a leak on your supply, our **Code of Practice on Leakage** governs how we will adjust your bill. Please contact our Customer Services Centre or go to our website if you would like to receive a copy of our Code of Practice on Leakage (see Section 11 on how to contact us).

### When you should pay

We will normally send you a bill once every six months following the routine reading taken on your meter, but we may bill you at different intervals if necessary.

Once we have sent you a bill, it should be paid in full immediately. However, if you contact us, we will agree an instalment arrangement with you to pay your bill by regular weekly, fortnightly or monthly instalments. If you fail to pay an instalment on time, the arrangement will be cancelled and the remaining balance becomes payable in full immediately.

The ways in which you can pay your bill, and any instalments we agree with you, are explained in Section 7.

The charges in Section 10 apply for a period of 12 months from 1 April 2012. Where the bill covers any dates outside that period, your charges will be apportioned on a daily basis and applied to the appropriate tariff in place for that period.

## Section 5: For customers with an unmetered water supply who are paying the Support Tariff

### How the Support Tariff can assist

The Support Tariff will assist you by capping your assessed charges at the amount you would have paid if you had remained on unmetered charges.

### How you qualify

The Support Tariff has been designed to provide assistance with charges for customers who meet the following criteria:

- their charges have been switched from unmetered to assessed under our metering programme, and
- their charges have increased as a direct result of the switch from unmetered to assessed charges, and
- they are unable to afford that increase in charges.

In order to qualify for the Support Tariff you must successfully complete our application process, which has the following steps:

1. You must fully take part in our **Home Saver check**. This is a free of charge water and energy efficiency audit of your home.
2. You must accept any reasonable and practical offer we make to you to install **water efficient devices** and appliances at your home. These devices and appliances will be supplied and fitted free of charge.
3. You must fully take part in a **benefits entitlement check**. This is a free of charge service, provided by an independent specialist company, to assist you in securing your full entitlement to state benefits.

4. You must fully take part in an **income and expenditure assessment** for your household. This is a free of charge service, provided by an independent specialist company. They will provide an independent assessment of the amount of money you have available to pay towards any increase in your water services charges following the switch to assessed charges.
5. The independent specialist company who conducts the income and expenditure assessment for your household must recommend to us that you are unable to afford the increase in your charges.
6. Within 30 days of the income and expenditure assessment for your household being completed, and within 12 months of your switch to assessed charges, you must complete and **return a form applying for the Support Tariff**.
7. You must agree and **maintain a payment arrangement** with us.

If you are not recommended for the Support Tariff by the independent specialist company who conducts the income and expenditure assessment for your household, and you do not agree with their decision, you may ask the Citizens Advice Bureau to undertake the assessment.

In these circumstances, we will accept the decision of the Citizens Advice Bureau.

### How the Support Tariff works

When we bill you on the Support Tariff, we start by making the following calculations:

1. We calculate what your assessed charges would be for the billing period if you were paying our normal assessed charge (as shown in Section 10). We call this the **assessed measured element**.
2. We calculate what your unmetered charges would have been for the billing period if we hadn't switched you to assessed charges under our metering programme and you were paying our normal unmetered tariff (as shown in Section 10). We call this the **unmeasured element**.
3. We calculate the difference between the two sets of charges. We call this the **Support Tariff credit**.

Where the assessed measured element is greater than the unmeasured element, the amount we actually bill you under the Support Tariff will be the assessed measured element less the Support Tariff credit. This ensures that the amount of your assessed charges is the same as the amount that you would have paid if you had remained on unmetered charges.

Should the assessed measured element be less than the unmeasured element, it may be an indication that you no longer qualify for the Support Tariff. In these circumstances we will bill you the assessed measured element only, and then investigate whether it is appropriate that you remain on the Support Tariff.

If you qualify for the Support Tariff, it will be applied from the date that we switch you to assessed charges and shall end 12 months later, or at the end of the billing period (if that is later).

Before the 12 month period runs out, we will invite you to renew your application for the Support Tariff, provided that you still qualify for assistance from the tariff.

If you cease to qualify for the Support Tariff part way through the 12 month period of entitlement, we will continue to apply the capped charges until the end of the current billing period.

## Section 5: For customers with an unmetered water supply who are paying the Support Tariff continued

### How the assessed measured and unmeasured elements are calculated

The assessed measured element is based on our normal assessed charge and the unmeasured element is based on our normal unmetered tariff. These are shown in Section 10.

