

# Household

## A guide to our charges and policies

Charges Scheme 2023/24

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## Our business

South East Water, supplies top quality drinking water to 2.3 million customers in the south east of England. Through a network of 14,929 km's of pipe, we deliver around 540 million litres of water every day. The skill and expertise of our employees ensures our water meets the highest of standards.

Our purpose is to provide today's public water service and create tomorrow's water supply solutions, fairly and responsibly, working with others to help society and the environment to thrive.

Our vision is to be the water company people want to be supplied by and want to work for. Everything we do is underpinned by technical excellence.

### Good to know

- 540 million litres of water a day – that's how much water we supply to around 2.3 million people
- 87 water treatment works – that's how we ensure our water is of the highest quality
- 500,000 water quality tests each year – that's how we ensure your water meets the highest standards
- 14,929km's of water mains – that's how we transfer fresh drinking water direct to your tap
- 1,001 employees – that's how we make sure your water supply runs 24 hours a day, 365 days a year

### How we invest in your water

Where each £1 of your bill is spent:

- Water extraction 10p
- Water treatment 26p
- Getting the water to you 37p
- Customer service 9p
- Interest and tax 16p
- Dividends\* 2p

\*Dividends allocated to the appointed business.

## Does this charges scheme apply to your premises?

### Are your premises household?

If you want information on the charges that apply to your home you will need this household charges scheme about household premises. If your premises are used solely as a home (such as a house or a flat in an apartment building), your charges will be household. If your premises are used as a home but are also used by a business or a charity and the main use is as a home, they will be household premises and this charges scheme will apply.

### Are your premises non-household?

If you are a business, charity or public sector organisation and want information about the charges that apply to your premises you will need to contact your water retailer. Premises that are used solely by a business, charity or the public sector, will be classified as non-household. If premises have a part that is used by a business, charity or a public sector organisation and another part used as a home they will be non-household if the main use is not as a home.

You can use the [eligibility guide](#) on the [Open Water](#) website to check whether your premises are likely to be eligible premises (i.e. non-household premises) which means that you can chose a water retailer for your water supply.

## Useful Information

### Where customer service comes first

There are many ways in which we help our customers:

- By helping customers who want advice on water efficiency, metering, low water pressure, leaks and other supply queries
- Our expert representatives are on the road every day to provide personal help and to give advice to customers in their own homes about technical problems linked to their water supply
- Our priority services register scheme helps us look after customers who have extra communication, access or health needs and helps us to tailor our services to support those who may need extra help
- By listening carefully to all suggestions and comments made by customers and responding swiftly to all contacts
- Aiming to answer all written complaints within 10 working days and billing enquiries within five working days
- While we strive to ensure that all bills for charges are correct, in the case of an error we reserve the right to make retrospective adjustments. This will always happen if the adjustment is in the customer's favour.
- We endeavour to match our most appropriate tariff to each customer's needs
- By publishing free booklets giving information and advice on metering, water quality, bill payments, saving water, new connections and many other subjects
- By offering a My Account online portal that allows customers 24 hour access to manage their water account

We want to provide a ten out of ten service and our code of practice leaflets, available on our website or by contacting our Customer Service Centre, give details about the way we work:

- Your water company
- Water metering: A guide for household customers
- Guaranteed standards of service
- Leaks from customers' supply pipes
- Priority services register scheme: Our services for customers with additional needs
- Household water charges, payment options and debt recovery



- If things go wrong
- Exercise of pipelaying powers on private land

## Help for our priority customers

We want all customers to be able to easily access our services. Our aim is to offer a service tailored to the needs of each individual customer. That is why we offer a wide range of free services for customers who may have circumstances that make them vulnerable both on a permanent or temporary basis. Our support is offered for a broad range of customer needs including:

- mobility restrictions,
- customers who have hearing or visual impairments,
- customers who are disabled,
- customers suffering from a long term sickness or illness whether physically or mentally,
- elderly customers,
- young families.

If you think some extra support would be helpful then you can sign up to be on our priority services register at: [www.southeastwater.co.uk/get-help/help-for-priority-customers](http://www.southeastwater.co.uk/get-help/help-for-priority-customers)

Our priority customers can:

- Receive prior warning of planned work which may mean interrupting their home's water supply
- Receive priority treatment should their water supply be interrupted. We would aim to arrange an alternative source as quickly as possible, which could include hand-delivery of bottled drinking water based on customers' needs
- Receive important information in a more convenient format, such as large print or the spoken word, where our usual presentation style is not suitable
- Register a spoken or written password for our staff to use so that customers can identify them if we need to visit their home
- Nominate somebody else to receive their water bill on their behalf, or someone we should contact if it remains unpaid (the person being nominated by the customer must agree to this)
- Use our interpretation service when they call if their first language is not English



- Receive information about specialist organisations which are able to provide advice on possible adaptations to water fittings and appliances around the home

## Managing Your Personal Information

South East Water takes care to protect and respect your privacy.

Our Privacy Policy at [www.southeastwater.co.uk/get-help/the-legal-stuff/privacy-policy](http://www.southeastwater.co.uk/get-help/the-legal-stuff/privacy-policy) sets out how we use your personal information.

For questions relating to your personal data please contact our data protection officer at [Dataprotection@southeastwater.co.uk](mailto:Dataprotection@southeastwater.co.uk)

## Bogus caller

- We follow the National Doorstep Cold Calling Protocol and where possible, our representatives will make an appointment if they need to enter a customer's home. There are times when an appointment cannot be made such as when random checks are being carried out on water from kitchen taps in line with the Water Supply (Water Quality) Regulations 2016
- As these tests are random we ensure that all staff who carry them out wear a company uniform and show an identity card which includes their photograph and our logo
- It is important that customers check the identity of a caller, particularly if they are not expecting visitors. Anyone uncertain about a person claiming to be from South East Water can call our bogus caller telephone line 0333 000 2244 to check if the caller is genuine

## How to contact us

### Customer Service Centre

Our Customer Service Centre is open between 8am and 7pm from Monday to Friday, and between 8am and 1pm on Saturdays.

Billing and account helpline	<b>0333 000 0001</b>
Water supply helpline	<b>0333 000 0002</b>
24hr leak line	<b>0333 000 3330</b>
24hr automated payment line	<b>0333 00 00 247</b>
Calling from abroad	<b>044 333 000 1122</b>

### Water Supply Emergencies

When the Customer Service Centre is closed, emergencies can be reported using the following number.

Out of hours emergencies **0333 000 0365**

Call us if you have no cold water from your kitchen tap or have spotted a burst main or serious leak.

Calls to 03 numbers are charged at the standard geographic rate and must be included in any inclusive call minutes offered by your telephone company.

**Write – if you would like to write to us for any reason please use the following address or web email:**

Customer Service Centre  
South East Water  
Rocfort Road  
Snodland  
Kent  
ME6 5AH

**Web Email:** [www.southeastwater.co.uk/get-help/get-in-touch](http://www.southeastwater.co.uk/get-help/get-in-touch)

## The Consumer Council for Water

If you have followed our complaints process but are still unhappy, the Consumer Council for Water offers free independent advice. You can visit its website **ccwater.org.uk**, call on **0300 034 2222**, email [enquiries@ccwater.org.uk](mailto:enquiries@ccwater.org.uk) or write to CCW, 23 Stephenson Street, Birmingham, B2 4BH

## Increases in Charges for 2023-24

### Our Handling Strategies for Customers

Given increases in charges we understand this means that some of our customers may have difficulty in paying their water bills.

We explain below what actions we will take to mitigate the impact of the increase in our charges on customers and the financial assistance we provide to help customers manage their household budget.

### Why our charges are going up in 2023-24

Our regulated charges for 2023-24 are allowed to increase in line with the inflation using the index for November 2022.

