

South East Water: Household charges for 2009-10

This fact sheet provides information on South East Water's 2009-10 charges to customers. The information is taken from the company's charges scheme, which we have approved. A copy of the scheme is available from the company.

How unmetered household bills are changing

Unmetered customers pay for their services through a combination of a fixed charge and a charge that depends on the rateable value of their property.



Increases in charges for 2009-10 (including inflation of 3%)

	Fixed charge % rise	RV charge % rise	Bill for £100 RV property % increase	Bill for £300 RV property % increase	2009-10 average unmetered bill (£)	Increase in average unmetered bill (£)
Mid-Southern	5.0	5.1	5.1	5.1	189	7
Eastbourne	5.0	5.1	5.1	5.1		
Mid-Sussex	5.0	5.1	5.1	5.1		
West Kent	5.0	5.1	5.1	5.1		

How metered household bills are changing

Metered bills are made up of a fixed standing charge and a volumetric charge. The volumetric charge depends on the amount of water that a customer uses.



Increases in charges for 2009-10 (including inflation of 3%)

	Fixed charge % rise	Volumetric charge % rise	% bill increase for customer using 60m ³ /year	% bill increase for customer using 160m ³ /year	2009-10 average metered bill (£)	Increase in average metered bill (£)
Mid-Southern	5.7	2.8	3.5	3.1	140	4
Eastbourne	5.7	2.8	3.2	3.0		
Mid-Sussex	5.7	2.8	3.2	2.9		
West Kent	5.7	2.8	3.4	3.0		

The price limits that apply

Every five years we set limits on how much each company can charge its customers. This is the last year of the current review period. Our next review will take place later this year, when we will set limits for 2010-15.

The table below shows South East Water's price limits for 2005-10. This is the proportion by which the company is allowed to increase its average charge for all customers. **Individual charges can go up by more or less than the overall limit.** This means that one customer's bill may be very different from another's bill.

We have allowed South East Water to increase its overall average charge for all customers (households and non-households) by 3.8% for 2009-10. This comprises the price limit of -1.6% plus unused price limit of 2.4% plus inflation of 3.0%. The figure for inflation is based on the Retail Price Index for the year from November 2007 to November 2008.

We check each company's charges to make sure that there is no undue preference or discrimination to any group of customers.

South East Water's price limits (%) (excluding inflation)

	2005-06	2006-07	2007-08	2008-09	2009-10	Average ¹ 2005-10
Water	15.8	2.3	2.2	0.5	-1.6	3.7

¹ This is the geometric average of the annual price limits.

What bills are paying for

The price limits we have set will enable South East Water to:

- Continue to maintain a safe, reliable water supply to customers.
- Invest more to maintain its pipes and treatment works.
- Expand a treatment works, undertake trunk mains reinforcement and construct a desalination plant.
- Renovate water distribution mains to improve the colour and clarity of water supplies, and improve two treatment works.
- Install 17,500 meters at no charge for customers who choose to switch to a metered supply to save money.

Surface water drainage

A customer benefits from a surface water drainage service when rainwater falls onto their property and drains into a public sewer. If you can prove that you do not receive this service, you can ask South East Water for a reduction in your sewerage bill.

Problems paying your bill

Any customer who has problems paying their water and sewerage bills should contact the company as soon as possible. South East Water offers a range of flexible payment options, one of which may meet your individual circumstances. If, however, you cannot reach agreement with the company on a suitable payment plan, you can contact the Consumer Council for Water London and South East on 0845 758 1658. The Consumer Council for Water represents water and sewerage customers in England and Wales. It is independent of the water companies and us.

Changing to a metered supply

Unmetered customers who do not use much water or who live in a property with a high rateable value could save money on their water bills by switching to a meter. Your water company will be able to tell you how much you may be able to save.

All household customers are entitled to have a meter installed free of charge. Customers can go back to an unmetered charge if they do so within a year of the meter being installed. This would also be free of charge.

If it is either impractical or too expensive to install a meter, the company must offer an assessed charge. This is an approximation of how much water a customer might use were they on a meter. Please contact South East Water for information on its assessed charge, as these vary from company to company.

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