

Your water and sewerage bill 2011-12



Information for household customers

About this leaflet

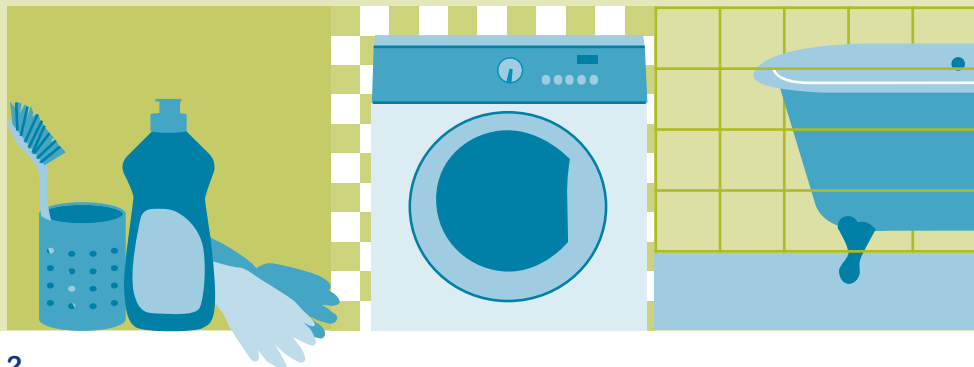
This leaflet provides general information for household customers about water and sewerage bills for 2011-12.

If you have any questions about your bill, or want more information, you should contact the company or companies that provide you with water and sewerage services. Further information and advice is available from the Consumer Council for Water (see pages 14-15 for contact details). Our website (www.ofwat.gov.uk) also contains some general information on charges and bills.

This leaflet is also available in other formats, such as large print. Our contact details are on the back cover.

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How are bills changing?

Water and sewerage bills change every year, and so may be higher from one year to the next. In April 2011, the average household water and sewerage bill in England and Wales will go up by £16 (which includes 4.71% inflation). Your own bill may go up or down by a different amount.

How much your bill goes up will depend on which company supplies your water and sewerage services. Each company faces different challenges in delivering services to consumers, and so costs and charges vary.

It will also depend on whether you pay for your water based on the rateable value of your home (that is, you are 'unmetered'), or whether you have a meter and pay for the amount of water you use.

Unmetered customers will find examples of this year's charges on pages 8-10. Metered customers will find examples of this year's charges on pages 11-13.

About 39% of households in England and Wales currently have a water meter. We expect this to rise to 42% by March 2012.

You should note that you may receive your water supply from one company and your sewerage service from another. This could mean that you get a separate bill from each company.

Bills are changing so that each water company can continue to deliver the high-quality services that customers need and expect, as well as safeguarding the environment. By 2015, bills will have paid towards:

- maintaining pipes, sewers and treatment works (including laying, renewing or relining more than 10,000 kilometres of water mains), so that essential services are protected for the future;
- a major programme of environmental schemes to improve rivers and coastal waters; and
- preventing or reducing internal flooding from overloaded sewers into homes that are currently at high risk of flooding.

What do I get for my money?

Your water and sewerage services cost about 98p a day on average. A litre of tap water, supplied and taken away, costs just 0.24p. This compares with 45p for a pint of milk or about 74p for a daily newspaper.

The examples below are a guide to what you get for your money. Remember, your company may charge more (or less) than this, so what you get for your money may be more or less than shown.

How can I reduce my bills?

If you are unmetered, you could save money by switching to a meter. This applies especially if you do not use much water or you live in a property with a high rateable value.

Your company will be able to tell you how much you may be able to save. You could also try the Consumer Council for Water's water savings calculator on its website at www.ccwater.org.uk.

Should you decide to switch to a meter, then your company will fit one at your property for free, unless it is impractical or too expensive to do so. If this is the case, your company will offer you an assessed charge. This is an approximation of how much water you might use if you were on a meter. The way the assessed charge is worked out varies from company to company.



If you think that your bill is higher with a meter than it would have been without one, you can go back to an unmetered basis of charging (unless you live in a part of the country that is classed as 'water scarce'). You must do this within 12 months of switching.

