

Wholesale Charges Household and Non-household 2026/27



**South West
Water**

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Section 1 - Charges 2026/27

South West Water (SWW) is the water and wastewater service provider for a population of around 1.8 million in Cornwall, Devon, and parts of Somerset and Dorset. Since 2016 it has been providing water-only services in the Bournemouth Water (BW) region to a population of 0.5 million and in 2020 it became the water and wastewater services provider to the Isles of Scilly (IoS).

South West Water and Bournemouth Water are part of the South West Water Limited, which is a member of Pennon Group PLC.

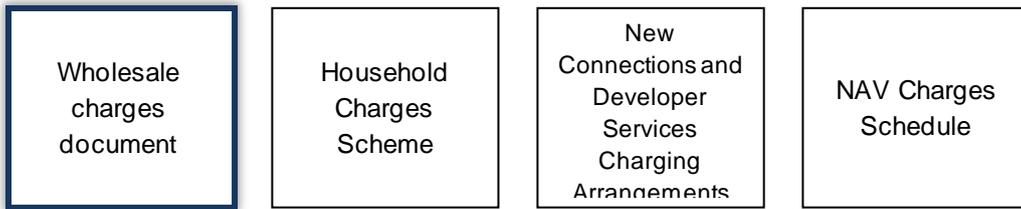
Published below is a schedule of South West Water's wholesale charges for the provision of water and sewerage services. They come into effect on 1 April 2026.

In addition, for continuity and ease of reference for licensees, we have separately published our wholesale charges in the 'standard schedule' format previously required by Ofwat.

'Licensee' is the holder of a water supply licence and/or a sewerage licence granted by the Water Services Regulation Authority (Ofwat) under section 17A and/or under section 17BA of the Water Industry Act 1991. Charges are set in accordance with revenue control limits determined by Ofwat. To comply with Condition E of our licence to operate, charges must not show undue preference to, or discriminate against, any class of person.

Charges are subject to the addition of any VAT chargeable.

This document is one of five charging documents as set out below:



South West Water Area of supply



Section 2 – How wholesale charges are applied

This section sets out how the wholesale charges contained in this Charges Schedule are applied.

Basis for calculating wholesale

- 1.1. The underlying principle used for deriving this wholesale tariff structure is that the wholesale tariff for each customer segment should be reflective of the average cost of providing wholesale water.
- 1.2. For the purposes of tariff setting wholesale activities are defined to cover the activities and overheads associated with water resources and abstraction of water, raw water distribution, water treatment, treated water distribution and scientific services.
- 1.3. Development of the tariffs followed two key steps:
 - Identification of the wholesale cost base, separated by functional activity;
 - Allocation of those wholesale costs to distinct customer classes / segments.
- 1.4. To identify the unit cost to serve for each customer segment, cost allocation rules were developed applying variants of the relative output method, which is considered best practice within Fully Distributed Cost (FDC) methodologies.

How wholesale charges are applied

- 1.5. Under the Water Industry Act 1999, South West Water must charge occupiers of dwellings in accordance with this Charges Schedule. The Act removed the right of the Company to charge water charges by agreement on dwellings, but any agreements made prior to 1 April 2000 are not affected by the legislation.
- 1.6. South West Water (the Company) continues to have a legal right to charge commercial customers by agreement rather than in accordance with this Charges Schedule (subject to a legal requirement that charges do not discriminate unduly in favour or against any class of customer).
- 1.7. Where a premise is used for both residential and commercial purposes, the Company will have regard to Ofwat's guidance on whether customers are eligible to switch their water and wastewater Retailer when determining on what basis charges should be levied, i.e., Household or Non-Household.
- 1.8. Water lost through unidentified leaks of water from service pipes supplying business premises will be charged for except for where relief is granted under the provisions of South West Water's service guarantees for non-household customers.
- 1.9. Where we are required, for the purpose of providing a supply of water to any premises, to connect to any main or service pipe, any pipe which has not previously been connected, it is a condition of complying with that requirement that a meter is installed.
- 1.10. Where property or land is separated into distinct units, individual billing is required, and separate metered water supplies must be provided to each property. If developers intend to carry out such work, they must apply to us for the appropriate number of metered connections. (See separate booklet Developer, new connection and infrastructure charges).
- 1.11. Please note that from the time that a new connection is laid, and a meter fitted, we hold the developer responsible for paying the water bill until such time as we are notified by the developer that ownership of the property has changed, and the property is to be occupied.
- 1.12. The developer is liable for payment of water used through the meter, a standing charge is not raised in this pre-occupation period. Standing charges will apply once the premises are occupied or are deemed to have gone beyond the pre-occupation period. Volumetric rates will also apply for the water used.
- 1.13. Developers should supply us with occupation details and a postal address as soon as these details are known. The water account will remain in the developer's / applicant's name until we are informed otherwise.

- 1.14. The meter remains our property. It is a criminal offence to interfere with any meter or any other apparatus belonging to us.
- 1.15. Where there is a change of use of water supplied by a common supply pipe to two or more premises in separate occupation, the charges for the supply to the premises on which the change of use has taken place will be metered charges, and the person chargeable for the supply must provide for the separation of the common supply and the installation of a meter on the separate supply to the premises.
- 1.16. In cases where the supply has not been separated, we will not split the existing bill unless, at our discretion, we feel there are reasonable grounds to do so. We will therefore collect all charges for the property in question from any one of the occupiers.
- 1.17. We have not adopted the rating valuation list for business premises and continue to calculate non-household rates on the basis of valuation effective at 31 March 1990. Where a non-household customer would like to be charged on a metered basis and we are unable to fit a meter, the customer is given the option of being charged on an assessed basis rather than by rateable value. This applies to situations where the installation of a meter would incur unreasonable expenses
- 1.18. Unreasonable expense includes:
- The cost of separation of a supply pipe if it is shared with other customers.
 - The cost of installing more than one meter. (Where there is more than one supply, we will consider the installation of a second meter provided this does not entail disproportionate costs.)
 - The cost of alterations to existing plumbing.
- 1.19. We will continue to use rateable values for non-household customers where a meter is not in place, unless a change of occupier has taken place and no charges have yet been demanded from the person who has become the customer, in which case we may fit a meter if we believe that the new occupier would benefit from a meter.

Liability for charges for unoccupied properties

- 1.20. Where an unmetered property is unoccupied and unused the full charge remains payable unless the supply is disconnected. (Please note that the standard re-connection charge will apply when re-connection is requested.)
- 1.21. If a retailer wishes to retain the supply but does not wish to pay the full unmetered charge, they may opt to serve a measured charges notice. See also Schedule 3, Assessed charges.
- 1.22. Where the empty unmetered property shares a supply and therefore cannot be disconnected or easily metered, we will require access to ensure that the property is unfurnished.
- 1.23. The full charge remains payable
- If the property is not totally unfurnished
 - Until such time as access is granted to survey the property.
- 1.24. Where a metered property is unoccupied
- The full charge remains payable unless the supply is turned off.
 - Where consumption is registered by the meter relevant charges will be payable.

The Measured charges

- 1.25. Where the occupier of a commercial property at which a meter has been installed is liable to pay water charges, the standard measured charges will apply unless there is an agreement between the company and the retailer of that property to pay a different tariff; or the company has confirmed to the retailer of that property that unmeasured charges will apply.
- 1.26. The standard measured charges will also apply where a customer moves into a property at which a meter has been installed previously even if the out-going occupier of the property was not paying measured charges.

