



For customers  
previously in  
the Southern  
Water area

# 2024/2025 TIDWORTH CHARGES

Water and wastewater charges



## Our prices

This leaflet lists the main charges from 1st April 2024 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)	123.00p	148.80p	148.80p
Fixed charge	£19.46	£48.24	£22.26

## 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*
<b>Average usage</b>			
1	£125.31	£145.19	£145.19
2	£203.63	£236.25	£236.25
3+	£233.00	£270.71	£270.71
<b>Low usage</b>			
1	£109.64	£125.51	£125.51
2	£176.22	£204.26	£204.26
3+	£233.00	£270.71	£270.71

\*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.

## Volume charges

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

	Per cubic metre
Water supply	195.80p
Wastewater services	227.64p
Abated Wastewater services	227.64p

## 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	£23.96	£53.74	£27.76
25	1.00	£23.96	£277.17	£27.76
40	1.50	£23.96	£526.58	£27.76
50	2.00	£23.96	£651.28	£27.76

## 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 £479.00, including standing charges (£201.00 Water, £278.00 Wastewater). If your actual meter reads results in an annual charge less than £479.00, your bill will be based on actual usage. Under this scheme you will not pay more than £479.00 for the year 2024/2025.

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.**

## 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	5.9 - 11.7p
Bath	50 - 170	9.8 - 33.3p
Toilet flush	7.5 - 9	1.5 - 1.8p
Washing machine	60 - 100	11.7 - 19.6p
Dishwasher	20 - 40	3.9 - 7.8p

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.

## Essentials Tariff

The following tariffs may apply for eligible persons where the Company is satisfied (through completion of an income assessment) that the applicant is unable to afford a level of payment that would otherwise apply for services provided to the premises.

Tariff band	Annual income £	Discount from measured, assessed and unmeasured charges in the schedule
1	21,000 to 3,000	45%
2	2,999 to 2,500	65%
3	2,499 and lower	90%

## TELEPHONE

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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

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Billing:

**tidworth.billing@veolia.com**

Operational:

**tidworth.operations.vesuk@veolia.com**

## WEBSITE

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