As any other business, the prices we pay for the electricity needed to run our plants and to pump water in our network has increased significantly and the price of goods and services we need to run the water service have also increased with inflation.

### How we will help manage the impact of our bills on our customers

We will take the following actions to help customers manage their water bills.

#### Our Affordability Tariffs

We will increase the promotion of our four affordability tariffs to help ensure that as many customers who are eligible as possible actually benefit from them:

- (a) Social Tariff: A tariff that provides a discount for low income households and caps the customer bill at the equivalent value of our Single Room Assessed tariff
- (b) WaterSure: An industry tariff that is designed to support customers with eligible benefits that have either (i) large families, or (ii) a medical condition that requires additional water usage
- (c) Single Occupier Tariff (unmetered charge): For customers who we have not been able to install a meter at their property we provide a specific assessed charge.
- (d) Single Room Assessed Tariff (unmetered charge): For customers who are unmetered in HMOs (Houses of Multiple Occupation).

We will continue our direct promotion through different channels to support customer awareness and encourage sign up.

## **Auto-enrolment on Affordability Tariffs**

We will continue and accelerate our work with local councils in our region to sign up to our affordability data share scheme enabling councils to enrol eligible customers to the appropriate tariff.

## **Pre-empting eligible customers post 1st April 2023**

The eligibility threshold for our Social Tariff is usually the same as the “threshold for those entitled to Child Tax Credit only” under the section published at <https://www.gov.uk/government/publications/rates-and-allowances-tax-credits-child-benefit-and-guardians-allowance/tax-credits-child-benefit-and-guardians-allowance> under the Tax Credits Income Thresholds and Withdrawal Rates.

This usual threshold for 2022-23 is £16,480 and would normally be £17,005 in 2023-24 however we will increase it to £18,005 in 2023-24 to increase the number of customers eligible.

We may increase that threshold further in 2023-24, to support as many customers as possible in line with what they told us they would support in willingness to pay surveys and to further our commitment to help customers in water poverty.

## **Auto Enrolment using the DWP Data Share Scheme**

We will participate in the industry data share with the Department for Work and Pension that will help us identify more customers that may be eligible for our affordability tariffs.

## **Promotion of our Helping Hand Scheme**

We will continue to make our company funded support scheme available to customers who have fallen into arrears and are attempting to maintain payments. This scheme reduces customer arrears enabling them to focus on current payments.

## **Supporting customers on Benefits through the DWP Water Direct Scheme**

We will continue to support customers who receive relevant benefits and are also in arrears by reducing their payments to a minimum through the Water Direct scheme.

## **General payment management support**

We will continue to promote and make available to customers our payment management options to help customers who are struggling with both the cost increase and general cost of living crisis. The primary tools we offer are:

- **Payment Plan auto increase protection** – We have designed our systems to ensure that customer payment plans are not increased to an unmanageable level through system parameters and customer communications.
- **Payment breaks (Payment holidays)** – Recognising the impacts of energy costs and increasing water costs, we will be actively promoting and supporting customers through offering payment breaks.

### **Trusted Partners Scheme**

We will continue and accelerate our work to create Trusted Partners in higher risk regions or higher risk customer segments. This provides direct access for vulnerability and affordability stakeholders to our system to enable them to register customers they identify through the support they provide to our joint customers.

### **Development of Community Partnership Lead role**

To support the impact on customers and our required work with stakeholders we have created a new role of Community Partnership Lead.

### **Provision of Water Efficiency Devices and Support**

To support customers reducing their water usage and therefore cost, we will continue to promote and develop our water efficiency programme which will include:

- Continued supply of free and subsidised water efficiency devices for retro fitting in household properties.
- Increased household water efficiency audits and efficiency device fitting specifically to customers in high risk affordability areas.
- Increased water efficiency direct customer messaging for customers not on our My Account digital platform.

## 1. Introduction

This is the Charges Scheme of South East Water Ltd for the year commencing on 1 April 2023 and ending on 31 March 2024 for household premises. It is made in line with section 143 and 143A of the Water Industry Act 1991 (the “Act”), and following charges schemes rules issued by Ofwat in line with section 143B of the Act and with the requirements of our licence. It supersedes any prior charges scheme made by us for household premises but previous years’ charges schemes continue to apply in respect of the charging year they relate to. It sets out our end-user charges for services provided in the period commencing on 1 April 2023 and ending on 31 March 2024. It also explains how our charges are applied and calculated and how and when they must be paid. Our charges relating to water supplies are set out in Appendix 1 (Schedule of Charges) and our other standard charges are set out in Appendix 2 (Miscellaneous charges).

In this charges scheme the words “we”, “us” and “our” refer to South East Water Ltd.

In fixing our charges we ensure that they comply with the price controls determined by Ofwat, and that no undue preference is shown to, and that there is no undue discrimination against, any class of customers or potential customers.

This charges scheme must be interpreted in a manner that is consistent with relevant legislation and the terms of our licence and to the extent that any provisions of this charges scheme are inconsistent with any legislation or the provisions of our licence the provisions of such legislation and/or of our licence prevail.

A glossary is included at the end of this charges scheme to explain the terminology used.

## 2. About water and wastewater services

### Wastewater bills

We only provide water services which will be shown on page 2 of your water bill.

Wastewater services are provided by Thames Water Services Ltd, Southern Water Services Ltd, Icosa Water Services Ltd and Severn Trent Connect. We bill on behalf



of these companies and the charges for their services will also show on page 2 of your water bill.

Other wastewater services providers may be appointed for specific locations.

### Who to contact for wastewater service queries

You should contact your wastewater provider directly for all queries or issues about wastewater services that do not relate to your bill. Your wastewater provider may be Thames Water, Southern Water, Severn Trent Select, Icosa Water Services or another wastewater services provider that has been appointed to serve a housing development.

### Who to contact for wastewater billing and payment queries

If your bill shows that we bill wastewater services on behalf of your wastewater provider you should contact us for billing and payment enquiries.

## 3. Water supply charges

### 3.1 Types of water supply charges

We use three main methods to charge for your water supply:

- Metered charges: based on the volume of water recorded by our meter
- Unmetered charges: based on the rateable value of the premises
- Assessed charges: based on the number of bedrooms or other characteristics of the premises

Details on each of these charges are provided in sections 4, 5, and 6 of this charges scheme.

### 3.2 Persons chargeable

Water charges are payable by the occupier(s) of the premises unless there is an agreement between us and another person who has agreed to pay those charges instead of the person(s) normally responsible.

If several persons occupy the same premises then each of them is jointly and severally responsible for the payment of the water charges and we may collect all the charges from any one of them.

In addition to any person in actual occupation of the premises, 'occupier' means:

- The owner of newly constructed premises who maintains these premises ready for occupation prior to their initial sale
- The owner of premises who maintains the same furnished and ready for occupation
- Any person who has sufficient control over premises to owe a duty of care to those who come lawfully onto these premises
- Any person who owns or operates premises for multiple occupation with shared facilities including houses in multiple occupation, bedsits and student accommodation
- Any person who owns or operates premises for use as a holiday let, hostel or bed and breakfast
- Any person who owns or operates premises used for short term occupation including premises occupied under licence or lettings where the occupation or term of the tenancy is for less than six months
- Any person who is the owner of premises while renovation or building works are being undertaken at the premises

If you are a landlord or a managing agent of properties in England and Wales, you can use Landlord TAP an easy to use website that allows you to provide us with details of your tenants who are responsible for the payment of water charges - **landlordtap.com**

### 3.3 Shared supplies

Where several premises or parts of premises are supplied with water through a shared service pipe but are in different occupation, each owner and/or occupier is liable to pay the water charges as explained in this section.