#### (a) Assessed Measured element

The assessed measured element consists of:

1. A standing charge for each service provided.
2. An assessed volume charge for each service provided.

The standing charge is a fixed charge set at the same level as the metered standing charge for a normal household meter and covers the costs of maintaining your water services account.

The assessed volume charge for the water supply service is based on the number of bedrooms in your home, or on single occupancy (see Section 1). To calculate the assessed volume charge we multiply your assessed volume (in cubic metres) by the metered water volume charge.

The assessed volume charge for the sewerage service is based on 92.5% of the assessed volume of water supplied. This is to reflect the fact that not all the water you use returns to the sewer. 92.5% is an assessment of the typical percentage return, but this will vary for all customers. To calculate the assessed volume charge we multiply your assessed water volume (in cubic metres) by 92.5%, then multiply the resulting assessed volume of sewage by the metered sewerage volume charge.

#### (b) Unmeasured element

The unmeasured element consists of:

1. A standing charge for each service provided.
2. A rateable value charge for each service provided.

The standing charge is a fixed amount for all properties and covers the costs of maintaining your water services account.

The rateable value charge is calculated on the rateable value of your home.

To calculate the rateable value charge we multiply your home's rateable value (in £s) by the rateable value charge.

### What is rateable value?

The rateable value was used as the basis for local authority taxation prior to 1990. Rateable values were set by the Valuation Office (formerly part of the Inland Revenue, now part of HM Revenue and Customs) to reflect the rental value of the property. We normally use the rateable value quoted in the Valuation List in force on 31 March 1990.

The 1999 Water Industry Act allowed us to continue to use the rateable value for water charges even though it is no longer used for taxation.

### When you should pay

Charges are calculated for the whole year starting 1 April 2012 and are due and payable on that date. However, we will accept payment:

However, we will accept payment:

- by two instalments on 1 April and 1 October,
- if you contact us, by regular weekly, fortnightly or monthly instalments.

If you fail to pay an instalment on time, the arrangement will be cancelled and the remaining balance becomes payable in full immediately.

The ways in which you can pay your bill, and any instalments we agree with you, are explained in Section 7.

If you move into a property part way through a charging year we will send you a bill for the remaining part of the year. Once we have sent you a bill it should be paid in full immediately.

The charges in Section 10 apply for a period of 12 months from 1 April 2012.

## Section 6: Special help for vulnerable customers (WaterSure tariff)

### How the WaterSure tariff can assist

The WaterSure tariff limits your annual charge to the average annual charge for domestic water supply and sewerage services.

### How you qualify

The Government has decided that certain groups of people with unavoidably high water use can receive special help with their metered charges. This help is provided by the WaterSure tariff.

If you qualify for the WaterSure tariff and our Support Tariff, we will help you decide which of the two tariffs gives you the most help with your charges.

To qualify for the WaterSure tariff, you (or someone else who lives with you) must meet **all** of the conditions in (1) to (3) below.

- (1) You must be paying metered charges.
- (2) You must be receiving one of the specified benefits or tax credits (see below).

The **qualifying benefits** are:

- a) Child Tax Credit (you must receive more than the family element)
  - b) Means-tested Council Tax Benefit (not including reductions/discounts)
  - c) Housing Benefit
  - d) Income-based Jobseeker's Allowance
  - e) Income Support
  - f) Pension Credit
  - g) Working Tax Credit
  - h) Income-related employment and support allowance
- (3) You (or someone else who lives with you) must **either**:
- (i) be receiving Child Benefit for three or more dependent children under 19 who are in full time education that live with you;

**or**

- (ii) be receiving treatment for one or more of the medical conditions specified by the Government (see below), as a result of which a significant extra amount of water has to be used.

The **qualifying medical conditions** are:

- a) desquamation
- b) weeping skin disease
- c) incontinence
- d) abdominal stoma
- e) Crohn's disease
- f) ulcerative colitis
- g) renal failure requiring home dialysis

We will also consider an application if your medical condition is similar to one of those listed above, provided you satisfy the other conditions.

### How to apply

You must complete a claim form and provide documentary evidence to confirm that you satisfy the conditions. We may verify details with the appropriate organisation. For a detailed explanation of the circumstances in which you could qualify, and an application form, please visit our website or telephone **0800 027 0363**.

