



Wessex Water Services Ltd
Statement of Significant Changes for the
2018-19 Household Charges Scheme

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Introduction

The Statement of Significant Changes for the 2018-19 Household Charges Scheme sets out any significant changes in charging policy for 2018-19 and whether any end customers' bill is expected to increase by more than 5% from the previous year. Our Household Charges Scheme, published separately, set out our full charging policies.

Analysis of Bill changes

Wessex Water does not expect any bill increase of more than 5% from the previous year where the customer's use of our services remains constant. To assure itself of this, the company has assessed bill changes across the entire range of the company's tariffs and across all ranges of consumption or rateable value.

A summary of bill changes are displayed in the table below.

| Customer type | Water | | Sewerage | | Combined | |
|--------------------|-------|------|----------|------|----------|------|
| | £ | % | £ | % | £ | % |
| Average bill | £245 | 2.2% | £234 | 1.5% | £479 | 1.9% |
| Metered 1 person | £128 | 1.4% | £139 | 2.0% | £267 | 1.7% |
| Metered 2 person | £223 | 1.5% | £215 | 1.5% | £438 | 1.5% |
| Metered 3 person | £263 | 1.6% | £247 | 1.5% | £510 | 1.5% |
| Metered 4 person | £307 | 1.6% | £283 | 1.4% | £589 | 1.5% |
| Metered 5 person | £364 | 1.6% | £329 | 1.3% | £693 | 1.5% |
| Metered 6 person | £411 | 1.6% | £366 | 1.2% | £776 | 1.4% |
| Unmeasured low RV | £197 | 3.2% | £160 | 2.5% | £356 | 2.9% |
| Unmeasured mid RV | £312 | 3.2% | £253 | 2.5% | £565 | 2.9% |
| Unmeasured high RV | £424 | 3.2% | £343 | 2.6% | £767 | 2.9% |

Significant Changes in Charging Policy

Wessex Water has not made any significant changes to charging policy for 2018-19 other than:

- expanding the eligibility of the Assist Tariff to include charities and not for profit organisations that primarily house low income and vulnerable people, and

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- introducing a cash back guarantee for customers who choose to switch to metered charging.

Opening the Assist Social Tariff to eligible organisations

Our Assist Social Tariff provides large bill discounts for customers in our region on the lowest incomes, setting charges at an affordable level. Following contact with our affordability partners in our region, it was raised that not-for profit organisations and charities provide housing for people likely to be eligible for the Assist tariff but are not directly bill payers.

We presented a proposal to our Affordability Advisory Group (a panel of independent experts and partners who advise us on our approach to affordability and vulnerability) to extend the Assist tariff to such organisations. They approved of our proposals, as:

- the individuals these organisations house are likely to be eligible for Assist, and
- providing discounts to such people encourage good payment habits and advocacy when they become bill payers in the future.

CCWater also approved of our proposals.

The domestic accommodation owned by not-for profit organisations and charities who primarily house low income and vulnerable customers will therefore be eligible for the Assist Social Tariff from 1 April 2018. Further information on this, and our other Social Tariffs can be found at www.wessexwater.co.uk/tap.

Meter option cash-back guarantee

Currently customers who choose to have a meter installed can switch back to unmetered charges if they inform the Company within two years of installation. From 1 April 2018 this policy will be enhanced by automatically reverting any customers back to unmetered charges who are paying more and refunding the extra that they have paid.

Significant Changes to Charges

No significant changes to charges have been made for 2018-19.



Date:

21.12.17

Andy Pymer
Managing Director
(on behalf of the Board)