The Unmeasured Charges

- 1.27. Where the occupier of a property is liable to pay water charges and a meter has not been installed at the property, the standard unmeasured charges, or the relevant assessed charge set out in this charges schedule will apply.
- 1.28. Unmeasured charges will continue to apply until such time as either:
- the occupier of the commercial property chooses to have a meter installed at their convenience (see Section 6 on Water meter installation). Unmeasured charges will continue to apply and be payable up to the date the meter is installed; or
 - South West Water determines that water is being used, or is to be used, for one or more of the non-domestic purposes which would entitle South West Water to require the water supply to be metered under Regulations made by the Secretary of State for the Environment, again unmeasured charges will continue to apply and be payable up to the date the meter is installed.
- 1.29. Where the occupier of a property for which unmeasured charges are paid and a meter has not been installed vacates the property, the new occupier will be charged unmeasured charges also (NB if a meter has been installed at the property, regardless of whether the out-going occupier paid unmeasured or measured charges, the new occupier will be charged measured charges).
- 1.30. If a person occupies more than one separately rated building or part of a building and has access between them other than by a highway, South West Water may agree to add (if requested to do so) the relevant rateable values together and bill the retailer of the property on a single rateable value basis (so that the retailer pays only one set of wholesale fixed charges). However, where unmeasured properties are combined to form a single property occupied entirely by a single occupier and therefore no longer exist as the properties originally rated and assessed, a notional rateable value will be set for the new property or metering will be required.
- 1.31. The chargeable rateable value of the property is:
- Rated properties – the Rateable Value of the property
 - Unrated properties – where a property does not have a rateable value specifically assigned to it, and the company has not installed a water meter, the company will charge the occupier of that property on a relevant assessed charge

Return to sewer allowances

- 1.32. If a property is connected to the main drainage and a property is metered, recorded volumes will also be used to calculate sewerage charges. Retailers should consult the wholesale charges scheme for the relevant sewerage provider for details of the applicable return to sewer allowance.

Section 3 - Wholesale non-household unmeasured water supply charges 2026/27

Water supply charges	£
Unmetered fixed charges (£ per annum)	204.90
Unmetered variable charges (£ per RV)	3.0094
Other unmetered charges (£ per annum)	
Assessed per employee	82.51
Single lock-up garage	10.44
Banded Assessed Charge	
Band 1 (Assumed 20m ³ per employee)	
Band 2 (Assumed 50m ³ per employee)	
Band 3 (Assumed 100m ³ per employee)	
Band 4 (Assumed 200m ³ per employee)	
Band 5 (By inspection per employee)	
Banded Assessed Water variable charge (£ per m ³)	3.0158
Banded Assessed Water fixed charge (£ per annum)	31.24

*Examples of business types for each band:

- Band 1 Retail, accountants, legal services, doctors.
- Band 2 Dentists, hairdressers, schools.
- Band 3 Hotels, nightclubs, licensed bars, restaurants, cafes.
- Band 4 Public houses, sport and recreation facilities, photographic processing.
- Band 5 Laundries, concrete production, brewing.

Please note this list is not exhaustive.

Section 4 - Wholesale non-household measured water supply charges 2026/27

Water supply charges	£
Metered fixed charges (£ per annum)	
<22mm	31.24
23mm - 28mm	58.73
29mm - 42mm	83.15
43mm - 65mm	158.37
66mm - 80mm	176.11
81mm - 100mm	193.85
101 - 201mm and above	211.80
Metered variable charges (£ per m3)	3.0158

Large User Tariff

Large User Tariffs (LUTs) are a series of tariffs available to non-household customers who use more than 50,000 cubic metres of water a year on a single operational site and/or who return more than 50,000 cubic metres of sewage or 50,000 cubic metres of Trade Effluent a year to our sewers from such a site.

The Retailer of the property may provide non-household customers likely to qualify for a LUT with information about the tariffs to assist them in choosing which tariff to use.

There are three wholesale tariffs for water in addition to the basic rate tariff:

- HW1 (CMOS HW11) this tariff is available to customers using above 50,000 and up to 100,000 cubic metres of water a year.
- HW2 (CMOS HW22) this tariff is available to customers using between 100,000 and 150,000 cubic metres of water a year.
- HW3 (CMOS HW33) this tariff is available to customers using above 150,000 cubic metres of water a year.

The water Large User Tariff comprises three parts:

1. An Annual Meter Charge – a fixed charge based on the size of the meter (or where there is more than one meter used for measuring water use, the total of all the Annual Meter Charges for all meters installed based on their sizes);
2. A (new) LUT Capacity Charge, payable in addition to the Annual Meter Charge. This fixed charge is set to recover the costs of providing the capacity to meet customer demands. The level of this fixed charge is dependent on the volume characteristics of customers in each LUT tariff category.
3. A Volume Charge – for each cubic metre of water supplied. This volume charge applies to all cubic meters of water supplied in each billing period.

SWW's LUTs have previously been based on a falling block tariff, which was introduced when there were spare water resources, but circumstances have changed with increased tourism and climate change. Falling block tariffs are not progressive as they do not provide the incentives now required to conserve water. The structure of LUTs has been updated to reflect the revised cost base and water resources circumstances.

SWW recognises that the impact of this change on some LUT customers may be significant, and we therefore propose phasing in the impact of the new structure of water Large User Tariffs over several years, as cost reflectivity is kept under review.

The customer must select the tariff in advance of the Charging Year:

Water supply charges	Metered Fixed Charge¹ £ per annum	Volumetric Charge £
HW1 (CMOS HW11) - (50MI-100MI)	23,865.00	2.3104
HW2 (CMOS HW22) - (100MI-150MI)	41,916.00	2.1299
HW3 (CMOS HW33) - (150+MI)	98,068.00	1.7556

¹ A fixed charge based on meter size is also chargeable

Section 5 - Wholesale non-household measured wastewater charges 2026/27

Abated charges are for foul and highway drainage (excluding surface water drainage).

Highway drainage charges are shown separately from foul only and foul and surface water drainage charges but apply to standard wholesale charge arrangements as part of the above service charges. Highway drainage charge elements are only shown separately as part of an Ofwat requirement.

Waste Water supply charges						
	£					
Metered fixed charges (£ per annum)	Full (Foul, Surface water drainage and highway drainage)	Abated	Foul only	Highway drainage only	Surface Water drainage only	Surface Water Drainage and Highway Drainage
<22mm	46.58	13.32	13.32	0.00	33.26	33.26
23mm - 28mm	60.01	26.75	26.75	0.00	33.26	33.26
29mm - 42mm	73.14	39.88	39.88	0.00	33.26	33.26
43mm - 65mm	113.43	80.17	80.17	0.00	33.26	33.26
66mm - 80mm	126.58	93.32	93.32	0.00	33.26	33.26
81mm - 100mm	140.01	106.75	106.75	0.00	33.26	33.26
101mm and above	153.44	120.18	120.18	0.00	33.26	33.26
Metered variable charges (£ per m ³)	5.8193	4.1259	3.5113	0.6146	1.6934	2.3080

In setting surface water drainage charges for 2024/25 SWW reviewed the cost reflective balance between non-household and household customer charges for surface water drainage services. Based on this review the metered variable charge for surface water drainage for non-households has increased relative to the same charge for households. SWW recognises that the impact of this change on some non-household customers may be significant and therefore the changes will be phased in over several years, as cost reflectivity is kept under review. 2026/27 is the third stage of this adjustment.

Large User Tariffs

Large User Tariffs (LUTs) are a series of tariffs available to NHH customers who use more than 50,000 cubic metres of water a year on a single operational site and/or who return more than 50,000 cubic metres of sewage or 50,000 cubic metres of Trade Effluent a year to our sewers from such a site.

The Retailer of the property may provide non-household customers likely to qualify for a LUT with information about the tariffs to assist them in choosing which tariff to use.

Additionally, a Retailer whose customer is paying a large user sewerage tariff whose property also has a surface water drainage connection to a Company-owned sewer will pay an annual surface water drainage site charge.

For 2025/26 the sewerage LUTs were restructured to align with the changes to the water LUTs.

There are two tariffs for sewerage in addition to the basic rate tariffs:

- HS1 (CMOS HS11) – this tariff is available to customers using between 50,000 and 100,000 cubic metres a year
- HS2 (CMOS HS22) – this tariff is available to customers using above 100,000 cubic metres a year.

The sewerage LUT comprises three parts:

1. An Annual Meter Charge – being a fixed charge based on the size of the meter (or where there is more than one meter used for measuring water use, the total of all the Fixed charges due on the meters based on their sizes); and
2. A (new) LUT Capacity Charge, payable in addition to the Annual Meter Charge. This fixed charge is set to recover the costs of providing the capacity to meet customer foul drainage demands. The level of this fixed charge is dependent on the volume characteristics of customers in each LUT tariff category.
3. A Volume Charge for each cubic metre of used water returned to our sewers. This volume charge applies to all cubic meters of used water returned to our sewers in each billing period.