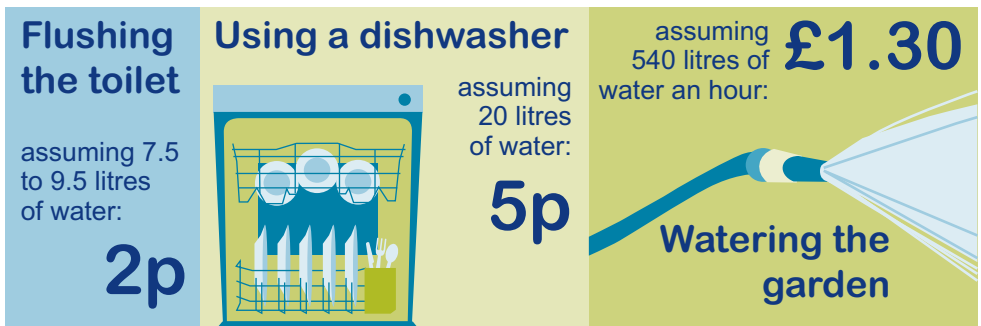
If you are already on a meter, then the water saving tips on our website may help you to save water and energy.

What if my circumstances mean that I have to use a large amount of water?

We appreciate that some customers (such as people with certain medical conditions, or with three or more children under 19) may need to use large amounts of water.

If such customers have meters, and meet certain criteria, they are protected from paying large bills under the WaterSure scheme. If you think you may be eligible, contact your company for more information on how to apply.

Unmetered customers will be charged according to the rateable value of their home, regardless of how much water they use. If you decide to have a water meter fitted in order to qualify for the WaterSure scheme, you should tell your company. You should check you are eligible for the scheme before deciding to have a water meter fitted.



How can I make paying my bill easier?

Each company offers a range of ways to pay your bill. Some of these could allow you to spread the cost of your bill (for example, by paying a set amount each month). Contact your company for more information on the options available. You can find your company's contact details on your last bill or on our website at www.ofwat.gov.uk.

Is there anything I can do if I have a problem paying my bill?

You should contact your company immediately if you are having difficulty paying your bill. It is in the company's interest to help you sort out any problems you are having. Your company can discuss ways to help you manage any debt and give you advice about how you may be able to reduce future bills. The Consumer Council for Water can give you further advice if you are having problems paying your water bill. You can also get more advice on handling water and other debt from Citizens Advice and other non-profit debt councils.

What if I think my bill is wrong?

If you think your bill is wrong, contact your company so that it can investigate and make any corrections. If you are not satisfied with your company's response, you can ask your local Consumer Council for Water office to investigate (see pages 14-15). But you must still pay your bill, even if you disagree with the amount. If you do not pay your bill, your company may take legal action against you.

You can check the individual charges you pay by contacting your company. Or you can check them yourself by looking at your company's charges scheme. This document lists all of its charges and terms and conditions. You can usually find it on your company's website.



How does Ofwat protect my interests?

It is our role to make sure that the companies provide customers with a good quality and efficient service at a fair price.



- We set limits on how much each company can charge its customers. We currently do this every five years. In 2009, we set price limits for each year between 2010 and 2015.
- We make sure that water and sewerage bills do not go up by any more than is necessary to provide the standard of service customers expect. Bills are about 30% lower than they would have been without our regulation.
- We encourage the companies to become more efficient. This benefits customers by lowering the companies' costs.
- We currently check that each company's charges are in keeping with our price limits. We also make sure that charges are fair and do not discriminate between different groups of customers.
- We check that each company delivers the services and improvements they have said they will deliver.
- We currently compare the companies' performance to make sure they maintain high levels of service, including protecting the environment. This encourages them all to achieve the best standards for customers.
- We take action against a company if it does not meet its obligations to customers.

I do not understand my bill. Who should I talk to?

If you are having problems understanding your bill, you should contact your company. If you are not satisfied with your company's response, you should contact the Consumer Council for Water.

Bills for unmetered customers



If you do not have a meter, in general you pay for your water based on the rateable value of your home. There may be some exceptions to this.

As a guide, we have set out some examples for customers whose homes have rateable values of £100 and £300.