When there is no agreement between us and a person other than the occupier to pay the charges in respect of those premises (or such agreement has ended for any reason) the following will apply:

- In cases where the supply to those premises is not metered, the applicable charge will be either an unmetered charge (when a valid rateable value is available in respect of the premises) or an assessed charge
- In cases where the supply to those premises is metered with a single meter (and each of the premises are not also individually metered), metered charges will apply and the occupiers of each of the premises supplied through that single meter will be jointly and severally liable for the whole of the

metered charges calculated by reference to the volume of water registered by the meter. We may at our discretion apportion the metered charges between the occupiers of each of the premises supplied through the single meter on such basis as we think fit. We may also at our discretion apply an assessed charge to any or all of these premises

Where several premises are supplied by a shared service pipe, we may require separation of the service pipe as permitted under the Act.

## 4 Metered water charges

### 4.1 Standard metered charges

#### When do metered charges apply?

Metered charges apply in all cases where we are entitled to charge by reference to the volume of water supplied to the premises, a meter can physically be installed and we elect to apply metered charges. We are entitled to charge by reference to volume where premises are already charged by reference to volume, or following an application for a meter made by a customer or when a meter has been installed under our customer metering programme or selective metering. Where we are entitled to charge by reference to volume but it is not practical to install a meter or where unreasonable expenses would be required to install a meter an assessed charge will apply instead.

#### How are they calculated?

Metered charges include a fixed standing charge, which is an annual sum based on the size of the meter, and a variable volumetric charge which is based on a rate for each cubic metre of water recorded by the meter or estimated by us. There is a different volumetric rate for each of our two geographic areas. There is also a low user volumetric rate which only applies to customers who already benefited from this rate until 31 March 2022.

The volumetric charge is based on the volume of water registered by the meter including water lost through leakage or waste. Please see below for the allowance that may be available to you in case of leakage on your pipes. There is no charge for water used in relation to fire-fighting including testing in the conditions specified in section 147 of the Act.

We will only use our own meters or meters installed at our request in accordance with specifications we have approved to apply metered charges. We may, at our discretion, agree to take ownership of and responsibility for other meters to apply metered charges by reference to these meters.

The amount of the volumetric charges per cubic metre and of the standing charge for each type of meter can be found in Appendix 1 – Schedule of Charges at the end of this charges scheme.

## Billing

Our meters are normally read and bills produced every six months. Metered charges are payable on receipt of the bill.

The standing charge is payable in twelve equal instalments when the meter is read monthly and in two equal instalments when the meter is read every six months.

Where a bill has been issued using an estimated volume of water and a meter read is subsequently obtained, we may issue another bill if the actual volume of water supplied is different from the estimate.

A bill will also be issued when you leave or stop being responsible for the premises to cover charges up to the time when you stop being responsible for the payment of the water charges. Please refer to section 11 of this document for further details on change of occupation.

Our charges are updated on 1 April every year. Where a bill relates to a supply of water made in a period which spans this date, the volume of water is allocated pro-rata before and after this date using an average daily volume over the billing period. This allocation of the volume of water is shown on the bill as two readings.

You can find more information on when metered charges are due and how you can pay in section 9.

## Shared supplies: meter and sub-meter arrangements

Where your premises are connected to our water main by a shared service pipe which also supplies water to other premises, and individual meters measure the volume of water supplied to each individual premises, a check meter may be installed at the beginning of the shared service pipe to measure the water leaving our water main.

If the water recorded by the check meter exceeds for any reason the total water recorded on all the individual meters, the occupier of each of the individual premises will pay an equal proportion of the volumetric charge corresponding to this excess.

When a leak is found on a shared service pipe you may be entitled to an allowance.

### Leakage from metered supply pipes

Household customers may receive one allowance per property for water lost through leakage from the section of service pipe they are responsible for during their occupancy of the premises. A separate allowance may be made following the installation of a meter by us either through application of our own policy or at the request of a customer.

This allowance is granted in accordance with our leakage policy explained in detail in our leaflet 'Leakage from customers' supply pipes' which can be obtained on our website or by contacting our Customer Service Centre.

## 4.2 Saver tariff for large household premises

### Tariff description

Our saver tariff is available to customers who already benefited from this tariff until 31 March 2023, if the water consumption at the premises is 10,000 cubic metres or more per year and the premises are single boundary sets of premises. This tariff is available only for some specific large household premises such as large permanent residential or retirement parks on a single site which meet the minimum consumption criteria that have been determined by us to be single boundary sets of premises. However, the consumption of separate buildings which are operated by the same person or entity cannot be aggregated if the buildings are not part of a single boundary set of premises. Single boundary sets of premises is defined in more detail below.

There are two tariff bands for each of our two geographic areas:

- Band A: from 10,000 to 49,999 cubic metres;
- Band B: from 50, 000 cubic metres.

Before 31 March in any year we may review the consumption at the premises in the previous period of 12 months from February to February as recorded by the meter(s) to determine whether or not the premises continue to satisfy the minimum

consumption criteria for the saver tariff and to determine which of the three consumption bands will apply from 1 April until the next 31 March.

You should inform us if there is any significant change to the consumption on the premises before 31 March.

Where a review has been carried out, we will notify you before 1 April, if your premises qualify or cease to qualify for the saver tariff, and:

- If your premises qualify, we will automatically apply the saver tariff and the fixed charge and the volumetric rate corresponding to the appropriate band based on the prior year consumption (determined as explained above) from 1 April. You will still have until the following 30 April at the latest to ask us to transfer you to the standard metered tariff or to give us information on the expected usage at the premises during the next year and ask us to change the band based on this information. If you do, we will change tariffs or adjust the saver tariff retrospectively with effect from 1 April.
- If your premises cease to qualify, we will automatically apply the standard metered tariff from 1 April but you will still have until the following 30 April at the latest to give us information on the expected usage at the premises during the year and ask us to apply the saver tariff for the appropriate band based on this information. If you do, and subject to validation of the information provided to us, we will apply the saver tariff retrospectively with effect from 1 April.
- You will not be able to apply for or confirm the application or removal of the saver tariff or ask us to revise the consumption band after 30 April until the following year.

Where a review is not carried out, the tariff will continue to be applied in the same way as in the previous year.

Where the saver tariff ceases to apply in respect of premises (and the standard metered tariff is applied instead) you will not be able to revert to the saver tariff.

Our saver tariff comprises three elements:

- A fixed charge which is applied per premises (irrespective of the number of meters) for the relevant band and geographic area.
- A fixed standing charge for each meter which is an annual sum based on the size of the meter.

- A variable volumetric charge which is based on the rate for the relevant band and geographic area for each cubic meter of water recorded by the meter(s) in the month (or estimated by us).

The volumetric charge is based on the volume of water registered by the meter including water lost through leakage or waste. There is no charge for water used in relation to fire-fighting including testing in the conditions specified in section 147 of the Act.

The saver tariff only applies in respect of household premises that we determine, based on the information provided to us and our own investigations, to be single boundary sets of premises (e.g. comprised of several buildings within the same site) under the ownership, management or responsibility of the same person or entity and where a single person or entity takes responsibility for the payment of the water charges in respect of the entire single boundary set of premises. Single boundary sets of premises may include premises separated only by transport infrastructure and contiguous to that transport infrastructure and which still meet the required criteria set out above. Single boundary sets of premises will typically have more than one metered connection (i.e. more than one supply point) the consumption of which is aggregated to determine the eligibility for and the calculation of the charges under the saver tariff.

The fixed charges, the volumetric charges rates and the standing charge for each type of meters can be found in Appendix 1 – Schedule of Charges.

## Billing

Under the saver tariff the meter(s) measuring supplies to premises must be read monthly and bills will be issued monthly (except that an estimate may be used where it has not been possible to take a meter read in a month). Metered charges are payable on receipt of the bill.

