

## Telephone

Operations and billing enquiries:

**03451 482 909\***

Mon-Fri 8:30am-4:30pm

A 24-hour emergency service operates outside of these hours please call: 03451 482 909

\*Calls may be monitored or recorded for training purposes.

## Email

Billing: [tidworth.billing@veolia.com](mailto:tidworth.billing@veolia.com)

Operational: [tidworth.operations.vesuk@veolia.com](mailto:tidworth.operations.vesuk@veolia.com)

## Website

[www.veolia.co.uk/waterprojects](http://www.veolia.co.uk/waterprojects)

**Veolia Water Projects Ltd**, PO Box 3920, Swindon, SN5 1BW  
**Registered office:** Veolia, 8th Floor, 210 Pentonville Road, London, N1 9JY



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# 2021/2022 Tidworth Charges

## Water and wastewater charges

For customers previously in the  
Southern Water area

## Our prices

This leaflet lists the main charges from 1st April 2021 for water and wastewater services to customers in Tidworth. These charges have been approved by the Water Services Regulation Authority (Ofwat).

We provide water and wastewater services, but, depending on where you live, you may get your water or wastewater service from another company. In this case you will get separate bills for the service which they provide.

## Code of practice

We have a leaflet that summarises our code of practice. This is available upon request and is free to all our customers. Please contact us on: 03451 482 909.

## Water supply

Charges are payable for all properties which receive a water supply either directly or indirectly.

## Wastewater services

Charges are payable for all properties connected directly or indirectly to a public foul or surface water sewer or which have the benefit of these services and may include elements of foul water and surface water drainage.

Where a household customer is not connected to our sewers for the purpose of discharging surface water, then a rebate rate applies.

## Unmetered customers

	Water	Wastewater	Abated Wastewater
Poundage pence (per R.V.E)	93.40p	123.60p	123.60p
Fixed charge	£17.82	£41.18	£19.58

## Assessed household charge

For household customers, where you have asked us to fit a meter but it is not practical or is too expensive, you can opt to pay the assessed household charge.

Occupiers	Water	Wastewater	Abated*
Average usage			
1	£95.16	£109.84	£109.84
2	£154.64	£185.51	£185.51
3+	£176.95	£214.15	£214.15
Low usage			
1	£83.27	£93.49	£93.49
2	£133.83	£158.93	£158.93
3+	£176.95	£214.15	£214.15

\* Wastewater charge if you do not discharge surface water into our sewers.

## Metered customers

All new and converted properties in our area must be fitted with meters. If you do not have a water meter, and you would like to have one fitted free of charge, please call us for further details. We are also fitting meters to all business premises where this is practical. For details call us on 03451 482 909.

Our metering policy requires that all sprinkler users and swimming pool owners must be metered.

## WaterSure customer protection

If you fall within a category of customer that the Government has defined as “vulnerable”, you may be able to reduce your annual metered water charges.

Your charges will be capped at £407.00, including standing charges (£167.00 Water, £240.00 Wastewater). If your actual meter reads results in an annual charge less than £407.00, your bill will be based on actual usage. Under this scheme you will not pay more than £407.00 for the year 2021/2022.

Customers that may be eligible are those on state benefit who either have large families (with at least 3 children) or using large amounts of water as a result of having certain medical conditions. Please contact us for further information on 03451 482 909.

## Volume charges

	Per cubic metre
Water supply	148.70p
Wastewater services	189.16p
Abated Wastewater services	189.16p

The above wastewater charge is based on 92.5% of the water you use being returned to the public sewer system.

## Metered fixed charges per year

All individually metered domestic properties pay the 20mm fixed charges. All other properties pay according to meter size, as shown on the following table.

When it is accepted that a property is not connected for surface water drainage, a reduction to the fixed charge will be given.

Meter size		Water	Wastewater	
mm	inches	£		£
		Full		Abated
up to 20	0.75	£21.50	£45.41	£23.81
25	1.00	£21.50	£110.21	£23.81
40	1.50	£21.50	£196.61	£23.81
50	2.00	£21.50	£239.81	£23.81

## How much will it cost?

This table shows roughly how much water is used in common domestic activities and how much it costs. It may help you to save water at home.

Appliance	Litres of water used	Cost of water used
Shower (non-Power)	30 - 60	4.5 - 8.9p
Bath	50 - 170	7.4 - 25.3p
Toilet flush	7.5 - 9	1.1 - 1.3p
Washing machine	60 - 100	8.9 - 14.9p
Dishwasher	20 - 40	3.0 - 5.9p

We charge for the number of whole cubic metres of water you use.

1 cubic metre = 1,000 litres = 1 tonne

The above costs do not include the fixed charge.