### How the WaterSure tariff works

Once we have established your entitlement to help, we will limit your annual charge to the average annual charge for domestic water supply and sewerage services. This is known as the WaterSure tariff, and Section 10 shows the WaterSure tariff for each service for the charging year starting 1 April 2012. The assistance will begin from the start of the billing period in which you applied and end 12 months later or at the end of the billing period (if that is later).

Before the 12 month period runs out, we will invite you to renew your claim – provided you still satisfy the conditions.

If you cease to satisfy one or more of the conditions part way through the 12 month period of entitlement, we will continue to apply the limit until the end of the current billing period.

## Section 7: Paying your bill

### Who is responsible for paying charges?

The person(s) living in a property is(are) responsible for paying charges for the water supply and/or sewerage services provided to them.

In certain situations we may accept someone else, such as a landlord, as responsible for paying the charges. But, you must agree this with us first.

### How you can pay

- **Direct Debit** – Please go to our website to apply on-line or ring our 24-hour automated line on **0845 270 1508**. Alternatively we can take your details over the phone or send you a form to complete.
- **Debit and credit cards** – Please go to our website to pay online or ring our 24-hour automated line on **0845 270 1508**.
- **PayPoint** – For weekly, fortnightly or monthly instalments, cash payments can be made at any shop with a PayPoint terminal. If you don't have a payment card please take your bill with you. You can ring our 24-hour automated line on **0845 270 1508** to apply for a payment card.
- **At a bank or post office** – Payments can be made at most banks or post office branches using the payment slip provided on your bill. Payments may also be made at post office branches using a payment card. The service is free of charge if paid at the post office, at a branch of NatWest, or at any branch of your own bank (except Santander and Halifax).
- **Home or telephone banking** – Please quote your payment reference number. Our bank sort code is 57-70-63 and our bank account number is 00000000.
- **By post** – Please complete and tear off the payment slip provided on your bill, and send it with your cheque made payable to Southern Water to PO Box 41, Worthing, West Sussex BN13 3NZ.
- **BillPay** – This facility is offered in conjunction with Santander. Please go to our website to pay online by credit or debit card free of charge.
- **Water Direct** – You can also ask us to apply on your behalf to the Department for Work and Pensions for payments to be made directly from certain benefits or credits under the Water Direct scheme.

### Difficulties with paying

If you are worried about paying your Southern Water bills we will do all we can to help. We will always take into account your personal circumstances and try to come to a mutually agreeable payment arrangement. More information is available on our website, or you can contact us (see Section 11).

## Section 8: Use of Personal Information

Our full Privacy Statement is available via our website ([www.southernwater.co.uk](http://www.southernwater.co.uk)) or on written request. A summary is provided below.

**8.1** We may use your information to do the following:

- (i) Provide you with water and sewerage services (where licensed to do so in your area).
- (ii) Help run, and contact you about improving the way we run any accounts, services we have provided before, now or in the future.
- (iii) Create statistics, analyse customer information, create profiles (including using information about what services we supply to you and how you pay for them).
- (iv) Help prevent and detect debt, fraud and loss.
- (v) Help train our staff.
- (vi) Contact you in any way (including by email, phone, text or multimedia message or other forms of electronic communications or by visiting you) about our services.
- (vii) Provide you information on water-related goods or services that we believe may be of benefit (unless you have notified us of an objection).
- (viii) Make automated decisions.

**8.2** We may monitor and record any communications we have with you, including phone conversations and emails, to make sure we are providing a good quality and efficient service and meeting our regulatory and legal responsibilities.

**8.3** We may allow other people and organisations to use information we hold about you:

- (i) to provide services you have requested, which may include providing information to members of your family or household, anyone acting on your behalf or other people who may be interested (such as landlords or letting agents);
- (ii) to help to prevent and detect debt, fraud, or loss (for example by giving this information to a credit reference agency), which is described in more detail in clauses 8.4 & 8.6 below;

- (iii) if you do not pay your debt, we may transfer your debt to another organisation and give them details about you and that debt;
- (iv) if we have been asked (for example by Ofwat or a lawyer) to provide information for legal or regulatory purposes;
- (v) as part of current or future legal action;
- (vi) as part of data-sharing initiatives, for example, those designed to assist vulnerable groups of people;
- (vii) to provide you information on water-related goods or services offered by trusted third parties (unless you have notified us of an objection);
- (viii) where water and wastewater services are provided by us and another water company, in order that our and their records are kept up to date.