The fixed charge and the meter standing charge are both billed in 12 equal monthly instalments.

Where a bill has been issued using an estimated volume of water and a meter read is subsequently obtained, we may issue another bill if the actual volume of water supplied is different from the estimate.

A bill will also be issued when you leave or stop being responsible for the premises to cover charges up to the time when you stop being responsible for the payment of the water charges.



Our charges are updated on 1 April every year. Where a bill relates to a supply of water made in a period which spans this date, the volume of water is allocated pro-rata before and after this date using an average daily volume over the billing period. This allocation of the volume of water is shown on the bill as two readings.

### **4.3 Meter accuracy**

If you believe that a meter may not be registering correctly, we will investigate the issue and we will undertake one free, on-site confidence test of any meter we use for the calculation of water charges. Our meter will be tested to determine whether it falls within limits of accuracy prescribed by the Water Meter Regulations 1988.

We will also test any of our meters if you request a test in writing to determine whether it falls within prescribed limits of accuracy set by regulations. We will provide you with a copy of the test results. Where the meter is tested without removal, the test is normally carried out by us. If it is necessary to remove the meter for testing, or if you ask us to remove the meter for testing, the test will be carried out by an independent organisation.

We may recover the expenses we reasonably incurred in carrying out the test, when a test is carried out at your request and the meter falls within the prescribed limits of accuracy (except that we do not charge for the first on-site confidence test mentioned above). If the meter relates to a supply of water to a house or a flat, the maximum charge we will recover is £70 if the meter has been removed for testing and £20 otherwise.

If a meter does not fall within the prescribed limits of accuracy, an adjustment to the volumetric charges will be made. The meter will be deemed to have stopped registering correctly since the date of the meter reading taken immediately before the latest meter reading (unless it is proved to have begun to register incorrectly at a later date).

If it is determined that the meter has registered less than the volume of water actually supplied to a house, the balance you will pay will be based on the amount that would have normally been supplied to the house in the six months preceding the day the meter was last read (less any sums already paid in respect of that period).

### **4.4 Tampering with meters**

All meters installed by us or our contractors remain our property and responsibility. Tampering with a water meter or its associated fittings is a criminal offence. We will

prosecute in cases of tampering and will recover the actual cost of making the necessary repairs to the meter and fittings.

## 5 Unmetered water charges

### When do unmetered charges apply?

Unmetered charges apply when we are not currently applying metered charges or assessed charges and a valid rateable value is available in respect of the premises. Where a valid rateable value is not available in respect of the premises (and we are not currently applying metered charges) an assessed charge is applied instead.

We will stop applying unmetered charges and will apply an assessed charge instead on a change of occupation of relevant premises.

Unmetered charges apply for each day you are in occupation of the premises or otherwise responsible for the charges. They are payable where a supply of water is made available to premises, even if water is not actually used on these premises. Exceptions apply in respect of empty premises (please refer to section 11.1.2).

### How are they calculated?

Unmetered charges include:

- An annual standing charge for the geographic area in which the premises are located, and
- An annual rateable value charge which is based on a rate per pound of rateable value for the geographic area in which the premises are located.

The rateable value is the value determined or proposed for rating purposes in rating valuation lists under the General Rate Act 1967 as at 31 March 1990.

Where applicable a rateable value assessed by us may be applied when separate premises with a rateable value are combined into single premises; alternatively an assessed charge may be applied instead (except when the premises are subsequently metered). The assessed charge will be based on the number of bedrooms in the property. Detailed on when assessed charges may be applied are provided in the next section.

The amount of standing charges for unmetered premises and of the rateable value charges can be found in Appendix 1 – Schedule of Charges.

## Billing

Unmetered charges are billed annually in advance and cover the period from 1 April to the following 31 March. If you move into the premises in the course of this period, a bill will be issued covering the period from the start of your occupation to the following 31 March. A bill will also be issued when you leave or stop being responsible for the premises to cover charges up to the time when you stop being responsible for the payment of the water charges. Please refer to section 11 of this document for further details on change of occupation.

You can find more information on when unmetered charges are due and how you can pay in section 9.

## 6 Assessed water charges

### When do assessed charges apply?

Assessed charges apply:

- When, in respect of unmetered premises, following an application for a meter made by a customer or under our customer metering programme or selective metering we have determined that it was not reasonably practicable to install a meter or that unreasonable expenses would be required to install a meter or we could not access the premises
- When we are not currently applying metered charges in respect of premises for which a rateable value is not available, is no longer valid or is disputed (for example, due to substantial alteration to the original premises), or
- At our discretion instead of other charges in relation to premises supplied through a share service pipe as explained in sections 3.3 (Shared supplies) and 8.2 (Shared supplies), or
- Instead of unmetered charges as these charges are progressively phased out.

## How are they calculated?

The assessed charge is an annual sum which is designed to reflect the estimated usage of water on the relevant premises and is based on the number of bedrooms, the characteristics of the premises or the type of occupation of the premises.

There are four types of assessed charges:

- The standard assessed charge which is an annual sum based on the number of bedrooms in the relevant premises (the standard assessed charge is the default assessed charge which will apply except when one of the following other assessed charges can be applied)
- The single occupier assessed charge which is an annual sum charged in respect of relevant premises occupied by a single qualifying occupier
- The single room assessed charge which is an annual sum charged in respect of qualifying relevant premises consisting of sheltered accommodation or bedsits which are billed individually and have the use of communal hot water or laundry facilities
- The other dwellings assessed charge which is an annual sum charged in respect of qualifying relevant premises such as static caravans, mobile homes, houseboats and similar residences which are not individually metered.

We will require reasonable evidence to support any application for a single occupier assessed charge, which will include, but may not be limited to, confirmation of current single-occupier Council Tax relief. Once entitlement has been confirmed, this charge will only be applied in respect of water supplied from the date of application. If evidence is provided that shows single occupancy before that date, charges will be backdated up to the start of the current charging year (i.e. 1st April). You must notify us if you no longer qualify for the single occupier assessed charge, and a standard assessed charge will apply instead from that time, based on the number of bedrooms in the premises. A retrospective adjustment of charges may be made in respect of any period during which your entitlement to the single-occupier assessed charge had ceased but we were not notified of this change.

Where a customer benefiting from the single occupier assessed charge vacates a property, subsequent supplies of water will be billed on the basis of the standard assessed charge based on the number of bedrooms (unless the new occupier also applies and qualifies for the single occupier assessed charge).

The amount of assessed charges can be found in Appendix 1 – Schedule of Charges.

## Billing

Assessed charges are billed annually in advance and cover the period from 1 April to the following 31 March. If you move into the premises in the course of this period, a bill will be issued covering the period from the start of your occupation to the following 31 March. A bill will also be issued when you leave or stop being responsible for the premises to cover charges up to the time when you stop being responsible for the payment of the water charges. Please refer to section 11 of this document for further details on change of occupation.

You can find more information on when assessed charges are due and how you can pay in section 9.

## 7 Changing from an unmetered to a metered supply

### 7.1 Selective metering

We may install a meter and apply metered charges after giving notice to the occupier of our intention to apply metered charges within a period specified in the notice where:

- Water is used for watering a garden other than by hand by means of any apparatus
- Water is used for automatically replenishing a pond or a swimming pool with a capacity of more than 10,000 litres
- Water is used in a bath with a capacity of more than 230 litres
- Water is used in a shower unit of a type specified under paragraph 4(c) of the Table to Regulation 5 of the Water Supply (Water Fittings) Regulations 1999
- Water is used in a unit incorporating reverse osmosis
- Where the premises are in an area of water scarcity, or in an area of serious water stress and subject to a metering programme specified in our water resources management plan.