Unmetered bills* – water

| Water and sewerage companies | Annual bill in £ for customers whose homes have rateable values of | | | |
|---------------------------------------|--|---------------------------|---------|---------------------------|
| | £100 | | £300 | |
| | 2011-12 | Change from last year (£) | 2011-12 | Change from last year (£) |
| Anglian Water: | | | | |
| – Anglian | 203.92 | 13.13 | 266.30 | 8.25 |
| – Hartlepool | 136.42 | 8.10 | 136.42 | 8.10 |
| Dŵr Cymru | 183.37 | 9.18 | 325.01 | 16.28 |
| Northumbrian Water: | | | | |
| – Northumbrian | 139.91 | 11.76 | 244.73 | 20.28 |
| – Essex & Suffolk: | | | | |
| – Essex | 132.73 | 14.63 | 291.59 | 32.29 |
| – Suffolk | 154.70 | 0.69 | 357.50 | -9.53 |
| Severn Trent Water¹ | 91.45 | 2.67 | 274.35 | 8.01 |
| South West Water | 268.54 | 22.61 | 544.82 | 45.83 |
| Southern Water | 91.75 | 6.91 | 211.35 | 15.91 |
| Thames Water¹ | 100.78 | 3.68 | 244.34 | 9.04 |
| United Utilities | 144.30 | 9.20 | 320.90 | 21.60 |
| Wessex Water | 158.08 | 13.40 | 460.24 | 40.20 |
| Yorkshire Water: | | | | |
| – Yorkshire | 156.00 | 11.30 | 390.80 | 28.30 |
| – York | 97.24 | 7.08 | 231.24 | 16.88 |

* Bill = fixed charge + (rateable value charge x rateable value of property).

| Water only companies | Annual bill in £ for customers whose homes have rateable values of | | | |
|--|--|---------------------------|---------|---------------------------|
| | £100 | | £300 | |
| | 2011-12 | Change from last year (£) | 2011-12 | Change from last year (£) |
| Bristol Water | 115.82 | 9.24 | 291.46 | 23.72 |
| Cambridge Water | 77.60 | 3.70 | 180.00 | 9.10 |
| Cholderton & District Water | 122.03 | 5.46 | 286.03 | 16.74 |
| Dee Valley Water: | | | | |
| – Chester | 105.98 | 7.12 | 217.66 | 14.62 |
| – Wrexham | 146.25 | 9.83 | 265.51 | 17.85 |
| Portsmouth Water² | 67.75 | 4.75 | 123.90 | 7.40 |
| Sembcorp Bournemouth Water | 92.04 | 4.97 | 231.12 | 14.91 |
| South East Water: | | | | |
| – Mid Southern | 94.63 | 9.20 | 231.89 | 21.60 |
| – Eastbourne | 144.50 | 13.70 | 381.50 | 35.10 |
| – Mid Sussex | 144.50 | 13.70 | 381.50 | 35.10 |
| – West Kent | 136.00 | 12.73 | 356.00 | 32.19 |
| – Mid Kent | 156.30 | 13.14 | 338.90 | 29.42 |
| South Staffs Water | 65.87 | 3.20 | 197.61 | 9.60 |
| Sutton & East Surrey Water: | | | | |
| – Croydon | 79.89 | 4.85 | 161.67 | 10.55 |
| – Northern Area | 161.40 | 10.50 | 161.40 | 10.50 |
| – Southern Area | 107.85 | 6.67 | 245.55 | 16.01 |
| Veolia Water Central: | | | | |
| – Colne Valley | 92.04 | 5.86 | 194.92 | 12.38 |
| – Lee Valley | 103.81 | 6.64 | 230.23 | 14.72 |
| – North Surrey | 93.44 | 5.98 | 199.12 | 12.74 |
| – Rickmansworth | 90.76 | 5.80 | 191.08 | 12.20 |
| Veolia Water East | 130.94 | 1.69 | 320.34 | 4.13 |
| Veolia Water Southeast | 189.42 | 13.47 | 450.46 | 32.05 |

Notes:

1. Severn Trent Water is divided into zones and Thames Water is divided into areas. The companies can give you more information on these zones and areas. We have given the bills for Severn Trent Water's zone 4 and Thames Water's area 6 as an example.

2. The bill for Portsmouth Water applies from 1 July 2011. Portsmouth applies a minimum charge of £67.75 to unmetered water customers.