Large User Tariffs	Fixed Charge £/annum	Volume Charge £	Surface Water Standing Charge
HS1 (CMOS HS11) - (50MI – 100MI)	13,044.00	3.4658	169,340.00
HS2 (CMOS HS22) - (100MI+)	22,158.00	3.3746	169,340.00

Section 6 - Wholesale non-household unmeasured wastewater charges 2026/27

Waste Water supply charges						
	£					
Unmetered fixed charges (£ per annum)	Foul only	Highway drainage only	Surface Water drainage only	Foul and Highway drainage	Surface Water Drainage and Highway Drainage	Full (Foul, Surface water drainage and highway drainage)
RV min<£50	N/A	0.00	33.26	126.63	33.26	159.89
RV £50-£1001	N/A	0.00	33.26	157.43	33.26	190.69
RV £1001-£5,000	N/A	0.00	33.26	157.43	33.26	190.69
RV £5,001-£50,000	N/A	0.00	33.26	157.43	33.26	190.69
RV>£50,000	N/A	0.00	33.26	157.43	33.26	190.69
No / Zero RV	N/A	0.00	33.26	126.63	33.26	159.89
Unmetered variable (£ per unit)	3.0413	1.6887	1.6934	4.7300	3.3821	6.4234

In setting surface water drainage charges for 2024/25 SWW have reviewed the cost reflective balance between non-household and household customer charges for surface water drainage services. Based on this review the metered variable charge for surface water drainage for non-households has increased relative to the same charge for households. SWW recognises that the impact of this change on some non-household customers may be significant and therefore the changes will be phased in over several years, as cost reflectivity is kept under review. 2026/27 is the third stage of this adjustment.

Other unmetered charges (£ per annum)	Foul only	Highway drainage only	Surface Water drainage only	Foul and Highway drainage	Surface Water Drainage and Highway Drainage	Full (Foul, Surface water drainage and highway drainage)
Single lock up garage	N/A	0.00	16.09	10.44	16.09	26.53
General access to supplies: per employee charge	N/A	0.00	N/A	140.56	N/A	140.56
Surface water only fixed charge	N/A	0.00	79.96	N/A	79.96	N/A

Banded Assessed Charge*	£
Band 1 (Assumed 20m3 per employee)	
Band 2 (Assumed 50m3 per employee)	
Band 3 (Assumed 100m3 per employee)	
Band 4 (Assumed 200m3 per employee)	
Band 5 (By inspection per employee)	
Banded Assessed Wastewater inc SWD fixed charge	46.58
Banded Assessed Wastewater inc SWD variable charge	4.6858
Banded Assessed Wastewater exc SWD fixed charge	13.32
Banded Assessed Wastewater exc SWD variable charge	2.9924

*Examples of business types for each band:

Band 1 Retail, accountants, legal services, doctors.

Band 2 Dentists, hairdressers, schools.

Band 3 Hotels, nightclubs, licensed bars, restaurants, cafes.

Band 4 Public houses, sport and recreation facilities, photographic processing.

Band 5 Laundries, concrete production, brewing.

Please note this list is not exhaustive.

Section 7 - Wholesale non-household trade effluent charges 2026/27

The following tables contain the wholesale charges for trade effluent for non-household customers. R volume rates above 50MI and 100MI relate to two falling block tariffs. Customers select this tariff prior to the start of the Charging Year. The minimum charge will be applied where the total annual cost as calculated using the Mogden Formula is less than **£387.67**.

Where charge per m³ of effluent = R + [V + M] + B(Ot/Os) + S(St/Ss)

Customer discharging (m ³ per annum) of trade effluent	<0.5MI	0.5-5MI	5-25MI	25-50MI	50-100MI	100-250MI	>250MI
R = reception and conveyance charge [p/m ³]		0.7806			0.6713		0.5925
V = Primary treatment (volumetric) charge [p/m ³]				0.7506			
M = treatment and disposal charge where effluent goes to sea outfall [p/m ³]				0.1030			
B = biological oxidation of settled sewage charge [p/m ³]				1.4834			
S = treatment and disposal of primary sewage sludge charge [p/m ³]				0.8049			
Os = chemical oxygen demand (COD) of crude sewage on hour quiescent settlement				744			
Ss = total suspended solids of crude sewage [mg/litre]				449			
Ot = Chemical oxygen demand (COD) of effluent after one hour quiescent settlement at ph 7				Customer Specific			
St = total suspended solids of effluent at ph 7 [mg/litre]				Customer Specific			
Minimum charge				387.67			

The exemption charge is applied following a risk based assessment and is typically for low volume strength discharges. Its application is determined by South West Water.

Exemption charge	133.56
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Section 8 - Wholesale household water supply charges 2026/27

The following charges are subject to the addition of any VAT chargeable.

Description of Charge	Costs of delivery, treatment charge		
Unmeasured Domestic Water Tariff			
Fixed charge:		204.90	
Variable charge (per £ RV)		3.0094	
Assessed Charge	<u>One Person</u>	<u>Two Person</u>	<u>Multi-Occupancy</u>
	197.11	284.56	362.97
WaterCare Tariff Assessed Charge Band			
Band 1	98.55	142.28	181.49
Band 2	147.83	213.42	272.23
Band 3	167.54	241.88	308.53
Band 4	49.28	71.14	90.74
Band 5	29.57	42.68	54.45
Unmeasured Assist Charge			
Assist Band 1 - 0% discount		280.24	
Assist Band 2 - 15% discount		238.20	
Assist Band 3 - 25% discount		210.18	
Assist Band 4 - 50% discount		140.12	
Assist Band 5 - 75% discount		70.06	
Assist Band 6 - 85% discount		42.04	
Measured Domestic Water Tariff			
Fixed charge (Meter size):			
up to and incl. 22mm		31.24	
23mm to 28mm		58.73	
29mm to 42mm		83.15	
43mm to 65mm		158.37	
66mm to 80mm		176.11	
81mm to 100mm		193.85	
101mm and above		211.80	
Volume charge (per cubic metre)		3.0158	
WaterCare Tariff (Fixed charge)			
WaterCare Band 1		15.62	
WaterCare Band 2		23.43	
WaterCare Band 3		26.55	
WaterCare Band 4		7.81	
WaterCare Band 5		4.69	
WaterCare Tariff Volume Charge (per cubic metre)			
WaterCare Band 1		1.5079	
WaterCare Band 2		2.2618	
WaterCare Band 3		2.5634	
WaterCare Band 4		0.7539	
WaterCare Band 5		0.4524	
WaterSure Tariff annual charge		256.77	

Section 9 - Wholesale household wastewater charges 2026/27

The following charges are subject to the addition of any VAT chargeable.

Description of Charge	Costs of delivery, treatment charge		
Unmeasured Domestic Sewerage Tariff	Surface water : No surface water		
Fixed charge:			
Properties up to £50 RV with surface water	159.90 : 126.63		
Properties over £50 RV with surface water	190.69 : 157.42		
Variable charge (per RV)	5.2899 : 4.7300		
Surface Water Only Charge	79.96		
	<u>One Person</u>	<u>Two Person</u>	<u>Multi-Occupancy</u>
Assessed Charge (surface water : no surface water)	292.59 : 229.93	420.51 : 342.57	536.25 : 444.48
WaterCare Tariff Assessed Charge			
Band 1	146.29 : 114.96	210.25 : 171.28	268.12 : 222.24
Band 2	219.44 : 172.45	315.38 : 256.92	402.19 : 333.36
Band 3	248.70 : 195.44	357.43 : 291.18	455.81 : 377.80
Band 4	73.15 : 57.48	105.13 : 85.64	134.06 : 111.12
Band 5	43.89 : 34.49	63.08 : 51.38	80.44 : 66.67
Unmeasured Assist Charge Band			
Assist Band 1 - 0% discount	381.66		
Assist Band 2 - 15% discount	324.41		
Assist Band 3 - 25% discount	286.25		
Assist Band 4 - 50% discount	190.83		
Assist Band 5 - 75% discount	95.42		
Assist Band 6 - 85% discount	57.25		
Measured Domestic Sewerage Tariff	Surface water : no surface water		
Fixed charge (Meter size):			
up to and incl. 22mm	46.58 : 13.32		
23mm to 28mm	60.01 : 26.75		
29mm to 42mm	73.14 : 39.87		
43mm to 65mm	113.43 : 80.17		
66mm to 80mm	126.58 : 93.31		
81mm to 100mm	140.01 : 106.75		
101mm and above	153.44 : 120.18		
Volume charge	4.6858 : 4.1259		

Surface water : no surface water	
WaterCare Tariff (Fixed charge)	
WaterCare 1	23.29 : 6.66
WaterCare 2	34.94 : 9.99
WaterCare 3	39.59 : 11.32
WaterCare 4	11.65 : 3.33
WaterCare 5	6.99 : 2.00
WaterCare Tariff Volume Charge (per cubic metre)	
WaterCare 1	2.3429 : 2.0630
WaterCare 2	3.5144 : 3.0944
WaterCare 3	3.9829 : 3.5070
WaterCare 4	1.1715 : 1.0315
WaterCare 5	0.7029 : 0.6189
WaterSure Tariff annual charge	361.89

Section 10 – Special Agreement wholesale charges 2026/27

The Water Industry Act 1991 allows water and sewerage undertakes to enter into a special agreement instead of charging in accordance with a charges schedule. This agreement specifies the charges for supplies of water and sewerage services to business premises. These charges may be different to those laid out in the charges schedule.