Where any one of these criteria applies, a customer is not entitled to refuse the installation of a meter and/or to pay metered charges and a customer who has opted to have a meter installed is no longer able to revert to previous charges.

We may also install a meter at any time in relation to household premises after giving notice to the occupier of our intention to apply metered charges when we become entitled to apply metered charges in the future (in cases where we are not for the time being entitled to apply metered charges).

All new properties built in our supply area are metered. You must advise us before installing a temporary or permanent swimming pool.

### 7.2 Option to be metered

If you occupy household premises and you pay unmetered charges or (in certain cases where we have not already determined that it is not practical to install a meter or that the installation of a meter would require unnecessary expenses) assessed

charges for your water supply, you can ask us to install a water meter free of charge and to pay metered charges instead. We will do so provided that it is reasonably practicable to install a meter or that we would not have to incur unreasonable expenses to install a meter. We may also install a meter and apply metered charges if you have consented to it (and in this case you will be deemed to have asked us to install a meter and to apply metered charges).

We will give effect to your request by installing a meter and applying metered charges within a period of three months commencing on the date of receipt of your application, provided that the installation is not delayed by you or another third party.

You will continue to pay your current charges for the water supplied to your premises until the end of that period of three months or until the meter is installed if earlier. If we do not install a meter within this period and the delay was not caused by you, we will apply metered charges retrospectively from the end of that period even if the meter had not yet been installed on that date so that you are not worse off.

You can apply for this option online or by calling our Customer Service Centre who will go through the water metering guide with you and complete the application on your behalf. Alternatively, you can request a copy of the guide by post and complete the application form yourself. The application form must be completed before a survey can take place to determine whether it is feasible to install a meter and where it will be located.

### **What if a meter installation is not feasible?**

If you have asked us to pay metered charges for your water supply but we determine that it is not reasonably practicable to install a meter or that we would have to incur unreasonable expenses to install a meter, we will apply assessed charges.

If there is a dispute as to whether it is reasonably practicable to install a meter or whether we would have to incur unreasonable expenses to install a meter, the Water Services Regulation Authority (Ofwat) may be asked to determine the dispute.

### **Shared supplies**

Where a meter has been fitted on a service pipe and it later becomes apparent that the service pipe is used to supply several premises, an assessed charge will be applied if we determine that it is not possible to continue applying metered charges, for example where metering all the individual premises supplied is not reasonably practicable or would require us to incur unreasonable expenses.



## What if you want to revert back to your previous unmetered charges?

You will not be able to revert back to previous charges if your premises were metered (or if we applied assessed charges instead of metered charges) during our customer metering programme.

In other limited cases, you might be able to revert back to your previous charges following a request to have a meter installed and to pay metered charges made to us after the end of our customer metering programme as explained below and subject always to the progressive phasing out of unmetered charges.

You are able to revert to your previous charges if you ask us in writing within a period of 12 months commencing on the date on which metered charges have been first applied if certain conditions set out in legislation are satisfied.

If the criteria set out in section 8.1 (Selective metering) above are not satisfied, you can revert to your previous charges if you remain in occupation of the premises and you had not previously asked us to apply metered charges for the supply of water to these premises. This means that if you asked us once to apply metered charges and asked us to revert to your previous charges and you ask us a second time to apply metered charges you will not be able to revert to unmetered charges.

If the criteria set out in section 8.1 (Selective metering) above are not satisfied, you can also revert to your previous charges if any person who was in occupation of the premises when a previous customer asked us to apply metered charges is still in occupation of the premises, and when neither that previous customer nor the current customer had previously asked us to apply metered charges.

If you ask us to revert to your previous charges, we will do so before the end of the period of 12 months mentioned above or, if not possible, as soon as reasonably practicable after that period. In most cases metered charges are applied until 10 days after the date of the request to revert.

When we revert to your previous charges, the water meter is not removed. The meter will remain in place but will not be used to bill water charges for the current customer. Any new customer moving in the premises will be charged on a metered basis.

### Important changes relating to the customer metering programme

The option to revert back to the previous charges will not be available if the premises have been metered during our customer metering programme. Our customer metering programme covers our entire water supply area and was completed on 31 March 2020.

### 7.3 Change in the occupation of a property

Where in relation to premises in which a person has their home (or the principal use of the premises is as a home), metered charges have not been previously applied and the criteria set out in section 8.1 (Selective metering) above are not met, we may install a meter and/or apply metered charges when there has been a change in the occupation of the premises, and we have not yet demanded payment of any charges from the new customer.

We may also install a meter in relation to vacant household premises. Where a meter is installed in relation to vacant household premises, metered charges will be applied in respect of any water supply provided when the premises are occupied again.

## 8 Payment of water supply charges

### 8.1 Unmetered charges and assessed charges

The standard billing period is from 1 April to 31 March, and the following payment options are available:

- A single payment for the entire year's charges due on 1 April
- Two payments due on 1 April and 1 October
- Monthly payments

If you move into the premises during the standard billing period we will adjust the payment arrangements above to cover the remaining period to the following 31 March.

### 8.2 Metered charges

We offer the following payment options for metered charges:

- A single payment due on receipt of the bill
- Monthly instalments calculated to cover your predicted charges and reviewed each time we bill (normally every six months) to ensure that you are paying a suitable amount.

## 8.3 Methods of payment

We offer a variety of payment methods. You can set up and manage your payment plan using our online service. To sign up, go to:

<https://myaccount.southeastwater.co.uk/auth/register>

Here you can:

- View and download your bills
- Set up and amend your Direct Debit
- Manage your payment plan
- Make quick and easy payments

**Payment by Direct Debit** – There's no easier, safer or more convenient way to pay for your water bill than by Direct Debit.

Payment for measured or unmeasured charges can be made on the 1st, 7th, 15th or 23rd day of each month.

If payment for any month is not made by the arranged day, the Direct Debit facility may be withdrawn and the remaining balance will become due immediately.

**Pay online** – you can pay your bill online using a credit or debit card.

Go to [southeastwater.co.uk/my-account/make-a-payment](https://southeastwater.co.uk/my-account/make-a-payment)

### Alternative payment options

- Payment can be made free of charge at any branch of HSBC Bank
- Standing order – set up your agreed instalment through your bank, free of charge
- Pay at any PayPoint outlet, free of charge
- Pay at any branch of your own bank and this will also normally be free of charge
- Make payment over the telephone, using debit or credit cards by calling our Customer Service Centre. There is no additional cost to you for this service
- Make payment at the Post Office using a bar code on your bill
- Send payment by cheque or postal order through the post. You should not send cash by post

## Flexible payment plan

For customers experiencing payment difficulties we may be able to agree a flexible payment plan. This enables an agreed monthly amount to be paid. Customers may then decide how often to pay, as long as the agreed amount has been paid in full by the end of the month. If any of the agreed instalments are missed, the total balance will become due immediately and the facility to use this payment method will be withdrawn.

To apply for this payment option customers should contact the Customer Service Centre.

## 8.4 Water direct

Water direct is run in partnership with the Department of Work & Pensions (DWP) and is available to customers in receipt of the following benefits:

- Income support
- Job seekers allowance – Income based
- Pension credit
- Employment and support allowance – Income related
- Universal credit

It may be possible for the DWP to pay us directly from your benefits if you are in receipt of one of the above.

The scheme is free and, if eligible, you will not have to worry about any further debt recovery action. You'll pay your current year's charges plus a fixed amount to help clear your arrears.

Many customers find that payments are easier to manage as they are spread in a more affordable way.

## 8.5 Billing period

We do our best to bill regularly and to ensure that our bills are correct. In case of error we reserve the right to make retrospective adjustments.