Unmetered bills* – sewerage

| Water and sewerage companies | Annual bill in £ for customers whose homes have rateable values of | | | |
|---------------------------------|--|---------------------------|---------|---------------------------|
| | £100 | | £300 | |
| | 2011-12 | Change from last year (£) | 2011-12 | Change from last year (£) |
| Anglian Water | 234.34 | 9.51 | 299.52 | 1.99 |
| Dŵr Cymru | 252.40 | 9.38 | 452.66 | 16.84 |
| Northumbrian Water | 168.81 | 13.12 | 279.63 | 21.56 |
| Severn Trent Water ¹ | 88.35 | 4.81 | 265.05 | 14.43 |
| South West Water | 389.39 | 35.81 | 927.37 | 85.23 |
| Southern Water | 172.42 | 10.04 | 395.62 | 23.04 |
| Thames Water ¹ | 74.70 | 5.38 | 148.10 | 12.14 |
| United Utilities | 129.70 | 4.70 | 389.10 | 14.10 |
| Wessex Water | 139.46 | 4.61 | 404.38 | 13.83 |
| Yorkshire Water | 176.59 | 8.71 | 446.39 | 25.71 |

Notes:

1. Severn Trent Water is divided into zones and Thames Water is divided into areas. The companies can give you more information on these zones and areas. We have given the bills for Severn Trent Water's zone 4 and Thames Water's area 6 as an example.

* Bill = fixed charge + (rateable value charge x rateable value of property).

Bills for metered customers

People who have a meter pay for their water and sewerage services based on how much water they use. As a guide, we have set out some examples for customers who use 60, 160 and 270 cubic metres (m³) of water a year.



60m³ of water a year

This is the amount consumed by an average single person using about 165 litres of water a day



160m³ of water a year



Metered bills* – water

| Water and sewerage companies | Annual bill in £ for consumption each year of | | | | | |
|-----------------------------------|---|---------------------------|-------------------|---------------------------|-------------------|---------------------------|
| | 60m ³ | | 160m ³ | | 270m ³ | |
| | 2011-12 | Change from last year (£) | 2011-12 | Change from last year (£) | 2011-12 | Change from last year (£) |
| Anglian Water¹: | | | | | | |
| – Anglian | 104.56 | 7.12 | 247.09 | 17.85 | 397.71 | 29.43 |
| – Hartlepool | 83.96 | 3.46 | 192.16 | 8.09 | 305.02 | 12.96 |
| Dŵr Cymru | 105.13 | 1.98 | 230.35 | 3.62 | 368.09 | 5.43 |
| Northumbrian Water: | | | | | | |
| – Northumbrian | 98.93 | 6.22 | 204.31 | 12.58 | 320.23 | 19.57 |
| – Essex & Suffolk: | | | | | | |
| – Essex | 108.59 | 9.34 | 230.08 | 20.90 | 363.72 | 33.61 |
| – Suffolk | 118.16 | 3.58 | 255.60 | 5.54 | 406.79 | 7.69 |
| Severn Trent Water | 113.67 | 6.91 | 259.74 | 16.47 | 420.42 | 26.98 |
| South West Water | 143.44 | 10.51 | 324.70 | 23.82 | 524.08 | 38.46 |
| Southern Water | 88.77 | 5.46 | 192.77 | 14.56 | 307.17 | 24.57 |
| Thames Water | 97.69 | 2.19 | 215.51 | 4.18 | 345.11 | 6.37 |
| United Utilities | 119.42 | 6.98 | 265.12 | 15.28 | 425.39 | 24.41 |
| Wessex Water | 132.02 | 10.13 | 322.06 | 25.34 | 531.11 | 42.07 |
| Yorkshire Water: | | | | | | |
| – Yorkshire | 97.03 | 0.39 | 210.43 | 0.79 | 335.17 | 1.23 |
| – York | 63.66 | 0.26 | 127.26 | 0.46 | 197.22 | 0.68 |

Notes:

1. Anglian Water's annual bill for 60m³ is based on its SoLow tariff. The bill for 160m³ is based on the standard metered charges.

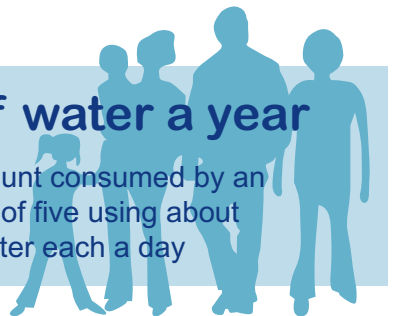
2. The bill for Portsmouth Water applies from 1 July 2011.

* Bill = fixed charge + (consumption x volumetric charge).