From time to time these other people or organisations may be outside the European Economic Area (EEA), and as a result we may use your information in countries that do not have the same standards or protection for personal information as the UK. Where such transfer occurs, we will put in place appropriate measures to safeguard the data.

**8.4** If we suspect someone has committed fraud or stolen water by tampering with the meter or diverting the water supply, we will record these details on your account record and may share this information with Ofwat and other people who are interested (such as landlords, housing associations, police or other authorities). We may use this information to make decisions about you, your character, how likely we think you are able to pay for the services we provide to you. This may include recording sensitive personal information such as criminal offences you have been accused of.

**8.5** In limited circumstances where you inform us, or we believe, that you (or a member of your household) need extra care (for example, because of your age, health, disability or financial circumstances), we may record this in the information we hold about you. We may share your information with social services, charities, healthcare and other support organisations, if we believe that this is warranted and that they may be able to help you.

**8.6** We will check your details with one or more credit reference and fraud prevention agencies to help us make decisions about your ability to make payments and the payment arrangements which we may offer you. Below, we have given a brief guide to how we, the credit reference and fraud prevention agencies will use your information. If you would like more information about this, you can find the full version at [www.southernwater.co.uk](http://www.southernwater.co.uk), or phone us on **0845 272 0845** and we will send you a leaflet.

- (i) We will search at credit reference and fraud prevention agencies for information about you. If you are providing information about other people who receive our services on a joint basis, you must make sure they agree that we can use their information to do this. If you give us false or inaccurate information and we suspect fraud, we will pass your details to credit reference and fraud prevention agencies. Law enforcement agencies (such as the police and HM Revenue & Customs) may receive and use this information.
- (ii) We and other organisations may also access and use information about you that credit reference and fraud prevention agencies give us to, for example:
  - (a) check details on applications you make for credit and credit-related services;
  - (b) check your identity;
  - (c) prevent and detect fraud and money laundering;
  - (d) manage credit and credit-related accounts or services;
  - (e) recover debt;
  - (f) check details on proposals and claims for all types of insurance; and
  - (g) check details of employees and people applying for jobs with us.
- (iii) When credit reference agencies receive a search from us, they will record this on your credit file.

## Section 8: Use of Personal Information continued

- (iv) We will send information on your account to credit reference agencies and they will record it. If you have an account with us, we will give details of it and how you manage it to credit reference agencies. If you have an account and do not repay money you owe in full or on time, credit-reference agencies will record this debt. They may give this information to other organisations and fraud prevention agencies to carry out similar checks, find out where you are and deal with any money you owe. The credit reference agencies keep records for six years after your account has been closed, you have paid the debt or action has been taken against you to recover the debt.
- (v) We and other organisations may access and use, from other countries, information recorded by fraud prevention agencies.
- (vi) If you want to see what information credit reference and fraud prevention agencies hold about you, you can contact the following agencies currently working in the UK. They will charge you a small fee.

### **Call Credit**

Consumer Services Team  
PO Box 491  
Leeds  
LS3 1WZ  
Telephone: 0870 060 1414  
Website: [www.callcredit.co.uk](http://www.callcredit.co.uk)

### **Experian**

Consumer Help Service  
PO Box 8000  
Nottingham  
NG80 7WF  
Telephone: 0870 241 6212  
Website: [www.experian.co.uk](http://www.experian.co.uk)

### **Equifax Plc**

Credit File Advice Centre  
PO Box 1140  
Bradford  
BD1 5US  
Telephone: 0870 010 0583  
Website: [www.myequifax.co.uk](http://www.myequifax.co.uk)

**8.7** If you give us information on behalf of someone else, you confirm that they have given permission for us to use their personal information in the way we have described above and/or within our full Privacy Statement. If you give us sensitive information about yourself or other people (such as health details or details of any criminal convictions of members of your household), you agree (and confirm that the person the information is about has agreed) that we can use this information in the way set out in this document and/or our full Privacy Statement.