This may mean that we need to bill for more than one year's charges when information on the occupation of premises was not provided to us or when incorrect information was provided to us on the actual occupation of the premises.

We will make retrospective adjustments that are in favour of customers (subject to the applicable limitation period).

We will consider adjustments in our favour (subject to the applicable limitation period) on a case by case basis and will take account of the specific circumstances. We will also seek to mitigate the impact on the customer where charges are billed for more than one year.

We will not make a retrospective adjustment in our favour, if there is clear evidence that undercharging was due only to an error on our part.

## 9 Special tariffs

We offer the following special tariffs to make customers' water supply more affordable. We will endeavour to identify the most appropriate tariff tailored to each individual customer's needs.

### 9.1 WaterSure

The WaterSure tariff is available when a person who occupies premises as their only or principal home and for which metered charges apply, is entitled to receive any one of the benefits, or tax reductions, listed below and either (i) that person is also entitled to receive child benefit for three or more children under the age of 19 who reside in the premises or (ii) a person with any of the medical conditions listed below that requires additional use of water lives in the premises. The WaterSure assistance is defined in the Water Industry (Charges) (Vulnerable Groups) (Consolidation) Regulations 2015 which include more provisions on the WaterSure assistance.

Please note that the WaterSure tariff applies even when a person other than the person paying the bills satisfies the required conditions.

If you meet the criteria for Watersure your charges will be capped at the average charge for household consumers for the relevant tariff zone. If your bill is greater than the average charge a discount will be applied which will show as a separate line on your bill.

The WaterSure tariff will apply for billing periods starting on 1 April and ending on 31 March. If you apply in the course of a billing period, your entitlement will last until the following 31 March. If your entitlement to the WaterSure assistance ceases part way

through a billing period, the assistance will end at the end of that billing period.

The relevant benefits, or tax reductions, are the following (including as defined in the regulations):

- Council tax reduction
- Housing benefit
- Income support
- Disabled person's tax credit
- Working families tax credit
- Income-based job-seeker's allowance
- State pension credit
- Child tax credit, if it includes an amount in respect of the individual element of child tax credit
- Working tax credit
- Income-related employment and support allowance
- Universal credit

These benefits and tax reductions may change.

The qualifying medical conditions are the following (or as defined in the regulations):

- Desquamation
- Weeping skin disease
- Incontinence
- Abdominal stoma
- Crohn's disease
- Ulcerative colitis
- Renal failure requiring dialysis at home (where a contribution to the cost of the water consumed in the process is not made by the health authority), or
- a medical condition other than one listed above and as a result of that condition the person suffering from the condition is obliged to use a significant additional volume of water

Water supplied to the premises is not to be used for watering a garden, other than by hand, by means of any apparatus, or automatically replenishing a pond, or a swimming pool, with a capacity greater than 10,000 litres.

For more information and to apply for the WaterSure assistance, please contact our Customer Service Centre on **0333 000 001**.

## 9.2 Social tariff

A social tariff has been developed for customers on a low income or in receipt of specific benefits.

This is designed to assist and support our most vulnerable customers. The water charges will be capped at a fixed amount for each tariff zone as shown in Appendix 1 and will apply to all eligible customers on measured, unmeasured or assessed charges.

### Qualifying criteria

Our qualifying threshold value is the same as the "*Threshold for those entitled to Child Tax Credit only*" published by the UK Government. The current value is also published on our website.

Please note that the qualifying household income per year must include all types of income except the following:

- Disability living allowance
- Personal Independence Payment
- Attendance allowance
- Housing benefit and council tax reduction
- Mortgage interest relief

The tariff will be applied from the date of application for all charging methods and is valid until the customer's circumstances change and they are no longer eligible.

We will check applications to verify entitlement to assistance. We will also inform your wastewater provider so that they can assess if there is any additional support that they can provide you.

Applications that are unsuccessful will be checked for eligibility for all other tariffs or services to see if we can assist further. Where appropriate, and with the agreement of the customer, we may also refer customers to external agencies for advice.

Our social tariff had been designed following guidance under section 44 of the Flood and Water Management Act 2010.

For more information and to apply for the social tariff, please contact us on **0333 000 0001**.



## 10 Moving property

The easiest way to notify us of your move is to use our online service:

[www.southeastwater.co.uk/my-account/what-to-do-when-moving-home](http://www.southeastwater.co.uk/my-account/what-to-do-when-moving-home)

You must notify us of the date you will begin to live at or use the premises and provide all details we reasonably require to setup your account. Occupiers must pay the charges in respect of any services we provide to them from the date they became the occupier of the premises.

In the event of a change of occupier, the new occupier or owner is responsible for informing us if a water supply to the property is no longer required. No retrospective allowances will be made.

If you are a landlord or a managing agent of properties in England and Wales, you can use Landlord TAP an easy to use website that allows you to provide us with details of your tenants who are responsible for the payment of water charges – **landlordtap.com**

### 10.1 Vacant premises and responsibility for water charges

#### 10.1.1 Metered premises

##### Notice that customer will vacate premises

You must notify us at least two working days in advance of the date you will cease to occupy the premises. You will remain liable for payment of metered charges, even after leaving the property, unless we are given this notice. 'Two working days' means a consecutive 48-hour period that excludes Saturdays and Sundays or any other day designated as a bank holiday in England and Wales.

If two working days' notice is not given, then you will be liable to pay the water charges until the first to occur of the following:

- 28 days after we receive the late notification
- The day on which the meter would have normally been read
- The day a new occupier advises us that they have become the new occupier of the premises

We will offer to close your account on an estimated read or give you the option of reading the meter yourself, including where two working days' notice is not provided if there has not been any excessive delay in notifying us.

If you do not notify us that you will cease to occupy the premises at least two days in advance or that you have ceased to occupy the premises within a reasonable period of time after vacating the premises (and in any event not later than 28 days after vacating the premises), the metered charges in respect of your period of occupation will be based on a volume of water estimated by us.

### Notice that water is no longer required

Where you notify us in writing that a water supply to your metered premises will no longer be required by a certain date set out in the notice without vacating the premises by that date, we may disconnect the service pipe or otherwise cut off the supply to these premises and you will cease to be responsible for the charges after the later of (i) the expiry of the notice and (ii) the end of a period of two working days beginning with the service of the notice, except where a supply is requested or actually used for the same premises.

Where you serve a written notice that a water supply is no longer required in respect of metered premises and vacate the premises by the date set out in the notice, the responsibility for water charges will be as explained in the previous section. We may also disconnect the service pipe or otherwise cut off the supply to these premises.

## 10.1.2 Unmetered premises

### Notice that water is no longer required

Where you notify us in writing that a water supply to your unmetered premises will no longer be required by a certain date set out in the notice (whether or not you vacate these premises by that date), we may disconnect the service pipe or otherwise cut off the supply to these premises and you will cease to be responsible for the charges after the later of (i) the expiry of the notice and (ii) the end of a period of two working days beginning with the service of the notice, except where a supply is requested or used for the same premises.

### Vacant unmetered premises

Where unmetered premises are vacated without notifying us, unmetered charges will only cease to be applied if and from the time you are able to demonstrate to our reasonable satisfaction that:

- No one lives at the premises or uses the premises
- The premises are unfurnished, and
- The water supply to the premises is not being used for any purpose

You must confirm in writing that a water supply is no longer required. No retrospective allowance will be made. In such circumstances we may choose to disconnect the premises or otherwise cut off the supply.

Where unmetered charges remain payable but no one is living in the premises or the premises are not being used, you may be able to reduce the charges payable by requesting the installation of a meter (Please see section 8 - Changing from an unmetered to a metered supply, for more details).

