

Statement of significant changes to charges

Charges 2017/18

1. INTRODUCTION

This document sets out details of significant changes as required in “Charges scheme rules issued by the Water Services Regulation Authority under sections 143(6A) and 143B on the Water Industry Act 1991” section A2.

2. BILL INCREASES OF MORE THAN 5% FROM THE PREVIOUS YEAR

The majority of our customers - 99.9% - experience bill increases of less than 5% compared to the previous year (assuming constant characteristics such as consumption).

There are, however, one small group of customers who are expected to experience bill increases greater than 5%.

Unmeasured places of worship - These customers, which are not metered, currently pay an annual charge (for water and sewerage services) of £181.80. This will increase by £15.99 in 2017/18, an increase of 8.8%. These customers currently pay significantly less than other customers for wastewater services. Their annual charge includes the removal and treatment of both foul water and surface water drainage and is less than the charge for surface water drainage only under the concessionary scheme. The increase in 2017/18 is part of a phased approach to bring them into line with a concessionary scheme for a surface water drainage customer which consumes a similar amount of water. To mitigate the customer impact, based on the current approach, this phasing is expected to take around 11 years. We will ensure that we can respond to any enquiries effectively. This is consistent with the approach taken last year when the increase was similar.

3. CHARGING POLICY

There are no significant changes in charging policy since last year.