This is the amount consumed by an average family of three using about 150 litres of water each a day

270m³ of water a year

This is the amount consumed by an average family of five using about 150 litres of water each a day



Metered bills* – water (continued)

| Water only companies | Annual bill in £ for consumption each year of | | | | | |
|--|---|---------------------------|-------------------|---------------------------|-------------------|---------------------------|
| | 60m ³ | | 160m ³ | | 270m ³ | |
| | 2011-12 | Change from last year (£) | 2011-12 | Change from last year (£) | 2011-12 | Change from last year (£) |
| Bristol Water | 105.82 | 9.01 | 222.19 | 19.03 | 350.20 | 30.05 |
| Cambridge Water | 76.24 | 2.24 | 157.64 | 4.64 | 247.18 | 7.28 |
| Cholderton & District Water | 101.40 | -1.63 | 225.40 | -3.15 | 361.80 | -4.82 |
| Dee Valley Water: | | | | | | |
| – Chester | 84.33 | 2.87 | 178.22 | 6.98 | 281.50 | 11.50 |
| – Wrexham | 88.98 | 3.08 | 190.61 | 7.54 | 302.40 | 12.44 |
| Portsmouth Water² | 62.63 | 3.23 | 124.93 | 6.53 | 193.46 | 10.16 |
| Semcorp Bournemouth Water | 92.04 | 5.42 | 207.94 | 14.46 | 335.43 | 24.41 |
| South East Water: | | | | | | |
| – Mid Southern | 81.26 | 5.83 | 181.70 | 15.55 | 292.19 | 26.24 |
| – Eastbourne | 107.40 | 4.20 | 251.40 | 11.20 | 409.80 | 18.90 |
| – Mid Sussex | 107.40 | 4.20 | 251.40 | 11.20 | 409.80 | 18.90 |
| – West Kent | 107.40 | 7.78 | 251.40 | 20.75 | 409.80 | 35.02 |
| – Mid Kent | 99.30 | 7.20 | 229.80 | 19.20 | 373.35 | 32.40 |
| South Staffs Water | 85.48 | 4.26 | 177.86 | 8.87 | 279.48 | 13.94 |
| Sutton & East Surrey Water: | | | | | | |
| – Northern Area | 78.77 | 1.40 | 168.86 | 3.74 | 267.96 | 6.32 |
| – Southern Area | 94.44 | 1.76 | 210.64 | 4.70 | 338.46 | 7.94 |
| Veolia Water Central | 86.26 | 3.58 | 181.23 | 7.54 | 285.70 | 11.89 |
| Veolia Water East | 120.53 | 4.72 | 279.01 | 10.92 | 453.34 | 17.74 |
| Veolia Water Southeast | 122.41 | 8.36 | 270.82 | 18.50 | 434.07 | 29.66 |

Notes:

1. Anglian Water's annual bill for 60m³ is based on its SoLow tariff. The bill for 160m³ is based on the standard metered charges.

2. The bill for Portsmouth Water applies from 1 July 2011.

* Bill = fixed charge + (consumption x volumetric charge).

Metered bills* – sewerage

| Water and sewerage companies | Annual bill in £ for consumption each year of | | | | | |
|---------------------------------------|---|---------------------------|-------------------|---------------------------|-------------------|---------------------------|
| | 60m ³ | | 160m ³ | | 270m ³ | |
| | 2011-12 | Change from last year (£) | 2011-12 | Change from last year (£) | 2011-12 | Change from last year (£) |
| Anglian Water¹ | 143.78 | 6.54 | 293.88 | 12.91 | 441.60 | 19.04 |
| Dŵr Cymru | 158.78 | 4.08 | 305.08 | 5.89 | 466.01 | 7.87 |
| Northumbrian Water | 135.45 | 10.65 | 232.88 | 17.90 | 340.04 | 25.87 |
| Severn Trent Water² | | | | | | |
| – Property-based charge: | | | | | | |
| – Flat or terrace | 93.39 | 5.03 | 181.99 | 9.95 | 279.45 | 15.36 |
| – Semi-detached | 121.49 | 6.55 | 210.09 | 11.47 | 307.55 | 16.88 |
| – Detached | 149.47 | 8.08 | 238.07 | 13.00 | 335.53 | 18.41 |
| – Rateable value-based charge: | | | | | | |
| – Zone 4 | 129.90 | 7.00 | 218.50 | 11.92 | 315.96 | 17.33 |
| South West Water | 203.94 | 16.17 | 494.04 | 39.12 | 813.15 | 64.37 |
| Southern Water | 153.34 | 7.27 | 326.97 | 17.72 | 517.95 | 29.22 |
| Thames Water | 83.40 | 5.39 | 142.40 | 11.04 | 207.30 | 17.26 |
| United Utilities | 149.44 | 5.40 | 261.84 | 9.40 | 385.48 | 13.80 |
| Wessex Water | 138.75 | 4.76 | 298.34 | 11.03 | 473.89 | 17.93 |
| Yorkshire Water | 117.61 | 0.67 | 244.15 | 1.43 | 383.35 | 2.26 |