## **10.2 Payment of debt relating to previously occupied premises**

If a debt exists in respect of premises you previously occupied in our area of supply, then subsequent payments that you make to us may be applied (at our sole discretion) to the payment of that debt until it is fully paid before your payments are applied to the charges relating to the premises you are occupying or have subsequently occupied.

## **10.3 Empty property due to long-term hospitalisation (greater than four weeks)**

If unmetered premises are to be unoccupied for a period greater than four weeks due to long-term hospitalisation or a stay in another institution to receive medical care, we will cancel the charges for the period of hospitalisation or medical care on receipt of a letter from your medical practitioner confirming the period of hospitalisation or medical care.

This does not apply where the occupier of the premises moves to an institution such as a care home or nursing home which becomes their new permanent residence. In these cases you should let us know if the premises are unoccupied and that you no longer require a water supply to the premises.

## **10.4 Bereavement**

If we are notified of bereavement, we will update our records to minimise any distress or inconvenience.

- If the account was in a joint name, we will update the account and any bill will be reissued in the appropriate name

- If the premises have been sold, we will issue a closing account to the executor and open a new account for the new owner
- If the premises are empty pending sale, we will issue a closing statement to the executor
- If the premises are empty but the water supply cannot be turned off because water is required at the premises, a closing statement will be sent to the executor and a new account opened for the person who has requested the supply

### **10.5 Empty properties – disconnection by South East Water**

A new service pipe and connection will be required if an existing supply has been turned off or disconnected for a period in excess of five years in order to protect water quality.

Where premises remain empty for 12 months or more, the service pipe to the premises must be flushed before a supply can be provided in order to avoid contamination by stagnant water of the water supplied to the premises and of the water in our main. A water quality test will also be required, conducted at the customer's expense, to ensure that there is no contamination of the water supply.

For charges relating to flushing please refer to Appendix 2 – Miscellaneous charges.

### **Rented properties and flats**

Where any previously rented property is unoccupied and there is no agreement with the owner or landlord for the payment of the water charges or the owner or landlord will not take responsibility for the charges, we may apply our policy for empty properties and may turn off or disconnect the water supply at the stop tap.

If you are a landlord or a managing agent of properties in England and Wales, you can use Landlord TAP an easy to use website that allows you to provide us with details of your tenants who are responsible for the payment of water charges - **landlordtap.com**

## 11 Value Added Tax (VAT)

Supplies of water to household premises are zero-rated. VAT is payable on certain charges for services to customers.

## 12 Additional charges

### Unmetered properties with swimming pool

Most properties with swimming pools are metered; however an additional charge will be applied for unmetered properties with swimming pools. These charges are levied annually and apply for the period commencing on 1 April and ending on 31 March. These charges are apportioned if a change in occupation occurs.

Where you have been granted a swimming pool licence in respect of unmetered premises with a swimming pool, we will review this arrangement regularly to ascertain whether a meter is required for the associated supply.

Where appropriate we may insist on a meter being installed.

You must advise us when installing a temporary or permanent swimming pool.

Full details of these charges are set out in Appendix 1 – Schedule of charges.

### Returned cheques and rejected Direct Debit payment instructions

An administration charge may be applied at our discretion in respect of any void or dishonoured cheque or Direct Debit transaction.

### Legal costs, tracing fees and collection fees

In the event that a county court claim is issued for the recovery of any unpaid water charges, we will charge for any costs we incurred in relation to that process, including solicitors' fixed costs, court fees and any additional enforcement costs. These costs

may also include any fees that have been incurred in the service of court documents or collection services.

## 13 Collection of outstanding charges

### Household customers

We will collect our charges in accordance with our policy set out in our leaflet 'Household water charges, payment options and debt recovery' available from our website or by contacting our Customer Service Centre. Our debt recovery process is explained in our code of practice and may include action through a debt collection agency or the courts. We also recover wastewater charges on behalf of Thames Water Services Ltd, Southern Water Services Ltd, Icosa Water Services Ltd and Severn Trent Connect together with our own charges.

### Debt relief

Where a customer enters into any formal insolvency procedure, we will apportion any charges on a daily basis up to the date immediately before the date the relevant insolvency procedure becomes effective ('the insolvency date'). Any apportioned charges after the insolvency date will be payable by the occupier of the property in question and fall due on the next day of occupation after the insolvency date and will not fall within the insolvency procedure. The charges will be payable by the person responsible for the payment of water and wastewater charges for the property in question on the same terms as would apply if the property had been newly occupied on that day.

## 14 Terminology used in this document

'Connection' or 'Service pipe connection' means the installation of a section of service pipe we are responsible for laying under the Water Industry Act 1991 (the 'communication pipe') and the connection to our water main and to the private section of service pipe including associated fittings.

'Household premises' means any premises determined to be household premises by us or Ofwat in accordance with section 17C of the Water Industry Act 1991 and any relevant regulation or guidance.

'Licence' means the instrument of appointment of South East Water Ltd as a water undertaker under the Water Industry Act 1991.

'Ofwat' means the Water Services Regulatory Authority, the regulator for the water industry in England and Wales.

'Cubic metre' or 'm<sup>3</sup>' means 1,000 litres.

## Appendix 1

### Schedule of charges, 2023-24

Excluding VAT

All charges apply to supplies provided from 1 April 2023

#### Metered water supplies

The following charges apply to supplies provided from 1 April and where applicable metered bills will be apportioned to take into account any consumption prior to 1 April. This will be shown on the bill as two separate calculations.

#### Annual standing charge

Meter Size (mm)	Standing Charge
12/15	£32.36
20/22	£49.26
25/28	£57.74
30/32/35	£74.96
40/42	£87.86
50/54	£102.56
65	£111.44
75/80	£131.98
100	£178.90
125/150	£248.64
300	£296.06



## Standard volumetric charges

Volumetric charge per m<sup>3</sup>

West	East	Low User*
£1.6239	£2.1434	£2.6235

\* Only available to existing customers on this tariff

## Unmetered water supplies

### Annual standing charge

<b>West</b>	<i>Mid Southern</i>	£28.54
<b>East</b>	<i>Eastbourne</i>	£28.54
	<i>Mid Sussex</i>	£28.54
	<i>West Kent</i>	£28.54
	<i>Mid Kent</i>	£67.90

### Rateable value charges

Value charge per £ of rateable value

<b>West</b>	<i>Mid Southern</i>	£1.2590
<b>East</b>	<i>Eastbourne</i>	£2.0914
	<i>Mid Sussex</i>	£2.0914
	<i>West Kent</i>	£1.9587
	<i>Mid Kent</i>	£1.7360

## Assessed water charges

Household premises

Assessed	West	East
1 Bedroom	£140.36	£174.66

2 Bedroom	£197.22	£235.70
3 Bedroom	£241.04	£299.36
4 Bedroom	£281.26	£341.30
5 Bedroom	£330.96	£413.52
6+ Bedroom	£641.36	£631.34
Other dwelling	£117.58	£142.08
Single Room	£90.80	£107.40
Single Occupier	£117.58	£142.08

### WaterSure Tariff

Charges based on average household bill

West	East
£207.34	£260.70

### Social tariff

West	East
£140.36	£174.66

Most properties with swimming pools are metered. An additional charge of £193.11 will be made for those unmeasured properties with swimming pools. These charges are levied for the period 1 April to 31 March and are not apportioned on change of occupation of the premises during the year. As part of our policy to promote efficient use of water we will progressively meter all properties with swimming pools.