There are a number of non-household wholesale consumers for which wholesale charges are charged under a special agreement, generally at a discount to the standard wholesale charge. A summary of these agreements is published on the southwestwater.co.uk website.

Section 11 – Other miscellaneous charges 2026/27

Description of charge	£
Search Fees and Environmental Reporting	
Search fee (Residential CON29DW excluding VAT, other searches available – see sourceforsearches.co.uk)	54.91
Environmental Information Reporting	Quotation
Environmental Information Reporting – charge per staff hour	25.00
Photocopying / printing – black and white A4 (per sheet)	0.085
Photocopying / printing – black and white A3 (per sheet)	0.17
Photocopying / printing – colour A4 (per sheet)	0.85
Photocopying / printing – colour A3 (per sheet)	1.70
Where more than 40 sheets provided – time charge per hour (1 hour minimum)	12.50
Postage charge	At cost
Disconnection and Reconnection	
Reconnection charge (at the company stopcock)	105.00
Reconnection charge (not at the company stopcock)	Actual cost
Reconnection charge outside of normal working hours	146.50
Disconnection at customer's request	0
Disconnection for non-payment at retailer's request	0
Emergency disconnection	No charge
Disconnection for breach of water fitting regulations	Actual cost
Disconnection otherwise than at boundary stopcock	Actual cost
Abortive visit charge (disconnection)	57.00
Trade Effluent	
Obstructed sample visit	Actual cost
Variation of consent (applies to second and subsequent requests)	Actual cost
Sampling service	By quotation
Alternative structure trade effluent charge – standing charge (<50l/day)	133.56
Alternative structure trade effluent – minimum charge	387.67
Multi-site flushing (by agreement)	By quotation
Miscellaneous	
Miscellaneous work within normal working hours – cost per hour	57.00
Miscellaneous work outside normal working hours – cost per hour	85.00
Abortive visit charge (normal working hours)	57.00
Abortive visit charge (outside normal working hours)	85.00
Operational visits to customers at the Retailers request which are in addition to the standard requirements necessary for the wholesale provision of water and sewerage services (normal working hours)	57.00
Operational visits to customers at the Retailers request which are in addition to the standard requirements necessary for the wholesale provision of water and sewerage services (outside normal working hours)	85.00
Animal drinking troughs – annual unmeasured charge	853.78
Water supplied through a portable standpipe	3.0158 per cu m
Portable standpipe hire arranged through nominated contractor and subject to their terms and hire rates	Contractor rates
Replacement of lead service pipes – free of charge when customer is replacing their lead pipework	-
Fire hydrant installation and repair – for information please contact South West Water Developer Services	Quotation
Water fittings regulations inspections – for information please see South West Water New Connections and Developer Services Charging Arrangement	At cost
Building Water: A temporary site supply that is used for construction purposes. It includes all water used for construction except that water provided to a household	4.0083 per cu m

property where this is taken past the external stop tap. Any water used at household premise taken past the external stop tap will be subject to a 'pre-occupation volumetric charge'.	
Pre-occupation: A supply connected during construction which is intended for the purposes of providing a service to a Household premises that is not yet occupied, and that is not a building water supply.	4.0083 per cu m
RPZ Valve testing	Quotation
Hospitalisation charge – Household customers water only fixed annual	150.68
Hospitalisation charge – Household customers sewerage only fixed annual	198.42
Hospitalisation charge – Household customers water and sewerage fixed annual	309.46
C1 process requests (verification of meter details or meter supply arrangements)	25.00
Site visit to confirm supply arrangements or meter details	129.25
Meters & Related Charges	
External use meter (sub-meter, non-return to sewer)	Quotation
Household meter testing (results in spec)	70.00
Commercial water meter installation (no meter box in place)	Quotation
Commercial water meter installation (meter box in place)	Quotation
Commercial meter testing (results in spec) <22mm	314.00
Commercial meter testing (results in spec) 23-42mm	418.00
Commercial meter testing (results in spec) >43mm	545.00
Multiple meters (single residence) additional annual charge per meter	8.30
Meter installation / exchange / relocation	Quotation
Site survey to determine viability of meter exchange (retailer request)	60.00
Abortive visit charge for metering services	57.00
Meter reading service for retailers;	Quotation
Damage to apparatus	
Where South West Water incurs costs in relation to repairing damage to our apparatus, for example our network or meters, as a result of an act or omission by a retailer or its agents or sub-contractors, the company will charge the retailer an amount equal to the total cost of the work involved in repairing or replacing the damaged apparatus.	At cost
Tankered Waste	
Automated reception sites – domestic waste waters under 1000mg/l solids.	4.0267
Automated reception sites – domestic waste waters 1000mg/l or more of solids and up to 10,000mg/l solids.	11.1973
Automated reception sites – domestic waste with 10,000mg/l to 20,000mg/l solids.	45.2576
Advanced Rate Option (ARO) - untreated septic tank / cesspit wastes up to 20,000mg/l solids.	20.16
Commercial/industrial waste waters	Quotation
Per load charge to cover regulatory requirements	18.65
Fire Hydrants	
Installation of fire hydrant on new mains up to 180mm diameter*	Quotation
Installation of fire hydrant on new mains over 180mm*	Quotation
Installation of fire hydrant on existing mains up to 180mm diameter	Quotation
Installation of fire hydrant on existing mains over 180mm	Quotation
Replace Fire Hydrant<= 150mm	2,081.78
Replace Fire Hydrant >150mm	2,390.85
Abandon Fire Hydrant<=150mm	2,081.78
Abandon Fire Hydrant>150mm	2,390.85
Abandon Fire Hydrant<=150mm - insitu	1,101.32
Abandon Fire Hydrant>150mm - insitu	1,101.32
Repair Fire Hydrant <= 150mm	718.47
Repair Fire Hydrant >150mm	825.15
Chamber works only	1,097.68
Cover and Frame Works only	479.72

*Refers to the provision of a Fire Hydrant that is requested at the same time as the water main installation in a trench provided by the developer.

Section 12 – Other miscellaneous charges supporting information

Water meter installation

- 12.1. Only meters provided by the Company will be accepted for charging purposes and regardless of where they are installed, meters remain the property and responsibility of the Company.
- 12.2. The Company has powers under Section 162 of the Water Industry Act 1991 to require certain categories of property to be metered.
- 12.3. The Company requires water supplies to properties other than dwelling houses to be metered. Additionally where water is supplied to a property which is not used solely as a single private residence and the other use is the principle use of the property, in accordance with The Water Industry (Prescribed Conditions) Regulations 1999 the Company requires the supply to be metered. The Company has a programme to meter such properties which will be undertaken in a way it considers best allows it to carry out required installations in a cost effective manner. It will not meter commercial properties on demand under its commercial metering programme.
- 12.4. The Company cannot charge for meter installation where it requires a meter to be installed.
- 12.5. However occupiers of commercial properties may choose to have a meter installed at their convenience, provided that it is practical to install a meter and the actual cost of installation will not be unreasonably greater than the fixed price. Rateable Value charges will continue to apply until a meter is fitted.
- 12.6. Quotations for all meter sizes and non-standard locations can be provided on request and will include the cost of a site survey, materials and other overheads as appropriate. Quotations will be appropriate to the site in question.
- 12.7. The current technical specifications for meters are:

Type of Meter	Meter Size	AMR Meter	Capable of capturing and transmitting usage data	Capable of having an external logger (or similar devices for data capture and transmission) applied to it
Diehl Altair V3	Up to 20mm	Yes	Yes	Yes
Diehl Altair V4	Up to 20mm	Yes	Yes	Yes
Diehl Altair R4	Up to 20mm	Yes	Yes	Yes
Elster V100	Up to 42mm	AMR can be installed	No but can if AMR installed	Yes
Diehl Altair	Up to 42mm	Yes	Yes	Yes
Elster H4000 / H5000	Up to 150mm and above	AMR can be installed	No but can if AMR installed	Yes

Type of Meter	Meter Size	AMR Meter	Capable of capturing and transmitting usage data	Capable of having an external logger (or similar devices for data capture and transmission) applied to it
ABB Aquamaster	Up to 150mm and above	AMR can be installed	No but can if AMR installed	Yes
Diehl Aquila	Up to 150mm and above	Yes	Yes	Yes

12.8. Where a Retailer requests the Company to change a water meter that serves a Supply Point(s) registered to them, the Company may undertake a site survey to establish if the exchange is viable and will provide a quotation to the Retailer for the meter exchange, the quotation will include the cost of the site survey, materials and other overheads as appropriate. Quotations will be appropriate to the site in question. For the avoidance of doubt, the Retailer will be liable for the cost of the site survey regardless of the viability of the exchange or whether the Retailer chooses to proceed with the request to exchange the water meter.