Notes:

1. Anglian Water's annual bill for 60m³ is based on its SoLow tariff.

2. Severn Trent Water's customers pay for their surface water drainage either through a fixed charge based on the property type or a charge based on the rateable value. We have given a zone 4 bill based on a rateable value of £200 as an example.

* Bill = fixed charge + (consumption x volumetric charge). The bills include the charge for surface water and highway drainage.

The Consumer Council for Water

The Consumer Council for Water represents water and sewerage customers in England and Wales. It is independent of both the water companies and us. If you have a question about your bill, please contact your company first. If you are not satisfied with your company's response, you can ask your local Consumer Council for Water office to investigate. We have given you the details for each office here.

Consumer Council for Water Central For customers of Severn Trent Water and South Staffs Water

First Floor, Victoria Square House,
Victoria Square, Birmingham B2 4AJ
Phone: 0121 345 1013 or 0845 702 3953
Fax: 0121 345 1010

Consumer Council for Water Northern For customers of Northumbrian Water, Yorkshire Water, and Hartlepool Water

Eighth Floor, Northgate House,
St Augustine's Way, Darlington DL1 1XA
Phone: 01325 469777 or 0845 708 9368
Fax: 01325 369269

Consumer Council for Water Eastern For customers of Anglian Water, Cambridge Water, Essex & Suffolk Water, and Veolia Water East¹

Ground Floor, Carlyle House, Carlyle Road,
Cambridge CB4 3DN
Phone: 01223 323889 or 0845 795 9369
Fax: 01223 323930

Consumer Council for Water Northern For customers of United Utilities

Suite 902, Ninth Floor, Bridgewater House,
Whitworth Street, Manchester M1 6LT
Phone: 0161 236 6112 or 0845 705 6316
Fax: 0161 228 6117

Consumer Council for Water London and South East

For customers of Southern Water, Thames Water, Veolia Water Central², Sutton & East Surrey Water, Veolia Water Southeast³, Portsmouth Water, and South East Water

c/o First Floor, Victoria Square House,
Victoria Square, Birmingham B2 4AJ
Phone: 020 7931 8502 or 0845 758 1658

Consumer Council for Water South West For customers of South West Water

First Floor, Broadwalk House, Southernhay
West, Exeter EX1 1TS
Phone: 01392 428028 or 0845 795 9059
Fax: 01392 428010

**Consumer Council for Water Wales
For customers of Dŵr Cymru, Albion
Water, and Dee Valley Water**

Room 140, Caradog House,
1-6 St Andrew's Place, Cardiff CF10 3BE
Phone: 029 2023 9852 or 0845 707 8267
Fax: 029 2023 9847

**Consumer Council for Water Western
For customers of Wessex Water, Bristol
Water, Cholderton & District Water, and
Sembcorp Bournemouth Water⁴**

2 The Hide Market, West Street, St Philips,
Bristol BS2 0BH
Phone: 0117 955 7001 or 0845 707 8268
Fax: 0117 955 7037

Notes:

1. Veolia Water East is the new name for Tendring Hundred Water.
2. Veolia Water Central is the new name for Three Valleys Water.
3. Veolia Water Southeast is the new name for Folkestone & Dover Water.
4. Sembcorp Bournemouth Water is the new name for Bournemouth & West Hampshire Water.

**www.ccwater.org.uk
Phone: 0845 039 2837**



Ofwat (The Water Services Regulation Authority) is a non-ministerial government department. We are responsible for making sure that the water and sewerage sectors in England and Wales provide customers with a good quality and efficient service at a fair price.



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