## Large user – Saver tariffs

Household premises

Annual Consumption	Additional Fixed Charge		Volumetric Charges	
	<i>West</i>	<i>East</i>	<i>West</i>	<i>East</i>
10 - 49.99 ML	£2,113.20	£2,781.68	£1.3971	£1.8419
50+ ML	£6,256.44	£8,249.14	£1.2977	£1.7111

## Appendix 2

### Miscellaneous charges, 2023-24

Excluding VAT

#### Household non-primary charges 2023-24

#### TOTAL

##### Reconnection<sup>1</sup>

Standard reconnection

£123.92

Non-standard reconnection (including clamp/plug)

POA

A new connection must be applied following all permanent disconnections

refer to New Connection Charges

##### Emergency temporary disconnection and reconnection

Standard

NO CHARGE

Non-standard / out of hours

costs reasonably incurred

##### Inspection / survey charges

Inspection

First hour

£123.92

9 Additional 30mins (up to four additional hours<sup>2</sup>)

£23.78

Survey

First hour

£123.92

9 Additional 30mins (up to four additional hours<sup>2</sup>)

£23.78

Ad hoc/miscellaneous works (specific terms and conditions may apply)

POA

##### Testing of meters

Meter checked on site:

- First visit – test shows meter to be accurate

NO CHARGE

Subsequent visit:

- Test shows meter accurate – connected to house
- Test shows meter to be inaccurate

£20.00

NO CHARGE

Meter removal:

- Test shows meter accurate – connected to house
- Test shows meter to be inaccurate

£70.00

NO CHARGE

### **Metering**

Installation of meter (where feasible)	NO CHARGE
Replacement of faulty meter <sup>3</sup>	NO CHARGE

Other metering works:

Survey	refer to inspection/survey charges
- Relocate meter	POA
- Change of meter model/size	POA
- Ad hoc metering works (e.g. enabling works that we agree to carry out)	POA

*NOTE: activities above may be combined*

### **Ad hoc meter reading**

Ad hoc meter reading visit <sup>4</sup>	£17.26
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### **Debt and payment charges**

Returned cheques	costs reasonably incurred
Rejected direct debit	costs reasonably incurred
Legal and trace fees	costs reasonably incurred
Exercise of power of entry	costs reasonably incurred
Debt collection agency fees	costs reasonably incurred

### **Water quality testing**

Water quality testing	POA
9 Inspection charges to obtain sample may also apply - see inspection costs above	

### **Assisted leakage repair**

Leak detection (first hour)	NO CHARGE
9 Additional 30mins, with your agreement	£23.78

*NOTE: please refer to "code of practice Leaks from customer supply pipes" for assistance we may provide to repair/replace supply pipes*

### **Replacement of lead pipe**

Replacement of communication pipe (provided customer replaces supply pipe)	NO CHARGE
Adhoc works (e.g. replacement of supply pipe)	POA

### **Map charge**

Providing water infrastructure maps to customers (per map) (no site visit required)	£14.02
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**Installation of splitters and data loggers**

Survey and installations works (for large users) POA  
*Specific terms and conditions may apply*

**Abortive / cancellation charges**

Standard missed appointment	£123.92
Non-standard missed appointment <sup>5</sup>	POA
Standard cancellation	£36.92
Non-standard cancellation <sup>5</sup>	POA

- 1 In the case of reconnection following disconnection due to water quality or breach of water fitting regulations, an inspection and/or sample charges may apply.
- 2 Where inspection/survey is expected to exceed five hours overall we will seek consent before continuing works
- 3 Where damage is done by customer, then costs reasonably incurred repairing or replacing the meter will be charged including survey costs. If a change of size/model/location is requested then additional charges may be payable, as outlined in table above
- 4 This charge applies if we are unable to read meter due to your acts of omission
- 5 Non-standard cancellation and abortive fees will cover the costs incurred up to the time of cancellation and the costs of any resources that we are unable to reallocate to other activities (such as highway closures, plant hire, multiple workforce, etc.)

NOTE: Unless specified above, all services are only provided during standard hours

POA: Price on application

## Appendix 3

### Customer group bill impacts

Weighted Average	Maximum Variance	Minimum Variance
11.95%	13.16%	10.22%
£ 32.80	£ 10,914.46	£ 3.05

Description	Consumption	Total Variance (%)
<b>Customer Characteristics</b>		
Customer 1 Tariff Zone West Household Measured Standard	50	10.656%
Customer 2 Tariff Zone West Household Measured Standard	100	11.681%
Customer 3 Tariff Zone West Household Measured Standard	150	12.109%
Customer 4 Tariff Zone West Household Measured Standard	200	12.344%
Customer 5 Tariff Zone West Household Measured Standard	250	12.492%
Customer 6 Tariff Zone East Household Measured Standard	50	11.117%
Customer 7 Tariff Zone East Household Measured Standard	100	11.994%
Customer 8 Tariff Zone East Household Measured Standard	150	12.343%
Customer 9 Tariff Zone East Household Measured Standard	200	12.531%
Customer 10 Tariff Zone East Household Measured Standard	250	12.648%
Customer 11 Tariff Zone All Household Measured Low User	10	13.155%
Customer 12 Tariff Zone All Household Measured Low User	25	13.155%
Customer 13 Tariff Zone Mid Southern Household Unmeasured RV Property	100	10.215%
Customer 14 Tariff Zone Mid Southern Household Unmeasured RV Property	200	11.513%
Customer 15 Tariff Zone Mid Southern Household Unmeasured RV Property	300	12.015%
Customer 16 Tariff Zone Mid Southern Household Unmeasured RV Property	400	12.281%
Customer 17 Tariff Zone Sussex Household Unmeasured RV Property	100	11.223%
Customer 18 Tariff Zone Sussex Household Unmeasured RV Property	200	12.115%
Customer 19 Tariff Zone Sussex Household Unmeasured RV Property	300	12.442%
Customer 20 Tariff Zone Sussex Household Unmeasured RV Property	400	12.612%
Customer 21 Tariff Zone West Kent Household Unmeasured RV Property	100	11.113%
Customer 22 Tariff Zone West Kent Household Unmeasured RV Property	200	12.052%
Customer 23 Tariff Zone West Kent Household Unmeasured RV Property	300	12.398%
Customer 24 Tariff Zone West Kent Household Unmeasured RV Property	400	12.578%
Customer 25 Tariff Zone Mid Kent Household Unmeasured RV Property	100	12.281%
Customer 26 Tariff Zone Mid Kent Household Unmeasured RV Property	200	12.641%
Customer 27 Tariff Zone Mid Kent Household Unmeasured RV Property	300	12.789%
Customer 28 Tariff Zone Mid Kent Household Unmeasured RV Property	400	12.870%
Customer 30 Tariff Zone West Household Unmeasured Assessed One	-	10.403%
Customer 31 Tariff Zone West Household Unmeasured Assessed Two	-	11.420%
Customer 32 Tariff Zone West Household Unmeasured Assessed Three	-	11.069%
Customer 33 Tariff Zone West Household Unmeasured Assessed Four	-	10.591%
Customer 37 Tariff Zone East Household Unmeasured Assessed One	-	10.696%
Customer 38 Tariff Zone East Household Unmeasured Assessed Two	-	11.603%
Customer 39 Tariff Zone East Household Unmeasured Assessed Three	-	10.572%
Customer 40 Tariff Zone East Household Unmeasured Assessed Four	-	10.804%
Customer 43 Tariff Zone West Household Unmeasured Single Occupier	-	11.388%
Customer 44 Tariff Zone West Household Unmeasured Single Room	-	10.893%
Customer 45 Tariff Zone East Household Unmeasured Single Occupier	-	11.685%
Customer 46 Tariff Zone East Household Unmeasured Single Room	-	11.229%
Customer 47 Tariff Zone West Household Measured Large HH 10-50	10,500	13.126%
Customer 48 Tariff Zone East Household Measured Large HH 10-50	10,500	13.132%
Customer 49 Tariff Zone West Household Measured Large HH 50-250	50,000	13.158%
Customer 50 Tariff Zone East Household Measured Large HH 50-250	50,000	13.147%

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