Timescale to install a meter

12.9. The Company will install the meter within 22 business days of a request being received of receipt. If it does not, following a substantiated claim by the Retailer, credit the Retailers account to the amount of the value of the water supply from the end of the 22 business day period to the date the water meter is fitted, unless the delay is at the request of the Retailer or the relevant non-household customer.

Cases where the cost of installing a meter would be unreasonable or installation would be impractical

12.10. Where the cost of installation is considered to be unreasonably greater than the fixed price or it is impractical to install a meter the Company will only install meters where customers arrange to alter their plumbing so that meters can be installed. Customers will be responsible for this work and the costs. Rateable value based charges will be payable until a meter is installed.

12.11. When carrying out a meter survey, the Company will advise the customer of any work that needs to be done before a meter can be installed.

12.12. Reasonable costs for installing a meter are:

- cost of installation of that meter in the Company's preferred location
- cost of minor alterations to a customer's plumbing to allow installation
- cost of reinstatement in the case of a meter situated outside a property
- provision of an outreader for a meter located inside a property

12.13. Unreasonable costs include the costs of separation of joint supplies and significant changes to customers' plumbing.

12.14. In terms of practicality, the Company will consider it impractical to install a meter where:

- a single meter will not record all water used in a property; or
- a meter will also record water used in another property

12.15. A meter must be installed in accordance with the Water (Meters) Regulations 1988 at a position where it records all use within the property for which it has been installed. It must also be accessible for meter reading.

12.16. Where a meter is installed outside a property it will be installed as close as is reasonably practicable to the boundary of that property. For internal meters the meter will be sited as close as possible to

the point at which water enters the building.

- 12.17. Usually, the Company will require a meter to be installed externally for a property which is not used solely as a single private residence. Only where an external meter will not record the use of water in the property to be metered alone will an internal location be offered.
- 12.18. Where the Company has used its right to decide a meter location, but a customer requires the meter to be located in a different place, subject to the requirements in paragraphs 1.20 to 1.21, the customer may have the meter located in their preferred location provided that they pay any additional costs of installing the meter in the location requested rather than the location identified by the Company.
- 12.19. Similarly, if the Company decides to fit an out-reader for an internal meter and a customer requires it to be fitted in a different location, the Company may require the customer to pay any additional costs of complying with the customer's requirements.
- 12.20. Requests to alter the position of a meter or out-reader must be made in writing to the Retailer of the property. The Company will provide a quote to the customer for the additional work requested and payment will be required in advance of installing the meter.
- 12.21. Any dispute about meter location; requests for alternative positioning of a meter or outreader; or the cost of an alternative position may be referred to the Water Services Regulation Authority (Ofwat), Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.

Reverting to Rateable Value charges

- 12.22. Once a meter has been installed in a property which is not used solely as a single private residence, measured charges will be payable for the property. There is no right to revert to unmeasured charges.

Occupiers of properties with no water supply but for which a supply of water is provided elsewhere

- 12.23. A building may be divided into a number of separately rated units which while they do not have water supplies within the units, have access to a supply of water – for example communal washing and toilet facilities. If the supply is unmeasured, the occupier of each of the units is legally liable to pay unmeasured charges based on the rateable value of the unit occupied.
- 12.24. The supply may be metered but the Company will only agree to this where one person signs an agreement to pay the metered bill which will result. It will then be up to that person to apportion the metered charges between all persons with access to supply and collect monies from them. Should the person who has agreed to pay the charges default, or request to be released from the agreement without another person confirming in writing that she or he will take over responsibility for payment, the Company reserves the right to cancel the metered charging agreement and revert to charging the individual occupiers on an unmeasured basis.
- 12.25. A single bill will be issued for the installation charge: the Company will not agree to apportion the price between all customers applying for the meter.
- 12.26. If in the case of shops or offices with no water supply to the actual premises and the Company agrees that it is not feasible to set up a joint metered account, the relevant customers will be offered an assessed charge based on the number of persons working on the premises.

Meter Reading Services

- 12.27. The company may be able to offer meter reading services on a contract or ad-hoc basis, you can contact us at retail_meter_contracts@southwestwater.co.uk.

Retailer Equipment on Meters

- 12.28. Should a Retailer wish to install its own Retailer Equipment on a Company meter at a Supply Point for which they are registered, they must provide the Company with written notification according to the terms of the Wholesale-Retail Code. Any such installation will be subject to the terms and conditions set out in the 'South West Water Policy and Terms in respect of Retailer Equipment' which

the Retailer will be deemed to have accepted upon providing such written notification. For further information, please contact wholesaleaccountmanagement@southwestwater.co.uk.

- 12.29. At the time of notification, the Retailer should provide the Company with details of any charges which may be levied in respect of data sharing.
- 12.30. The Company may withhold its consent for the installation of Retailer Equipment on its meter where there are practical factors existing at the meter location which may prohibit installation of the Retailer Equipment, or where installation of the Retailer Equipment on the meter may interfere with the Company's ability to comply with its statutory obligations or licence or result in interference with the Company's network or for leakage management purposes.
- 12.31. The Company may need to undertake a site survey prior to issuing consent for Retailer Equipment to be installed, the cost of which will be charged to the Retailer. The Retailer should ensure that the Company will have reasonable access to the Customer's premises if necessary to carry out a site survey and/or any water supply checks considered necessary by the Company.
- 12.32. Any damage caused to the Company's network or meter due to the installation of Retailer Equipment will be dealt with according to paragraph 12.62.
- 12.33. Any installed Retailer Equipment must not obstruct or hinder the Company in carrying out its statutory obligations. If the Retailer Equipment obstructs or hinders or is believed to be interfering with meter readings or being used for non-legitimate purposes, the Company reserves the right to remove the equipment without notice and to charge the Retailer for any costs arising from that removal.
- 12.34. Any Retailer Equipment installed on a meter by the Retailer must be clearly labelled with the Retailer's name and contact number.
- 12.35. The Retailer is responsible for its Retailer Equipment and any liabilities and costs associated with the installation and ongoing maintenance.
- 12.36. Subject to its service guarantees for Non-households, the Company is not responsible for any interruption or impediment to the supply of water to a Customer's premises as a result of any activity by the Retailer or the functioning of the Retailer's Equipment.
- 12.37. Where possible, the Company will give reasonable notice to the Retailer of work to be undertaken on the Company's network or meter which may require the removal of the Retailer Equipment in order to provide the opportunity for the Retailer to remove its Retailer Equipment if necessary. Should the Retailer fail to remove its Retailer Equipment prior to the Company undertaking notified works, the Company reserves the right to charge the Retailer for reconnection of the Retailer Equipment.
- 12.38. The Company reserves the right to remove without notice any Retailer Equipment it finds has been installed without permission and reserves the right to charge the Retailer for the costs of doing so.
- 12.39. The Retailer must inform the Company immediately, in writing, on discovering any equipment or logging devices already installed on the meter.

Meter Testing

- 12.40. In accordance with the provisions of the Water (Meters) Regulations 1988, a customer who believes the meter supplying her or his property is faulty may require the Company to test the accuracy of a meter. However there will be a charge for this if the test shows that the meter is correctly recording use.
- 12.41. Retailers are responsible for the due care of a water meter existing on a Supply Point to which they are registered. If the Retailer believes a water meter is faulty or damaged, they must notify the Company.
- 12.42. Non-Household customers are asked to call the Retailer of the property if they consider that their meter is incorrectly recording use. The Company will investigate the matter. If the Company

considers that the meter is correctly recording use, the Retailer may ask to have the meter tested and should submit the relevant form set out in the Wholesale-Retail Code.