**8.8** You are entitled to have a copy of the information we hold on you, and to have any inaccurate information corrected. We may charge you a small fee for providing a copy of any information we hold about you. For more information about this, or our use of your personal data, please contact us as follows:

### **By post:**

Data Protection Officer  
Southern Water  
Southern House  
Yeoman Road  
Worthing  
BN13 3NX

### **Email:**

[dataprotection@southernwater.co.uk](mailto:dataprotection@southernwater.co.uk)

## Section 9: Further information

This section includes details on:

- (i) What to do if you are **moving home**
- (ii) How to apply for a **surface water drainage rebate**
- (iii) How to **complain**
- (iv) What happens if you enter into any **formal insolvency procedure**
- (v) **Where your money goes**

### When you move home

When you tell us you are moving to another property within Southern Water's area, we will tell you how charges are raised at the new address. We will also give you details of any options and alternatives for charges that may be available.

If we supply you with a metered water supply, you must **give us at least two working days' notice when you move home**. If you fail to do so you will continue to be responsible for metered charges at the property beyond the date you leave. In this situation your responsibility ends on the earliest of the following dates:

- (a) 28 days after you tell us of your move,
- (b) the next routine meter reading date, or
- (c) the day on which details of the new occupier are notified to us.

### Surface water drainage rebate

Our full sewerage standing charge includes a fixed charge, currently £22, for surface water drainage.

If surface water (for example, rainwater run-off from roofs, paths and patios) does not drain from your property into the sewerage system, then you are entitled to a rebate.

To request a rebate you must call our 24-hour message line at **0845 279 0845** or complete and submit our online form. If we agree that a rebate is payable it will be backdated to 1 April 2012, or the date on which you became the occupier of the property if this is later.

### Complaints

If you are unhappy about the way we have calculated your charges we have an established complaints procedure. If you remain dissatisfied with our response, you can refer the matter to the Consumer Council for Water London & South East (CCWater), who are an independent customer body set up by government.

We have a leaflet entitled 'Our Complaints Procedure' which explains our complaints procedure in full. To view this please go to our website or we can send you a copy in the post. The contact details for CCWater are provided in the 'Contact Us' section at the end of this booklet.

### If you enter into any formal insolvency procedure

If you enter into any formal insolvency procedure (including liquidation, administration, receivership, bankruptcy, company or individual voluntary arrangement or equivalent procedure), any charges for the current charging year that are to be included in the procedure will be calculated on a daily basis to the date of the procedure. We call this date 'the insolvency date'. The procedure will not include any charges for the remainder of the financial year after the insolvency date.

### Where your money goes

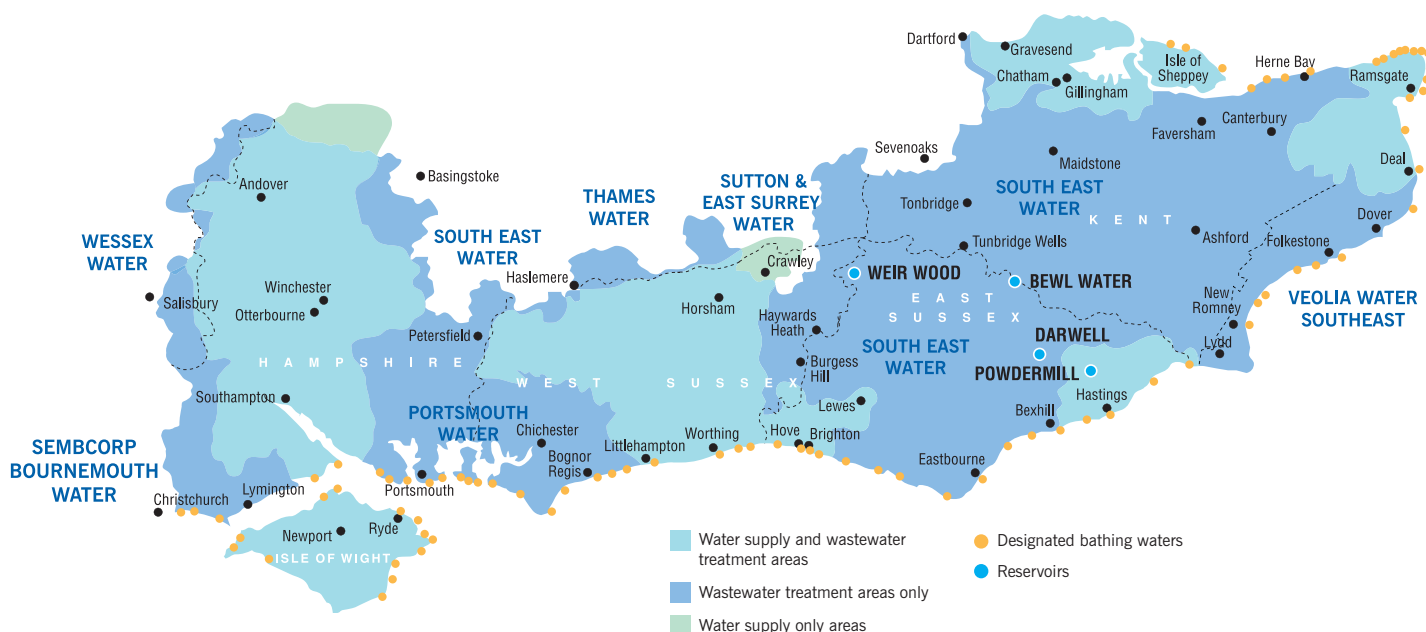
#### Average water bill 2012-2013:

