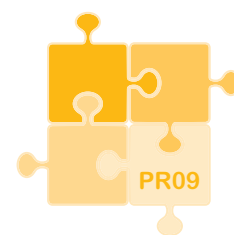


# Future household water and sewerage bills 2010-15

This note describes the impact we expect our final determination of price limits will have on household water and sewerage bills in England and Wales during 2010-15. The information below sets out how the average household bill will change between today (2009-10) and the end of the period for which we have set price limits (2014-15). Your bill may be higher or lower than the average. We also show what the average bill pays for and the price limits we have set for each company in England and Wales in each of the next five years.



Factors driving the changes in bills	Final business plan standardised <sup>1</sup>	Ofwat's final determination	Difference
<b>Average household bill in 2009-2010</b>	£344	£343	-£1
(1) Past efficiency savings and outperformance	-4	2	6
(2) Maintaining base services, of which:	6	-26	-32
(a) Changes in revenue	-13	-14	-1
(b) Changes in operating costs	20	7	-13
(c) Changes in capital maintenance	3	1	-2
(d) Changes in impact of taxation	-1	-7	-6
(e) Change in cost of capital	-3	-13	-10
(3) Maintaining and enhancing security of supply to customers	14	9	-5
(4) Impact of improvements in services, of which:	30	21	-9
(a) Drinking water quality	6	4	-2
(b) Environmental improvements	19	15	-4
(c) Improvements in service performance	5	2	-3
(5) Scope for reduction through future efficiency improvements	-15	-9	6
<b>Average household bill in 2014-15</b>	£375	£340	-£35
<b>Change from end of the last period</b>	31	-3	-34

1. This is Ofwat's recalculation of the bill impacts based on the Reservoir financial model data submitted with the business plan.

## Having trouble paying your bill?

If you have problems paying your water and sewerage bills, you should contact your water company as soon as possible.

## Changing to a metered supply

Unmetered customers who use low volumes of water and/or whose property has a high rateable value are most likely to see lower bills as a result of switching to a water meter. Your water company can help you assess whether your bills are likely to be reduced by having a metered supply. All household customers are entitled to have a meter installed free of charge. Customers can also revert to an unmetered charge within a year of installation if they choose to do so, again at no cost to them. If it is either impractical or too expensive to install a meter, the company must offer an assessed charge. Please contact your water company for information on its assessed charge.

Protecting consumers, promoting value, safeguarding the future



## How money will be invested over 2010-15



**£22.1 billion**

**£12.9 billion**

Maintaining and replacing infrastructure, from pipes to treatment works

**£0.9 billion**

Delivering big projects, like large sewers

**£1.1 billion**

Improving service levels to customers, like reducing pressure problems and sewer flooding

**£4.6 billion**

Improving drinking water and the environment

**£2.7 billion**

Making sure there is enough water, and capacity to treat sewage

**...and customers won't be any worse off**

2010-15 price limits	2010-11	2011-12	2012-13	2013-14	2014-15	Average <sup>1</sup>
<b>Water and sewerage companies</b>						
Anglian Water	-0.7	0.0	1.4	1.1	0.9	0.5
Dŵr Cymru	-1.3	-1.3	-0.4	-0.4	-0.6	-0.8
Northumbrian Water	5.0	3.8	0.9	0.0	-1.0	1.7
Severn Trent Water	-1.0	0.0	0.0	-1.0	-1.1	-0.6
South West Water	1.1	3.4	2.5	1.3	1.1	1.9
Southern Water	-0.7	0.0	3.6	3.3	-0.1	1.2
Thames Water	0.2	0.4	4.6	0.4	1.4	1.4
United Utilities	-4.3	-0.2	0.6	1.0	1.2	-0.4
Wessex Water	0.3	0.3	1.9	1.9	1.5	1.2
Yorkshire Water	-1.2	-1.3	1.4	1.8	1.6	0.5
<b>Water only companies</b>						
Bournemouth & West Hampshire Water	4.0	2.1	-0.5	-0.8	0.2	1.0
Bristol Water	0.6	4.2	4.0	0.3	-0.2	1.8
Cambridge Water	-1.0	-1.0	0.9	0.2	-0.6	-0.3
Cholderton Water	2.4	-1.0	-1.6	0.8	-0.7	0.0
Dee Valley Water	0.6	0.6	0.6	1.0	-0.5	0.5
Portsmouth Water	-4.8	-2.1	-1.7	-1.4	-0.6	-2.1
South East Water	4.4	3.9	1.7	-1.4	0.6	1.8
South Staffordshire Water	1.5	0.0	1.9	0.0	-0.6	0.6
Sutton & East Surrey Water	0.0	0.0	2.0	1.4	-1.2	0.4
Veolia Water Central (Three Valleys Water)	1.4	0.8	-2.8	-2.8	-2.3	-1.2
Veolia Water East (Tendring Hundred Water)	-1.6	-1.4	-0.7	-0.7	-0.9	-1.1
Veolia Water Southeast (Folkestone & Dover Water)	1.2	1.2	1.6	1.6	-0.9	0.9

1. The average price limit is the geometric average of the annual price limits.