12.43. The meter will be sent to a Trading Standards approved test centre for testing and a new meter will be installed.

12.44. A copy of the test results will be sent to the customer. If these confirm that the meter which was tested falls within the prescribed limits of error as set out in the Measuring Equipment (Cold-water Meters) Regulations 1988 the following charges will be payable:

- For meters of size up to and including 22mm £314.00¹
- For meters of size between 23mm and 42mm £418.00²
- For meters of size 43 mm and above £545.00³

12.45. If the meter is found to have been over-recording use in accordance with The Water (Meters) (Amendment) Regulations 1988 it will be deemed to have begun to have registered use incorrectly from the date of the last but one meter reading taken by the Company (unless it can be shown that it became faulty at a later date). Charges will be amended back to that date on the basis of meter readings taken by the Company from the meter installed when the faulty meter was removed for testing.

12.46. If a meter serving a property other than a dwelling is found to have under-recorded use the Company reserves the right to recover any additional charges which may be due for the period from the date the meter is deemed to have become faulty. In so doing it will use readings taken from the meter installed when the faulty meter was removed and use any other historical data to calculate what the level of use was in the period in question.

12.47. Any dispute about any matter arising from this section about meter testing may be referred to the Water Services Regulation Authority (Ofwat), Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.

Abortive Visits

12.48. For all metering services including, but not exclusively, changing a meter, replacing or repairing a faulty or damaged meter, meter accuracy tests, installation of meters, abortive visit charges (£57.00) will apply when the Company is prevented from undertaking a survey

Miscellaneous wholesale charges and incentives

12.49. *Animal drinking troughs* – The annual charge for an existing outside unmeasured animal drinking trough system will be £853.78 (irrespective of consumption and the number of troughs served). The charge will be payable by each customer benefiting from a connection, subject to the Company retaining the right to charge on a measured basis.

12.50. *Surface water drainage charge* - Where a property benefits only from a connection for surface water drainage; and is not liable to a water supply charge; and does not have the benefit of facilities which drain foul effluent to the Company's sewerage system, the occupier may opt to pay an annual sewerage charge.

Disconnection and Reconnection Charges

12.51. Disconnection at the Company's stopcock (following non-payment at Retailers request) £0.00

Reconnection at the Company's stopcock (following non-payment and subsequent disconnection of a wholly commercial property) £105.00

^{1,2} and ³ Subject to VAT at the current rate

Where disconnection/reconnection cannot be made at the Company's stopcock the actual cost will be payable, we will invoice the Retailer, who will be responsible for ensuring the customer will pay for the quotation.

Disconnection at a customer's request	£0.00
Disconnection for breach of Water Fitting Regulations	at cost

These charges also apply to the disconnection of properties served by a self-supply retailer.

- 12.52. An *abortive visit charge* of £57.00 will be payable where a Retailer cancels a request to the Company to disconnect a Non-Household Customer's supply for non-payment of charges and fails to give a minimum of 24 hours notice of the cancellation.
- 12.53. An *abortive visit charge* of £57.00 will also be payable where the Retailer has requested the Company to disconnect a Non-Household Customer's supply for non-payment of charges, but the Company is unable to undertake the activity due to act or omission of the Retailer or the Customer.
- 12.54. *Hydrant Standpipes* - Portable hydrant standpipes for use on specified hydrants are available for hire from the Company's nominated contractor. The standard size will be 25mm and the hire will be subject to the nominated contractor's terms and hire rates.
- 12.55. Water used through a portable standpipe will be charged on a measured basis at the rate of £3.0158 per cubic metre. Charges will be billed by, and be payable to, the nominated contractor.
- 12.56. *Building Water charge*: A temporary site supply that is used for construction purposes. It includes all water used for construction except that water provided to a household property where this is taken past the external stop tap. Any water used at household premises taken past the external stop tap will be subject to a 'pre-occupation' volumetric charge. The charge for Building Water is £4.0083 per cubic metre.
- 12.57. *Pre-Occupation charge*: A supply connected during construction which is intended for the purpose of providing a service to a Household premises that is not yet occupied, and that is not a building water supply. Please see Household Charges Scheme.
- 12.58. *Non-Domestic Supplies* - The charges for water supplied for any non-domestic purposes authorised by the Company shall be the same as for water supplied for domestic purposes except that no charges are payable for water used for extinguishing fires, testing fire-fighting equipment or training people for fire-fighting.
- 12.59. *RPZ Valve testing* By Quotation

Exceptions

12.60. In the absence of any special agreement:

- in any rating district, the water hereditaments of any statutory water undertaker; or
- any hereditament which any company responsible for gas pipelines is to be treated as occupying in a rating area by virtue of Section 53 of the Local Government Finance Act 1988 and regulations made thereunder; or

12.61. No charge shall be made in respect of hereditaments occupied by a telecommunications company comprising:

- posts, wires, underground cables and ducts, telephone kiosks and other equipment not within a building, being property used for the purposes of telecommunication services.

Damage to South West Water Apparatus

12.62. Where the Company incurs costs in relation to repairing damage to its apparatus, for example its network or meters, as a result of an act or omission by a Retailer, Customer or the agents or sub-contractors of a Retailer or Customer, then the Company will charge the Retailer an amount equal to the total cost of the work involved in repairing or replacing the damaged apparatus. All charges will be based on actual costs inclusive of overheads. Where such damage has caused a meter to under-record consumption, the Company will recover any additional charges due.

Work undertaken outside normal working hours

12.63. Where a Retailer or a Retailer on behalf of a customer requests the Company to carry out work outside of our normal operational working hours; Monday – Friday, 08:00 – 17:00, and South West Water agrees to meet this request an additional charge of £85.00 per hour will be levied to reflect the increased costs incurred by South West Water.

Special Agreements

12.64. The Water Industry Act 1991 allows water and sewerage undertakers to enter into a special agreement instead of charging in accordance with a charges schedule. This agreement specifies the charges for supplies of water and sewerage services to business premises. These charges may be different to those laid out in the charges schedule.

12.65. There are a number of non-household wholesale consumers where wholesale charges are charged under a special agreement, generally at a discount to the standard wholesale charge. A summary of these agreements is published on the southwestwater.co.uk website.

Operational visits

12.66. Operational visits to customers at the Retailers request which are in addition to the standard requirements necessary for the wholesale provision of water and sewerage services will be charged £57.00 per hour within normal working hours, and at £85.00 per hour outside of normal working hours.

Abortive visits

12.67. For all operational visits to Non-household Customers, abortive visit charges of £57.00 for visits in normal hours and £85.00 for those arranged for outside normal hours will apply when the Company is prevented from undertaking the visit or associated work due to actions of the Retailer, Customer, or their agents or sub-contractors or erroneous information provided by the same.

Replacing Lead Service Pipes

12.68. If a Non-Household Customer replaces lead pipework for which they are responsible, the Company will replace any lead service pipe for which they are responsible free of charge. See our Wholesale Service Standards document for further details.

Other Goods and Services

12.69. Any other goods and services provided by the Company will be charged at the reasonable actual cost of providing the service (inclusive of overheads as appropriate).

Verification of Meter Details or Meter Supply Arrangement – C1 Process Requests

12.70. We may charge £25.00 for any C1 process requests.

12.71. Where a site visit is required to confirm supply arrangements or meter details the charge will be £129.25. Where the information in our systems is incorrect, no charge will be made.

Gap Site Incentive

1.33. Effective from 1 April 2022 the Company has operated a Gap Site Incentive Scheme in line with the industry-wide scheme. <https://www.southwestwater.co.uk/siteassets/documents/businesses/sww-gap-site-incentive-scheme-2022.pdf> For further information please contact the Wholesale Account Management Team at wholesaleaccountmanagement@southwestwater.co.uk.