Operating costs .....	£63
Asset renewal – water mains .....	£25
Asset renewal – treatment works .....	£36
Financing costs .....	£23
Tax .....	£2
<b>Total .....</b>	<b>£149</b>

#### Average sewerage bill 2012-2013:

Operating costs .....	£73
Asset renewal – sewers .....	£11
Asset renewal – treatment works .....	£97
Financing costs .....	£82
Tax .....	£4
<b>Total .....</b>	<b>£267</b>

## Southern Water's area of operation



## Section 10: Our charges for 2012-2013

### Normal unmetered tariff – water

Standing charge	£34.42
Rateable value charge (per £ rateable value)	£0.644

### Normal unmetered tariff – sewerage

Standing charge	£66.46
Standing charge (no surface water drainage)	£44.46
Rateable value charge (per £ rateable value)	£1.219

### Normal metered tariff – water

Standing charge	£26.37
Charge per cubic metre	£1.134

### Normal metered tariff – sewerage

Standing charge	£50.17
Standing charge (no surface water drainage)	£28.17
Charge per cubic metre	£2.080

### Normal assessed charges

#### Water service

Single occupier:	£98.94
1 bedroom or no bedroom:	£114.82
2-bedrooms:	£137.50
3-bedrooms:	£159.04
4-bedrooms:	£164.71
5-bedrooms or more:	£180.59
No Access	£275.85

#### Sewerage service – for customers paying the full sewerage charge

Single occupier:	£172.89
1 bedroom or no bedroom:	£199.93
2-bedrooms:	£237.37
3-bedrooms:	£274.81
4-bedrooms:	£283.13
5-bedrooms or more:	£310.17
No Access	£472.41

#### Sewerage service – for customers who don't pay for surface water drainage

Single occupier:	£150.89
1 bedroom or no bedroom:	£177.93
2-bedrooms:	£215.37
3-bedrooms:	£252.81
4-bedrooms:	£261.13
5-bedrooms or more:	£288.17
No Access	£450.41

### WaterSure tariff

Water service	£149.00
Sewerage service	£267.00

### Value Added Tax (VAT)

Although water services charges are generally subject to VAT, at the present time the supply of water services to household (domestic) properties is zero-rated. The charges shown in Section 9 therefore exclude VAT.

## Section 11: Contact us

### Online:

See our website, where you can find more information and complete our self-service forms

[www.southernwater.co.uk](http://www.southernwater.co.uk)

### Telephone:

Customer Services Centre for enquiries about our charges and requests for information

**0333 2003 011**

24-hour automated services:

You can carry out a range of automated transactions quickly and conveniently

**0845 270 1508**

Request for a rebate of surface water drainage charges

**0845 279 0845**

Enquiries about the WaterSure tariff

**0800 027 0363**

### Minicom:

A text phone service for customers with speech or hearing difficulties:

Available Monday to Friday 8am – 8pm and Saturday 8am – 5pm

**0845 275 0845**

Enquiries about our water supply and sewerage services

**0845 278 0845**

Calling from abroad

**+44 1903 264444**

### Write to us:

Customer Services Centre  
Southern Water  
PO Box 41  
Worthing  
BN13 3NZ

### How to contact CCWater:

#### In writing

Consumer Council for Water  
London & South East  
1st Floor  
Victoria Square House  
Victoria Square  
Birmingham  
B2 4AJ

#### By telephone

**020 7931 8502**

#### Online

[londonandsoutheast@ccwater.org.uk](mailto:londonandsoutheast@ccwater.org.uk)  
[www.ccwater.org.uk](http://www.ccwater.org.uk)