Access Pricing

- 12.72. Indicative access prices are published in our Access Code each year. They provide an indication of the prices that water supply licensees will be charged if they are successful in applying for access to a water company's supply system. The actual price may differ, depending on individual circumstances and subsequent negotiations.
- 12.73. The wholesale price used in the SWW indicative price calculations in the Access Code is the best tariff available for a customer for the appropriate volume. Ofwat's expectations are that companies will base access prices initially on wholesale charges consistent with the wholesale revenue controls.
- 12.74. At the time of this preparing this Charging Schedule, indicative combined supply Access Prices have been calculated based on the Costs Principle. The Costs Principle still exists in legislation at the time of preparing this Charges Schedule. Under the Water Act 2014 provisions exist that, once enacted, will remove it from legislation and replace it with a new charging regime based on Ofwat charging rules developed in the light of Government charging guidance. Ofwat guidance was not available at the time of drafting this Charging Schedule.
- 12.75. Any changes to our access prices will be communicated through an update to our Access Code.
- 12.76. For the avoidance of doubt, the charging arrangement between the Company and a Licensee does not determine the arrangements that a customer makes with a licensee on charging amounts, methods and payment terms.

Value added tax

- 12.77. All charges in the scheme are shown exclusive of VAT unless stated.
- 12.78. This section is a description of the VAT liability of charges and is subject to changes in VAT registration and rates of VAT.
- 12.79. The supply of water from the wholesaler to the retailer is subject to VAT at the standard rate.
- 12.80. Measured and unmeasured sewerage and sewage disposal charges and trade effluent charges from the wholesaler to the retailer are subject to VAT at the zero rate.

Engineering and construction services

- 12.81. Charges for engineering and construction services, excluding infrastructure charges, are subject to VAT at the standard rate, unless they relate to new construction of dwellings (in which case they are zero rated).
- 12.82. Infrastructure charges are outside the scope of VAT.

Section 13 – Non-Potable Water Supply

- 13.1. South West water does not currently offer any Non-Potable Water Supply

Section 14 - Switching to Measured Charges

- 14.1. Household customers who are charged on an unmeasured basis have the option to switch to a measured charge, by having a water meter installed. The cost of the meter installation is normally free to domestic customers.
- 14.2. South West Water operates a change of occupier metering policy, whereby the Company may install a meter at a customer's property. When there is a change of occupier at that property, measured charges may commence.
- 14.3. Household customers who wish to switch to a measured charge should contact South West Water's customer services.
- 14.4. Non-Household customers who wish to switch to a measured charge should contact their retailer. Non-Household customers should also contact their retailer if they wish to consider an assessed charge as an

alternative to the unmeasured RV basis of charging. The assessed charge options where we do not fit a meter are set out in section 5.

Section 15 – Contact Details

South West Water Wholesale Services (For Retailer enquiries and service requests):

Address: Peninsula House, Rydon Lane, Exeter EX2 7HR
Website: <https://www.southwestwater.co.uk/businesses/wholesale-services>
Email: wholesaleaccountmanagement@southwestwater.co.uk.

South West Water Customer services (For billing enquiries for household customers):

Address: Peninsula House, Rydon Lane, Exeter EX2 7HR
Tel: 0344 346 1010 (Monday – Friday, 8am to 6pm, Sat: 9am – 1pm)
Website: <https://www.southwestwater.co.uk/household/help-support/contact-us>

Consumer Council for Water:

This independent committee aims to protect customers' interests and investigate customer complaints free of charge.

Address:
Consumer Council for Water, C/O 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ
Tel: 0300 034 2222 (8.30-17.00 Mon-Fri)
Email: enquires@ccwater.org.uk
Website: www.ccwater.org.uk
Email: enquires@ccwater.org.uk

Water Services Regulation Authority (Ofwat)

Address: Centre City Tower, 7 Hill Street, Birmingham, B5 4UA
Tel: 0121 644 7500
Email: mailbox@ofwat.gov.uk
Website: www.ofwat.gov.uk

Appendix 1 – Examples

Examples of calculations for rainwater harvesting

Example 1 – Rainwater harvesting

A customer has a rainwater harvesting system installed. For a billing period (quarter), meter readings show 30 cu.m. of water recorded by the main meter and 15 cu.m. of water discharged from the rain water holding tank which surface water drains to sewer for toilet flushing etc. The wholesale charge to the retailer will be:

Water charge	Fixed charge - £31.24 / 4	£7.81
	Volume charge - 30 x £3.0158	£90.47

Sewerage charges		
Main meter	Fixed charge - £13.32 / 4	£3.33
	Volume charge - 30 x £4.1259 x 95%	£117.59

Rainwater meter	Fixed charge - £8.00 / 4	£2.00
	Volume charge - 15 x £4.1259	£61.89

Total due	£283.16
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Example 2 – Greywater recycling

A customer has a grey water recycling system installed. For a billing period (quarter), meter readings show 40 cu.m. of water recorded by the main meter and 20 cu.m. of water discharged from the grey water holding tank. The bill will be:

<i>Water charge</i>	Fixed charge - £31.24 / 4	£7.81
	Volume charge - 40 x £3.0158	£120.63

<i>Sewerage charges</i>		
<i>Main meter</i>	Fixed charge - £13.32 / 4	£3.33
	Volume charge - (40 - 20) x £4.1259 x 95%	£78.39

<i>Rainwater meter</i>	Fixed charge - £8.30 / 4	£2.08
	Volume charge - 20 x £4.1259	£82.52

Total due	£294.76
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Example 3 – Large User Tariff

A customer uses 18,000 cubic metres of water in a month supplied through a single 150mm meter; is liable to pay for surface water drainage; pays sewerage charges on 75% of the water used on site, opts to pay the HW2 tariff for water and the HS1 tariff for sewerage. Wholesale Charges for this premises will be:

Water:		
Fixed Charges	Meter Charge	17.65
	Large User Fixed Charge	3,493.00
Volumetric charge	HW2 tariff (18,000 x £2.1299)	38,338.20
	Subtotal	41,848.85
Sewerage:		
Fixed Charges	Meter Charge	10.02
	Large User Fixed Charge	1,087.00
Volumetric charge	HS1 tariff (18,000 x 0.75 x £3.4658)	46,788.30
	Surface water site charge	14,111.67
	Subtotal	61,996.99

Appendix 2 – Progressive Charge Trials

South West Water Non-household Trials

This appendix sets out the charges we will apply, should we decide to introduce trials of progressive charges in 2026/27. The charges included in this scheme may be introduced within the 2026/27 charging year.

Including these charges within this Scheme allows us to introduce these charges but does not oblige us to introduce these charges.

The alternative tariffs that we may trial with metered non-household customers are:

- Seasonal Charges, with a summer winter differential of 1.5
- Seasonal Charges, with a summer winter differential of 3

We expect NHH retailers to support the operation of tariff trials.

- We will work with NHH Retailers to ensure that our selection of participants is robust and unbiased, using objective criteria to select trial cohorts.
- NHH Retailers will need to ensure that customers selected to participate in any trial pay charges according to the charges set out in the appropriate schedule.

We will work with NHH retailers to provide them with guidance on the approach we are taking with HH customers so that a common approach can be adopted, should NHH retailers believe this to be appropriate.

To ensure that the trials are unbiased and represent our NHH customer population, opt out requests will not be considered.

Non-household Seasonal charges, with a summer winter differential of 1.5x

We may ask NHH retailers to designate identified premises within the SWW water and wastewater area as being subject to metered charges on a seasonal tariff trial.

For customers in designated premises, the seasonal tariff will replace the standard metered tariff:

2026/27 Charges	Variable per cubic metre
Water Only	£3.0158

Seasonal tariffs will be payable for any premises designated by the NHH retailer until further notice.

- The 'winter' or 'low season' period will apply between 1 October and 31 March of the Charging Year.
- The 'summer' or 'high season' period will apply between 1 April and 30 September of each Charging Year.
- During the 'summer' or 'high season' period, the volumetric rate payable will be 1.5 times higher than the 'winter' rate.

Fixed charges will be determined by meter size, as set out here:

Fixed charges – Seasonal metered charges

Category of charge	Charge (per annum)
Meter Size <22 mm	£31.24
Meter Size 23-28 mm	£58.73
Meter Size 29-42 mm	£83.15
Meter Size 43-65 mm	£158.37
Meter Size 66-80 mm	£176.11
Meter Size 81-100 mm	£193.85
Meter Size >101 mm	£211.80

Wholesale Charges based on seasonal tariffs will be payable for any premises designated for the period of the trial.

These charges are set out in Schedule NHHSC1 (below).

Schedule NHHSC1 – Seasonal metered charges

2026/27 Charges	Fixed charge	Variable per cubic metre
Water Only	£31.24	£3.0158
Seasonal metered variable charges - low season 'winter'		£2.3902
Seasonal metered variable charges - high season 'summer'		£3.5853

To demonstrate how this charge works in practice, an example is shown below.

- **Customer A** uses 500m³ annually - Consumption is low and evenly spread throughout the year. For **customer A**, the NHH retailer will be charged a fixed charge of **£31.24** (based on meter size) and a volumetric charge (over the year) of:

Fixed charge + ((winter rate x volume) + (summer rate x volume))
£31.24 + (£2.3902 x 250m3) + (£3.5853 x 250m3)
£31.24 + (£597.55 + £896.33)
£31.24 + £1,493.88

- Were **Customer A** to use 200m3 in winter and 300m3 in summer, the NHH retailer would be charged:

Fixed charge + ((winter rate x volume) + (summer rate x volume))
£31.24 + (£2.3902 x 200m3) + (£3.5853 x 300m3)
£31.24 + (£478.04 + £1075.59)
£31.24 + £1,553.63

- Were **Customer A** to use 300m3 in winter and 200m3 in summer, the NHH retailer would be charged:

Fixed charge + ((winter rate x volume) + (summer rate x volume))
£31.24 + (£2.3902 x 300m3) + (£3.5853 x 200m3)
£31.24 + (£717.06 + £717.06)
£31.24 + £1,434.12

- Were **Customer A** on the standard tariff, the NHH retailer would be charged:

Fixed charge + (standard metered rate x volume)
£31.24 + (£3.0158 x 500m3)
£31.24 + £1,507.90

These hypothetical examples show that the seasonal charge means that customers will need to be more water efficient in the summer period, if they want to reduce the charges levied by the NHH retailer.

Non-household Seasonal charges, with a summer winter differential of 3x

We may ask NHH retailers to designate identified premises within the SWW water and wastewater area as being subject to metered charges on a seasonal tariff trial.

For customers in designated premises, the seasonal tariff will replace the standard metered tariff:

2026/27 Charges	Variable per cubic metre
Water Only	£3.0158

Seasonal tariffs will be payable for any premises designated by the NHH retailer until further notice.

- The 'winter' or 'low season' period will apply between 1 October and 31 March of the Charging Year.
- The 'summer' or 'high season' period will apply between 1 April and 30 September of each Charging Year.
- During the 'summer' or 'high season' period, the volumetric rate payable will be 3 times higher than the 'winter' rate.

Fixed charges will be determined by meter size, as set out here:

Fixed charges – Seasonal metered charges

Category of charge	Charge (per annum)
Meter Size <22 mm	£31.24
Meter Size 23-28 mm	£58.73
Meter Size 29-42 mm	£83.15
Meter Size 43-65 mm	£158.37
Meter Size 66-80 mm	£176.11
Meter Size 81-100 mm	£193.85
Meter Size >101 mm	£211.80

Wholesale Charges based on seasonal tariffs will be payable for any premises designated for the period of the trial.

These charges are set out in Schedule NHHSC2 (below).

Schedule NHHSC2 – Seasonal metered charges

2026/27 Charges	Fixed charge	Variable per cubic metre
Water Only	£31.24	£3.0158
Seasonal metered variable charges - low season 'winter'		£1.4733
Seasonal metered variable charges - high season 'summer'		£4.4199

To demonstrate how this charge works in practice, an example is shown below.

- **Customer B** uses 500m³ annually - Consumption is low and evenly spread throughout the year. For **customer B**, the NHH retailer will be charged a fixed charge of **£31.24** (based on meter size) and a volumetric charge (over the year) of:

Fixed charge + ((winter rate x volume) + (summer rate x volume))
£31.24 + (£1.4733 x 250m3) + (£4.4199 x 250m3)
£31.24 + (£368.33 + £1104.98)
£31.24 + £1,473.31

- Were **Customer B** to use 200m3 in winter and 300m3 in summer, the NHH retailer would be charged:

Fixed charge + ((winter rate x volume) + (summer rate x volume))
£31.24 + (£1.4733 x 200m3) + (£4.4199 x 300m3)
£31.24 + (£294.66 + £1325.97)
£31.24 + £1,620.63

- Were **Customer B** to use 300m3 in winter and 200m3 in summer, the NHH retailer would be charged:

Fixed charge + ((winter rate x volume) + (summer rate x volume))
£31.24 + (£1.4733 x 300m3) + (£4.4199 x 200m3)
£31.24 + (£441.99 + £883.98)
£31.24 + £1,325.97

- Were **Customer B** on the standard tariff, the NHH retailer would be charged:

Fixed charge + (standard metered rate x volume)
£31.24 + (£3.0158 x 500m3)
£31.24 + £1,507.90

These hypothetical examples show that the seasonal charge means that customers will need to be more water efficient in the summer period, if they want to reduce the charges levied by the NHH retailer.

Appendix 3 – Definitions

Term	Definition
Access Code	An appointed water company's document that sets out all principal aspects of access to its supply system and the terms and conditions on which it will grant access to its supply system by a licensee.
Billing period	the period, consisting of one or more settlement periods, that is charged for in one bill.
Billing Year	1st April to 31st March.
Company	South West Water
Connection	Connection of a water service pipe to the Company's main in the roadway.
Domestic Purposes	As defined in The Water Industry Act 1991.
Eligibility criteria	The definition of a customer eligible to switch supplier will be as that laid down in Ofwat's document 'Guidance on assessing whether customers in England and Wales are eligible to switch their water and wastewater retailer', August 2015.
Incumbent retailer	Retailer of one of the vertically integrated water and/or sewerage companies who can only operate within their own geographic area.
Measured Water Supply	A supply through a water meter.
Non-household	As defined in Ofwat's eligibility criteria.
Non-Potable	Untreated water.
Normal working hours	Means 8.00am to 5.00pm Monday to Friday, excluding bank holidays. Where a retailer or a retailer on behalf of a customer requests South West Water to carry out work outside of normal working hours, and South West Water agrees to meet the request an additional charge will be levied to reflect the increased costs incurred by South West Water.
Ofwat	See WRSA below.
Payment period	The length of time after the billing period in which the retailer must pay the wholesaler for services provided within the billing period.
Potable Water	Treated water.
Premises	A property, or parts of a property, which are intended to be separately occupied.
Price Review	The process of setting appointed water companies' price limits. Maximum revenues are normally set every five years. The 2024 price review set wholesale prices and revenues for the period 1 April 2025-31 March 2030.
Rateable value	Means the 'value' assigned a property by the local government Valuation Office which was effective on 31 March 1990.
Rateable Value	The valuation for a property as shown in The Inland Revenue Valuation List as at 31 st March 1990.
Retail licensee	New entrant with a retail licence, including licensed retailers who are associates of regional monopoly wholesalers and who are able to operate outside their geographical area.
Retail Services	Customer services, which include billing, payment handling and customer enquiries; debt management and doubtful debts; meter reading; and providing information and administration for new connections.
Retailer	Provider of the retail service to the end customer, dealing with all customer services as outlined within the Ofwat pricing methodology statement such as billing, payment handling, customer calls, meter reading and administering new connections. A retailer could be an incumbent retailer or a retail licensee.
Settlement period	One calendar day. This is the minimum period for which services can be purchased by a retailer.
Unmeasured Water Supply	A supply that is not metered.
Water supply wholesaler	Incumbent regional monopoly water company providing physical water services. This includes the supply of water services, meter ownership, installation, maintenance and replacement, and monitoring, physical disconnections, and reconnections.

Wholesale	The abstraction of raw water, transmission of raw water, water treatment, storage, and distribution to end users plus ancillary services.
Wholesale charges	Charges paid to a water supply wholesaler by a retail licensee for the supply of treated, potable water.
Wholesale contract	A contract between the retailer and the company on terms and conditions laid out in our Access Code which sets out the services the wholesaler will provide to the retailer and the commercial terms on which they will be provided.
Wholesale tariff	The tariff offered by wholesalers to retailers.
Wholesale tariff structure	The structure and thresholds of wholesale tariffs offered by a wholesaler to retailers. Wholesale tariff structures are different for each wholesaler in England.
WSL (Water Supply Licence)	A water supply licence will allow entry into the competitive water supply market for the purpose of providing retail and/or upstream services.
WSRA	Water Services Regulation Authority (Ofwat). The economic regulator of the water and sewerage industry in England and Wales.