



For customers
previously in
the Wessex
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 will include elements of foul water and surface water drainage.

Where a metered customer is not connected to our sewers for the purpose of discharging surface water, an abated water fixed charge will be payable as shown in the table.

For unmetered customers not connected to our sewers for the purpose of discharging surface water, an abated wastewater poundage charge will apply as shown.

Unmetered customers

	Water	Wastewater	Abated Wastewater
Poundage pence (per R.V.E)	249.06p	208.03p	192.25p
Fixed charge	£8.00	£8.00	£8.00

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	£162.00	£164.00	£138.00
2	£248.00	£228.00	£202.00
3+	£307.00	£272.00	£246.00
Low usage			
1	£142.00	£148.00	£122.00
2	£207.00	£196.00	£170.00
3+	£307.00	£272.00	£246.00

**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 95% of the water you use being returned to the public sewer system.

	Per cubic metre
Water supply	258.02p
Wastewater services	203.22p
Abated Wastewater services	203.22p

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
20	0.75	£28.00	£65.00	£39.00
25	1.00	£78.00	£270.00	£139.00
30	1.25	£78.00	£433.00	£218.00
40	1.50	£78.00	£587.00	£293.00
50	2.00	£78.00	£1,064.00	£524.00
65	2.50	£78.00	£1,541.00	£756.00
80	3.00	£78.00	£2,696.00	£1,316.00
100	4.00	£78.00	£4,663.00	£2,270.00
125	5.00	£78.00	£6,331.00	£3,080.00
150	6.00	£78.00	£9,548.00	£4,641.00
200	8.00	£78.00	£12,644.00	£6,143.00

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 £492.00, including standing charges (£250.00 Water, £242.50 Wastewater). If your actual meter reads results in an annual charge less than £492.00, your bill will be based on actual usage. Under this scheme you will not pay more than £492.00 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, excluding the fixed charge. It may help you to save water at home.

Appliance	Litres of water used	Cost of water used
Shower (non-Power)	30 - 60	7.7 - 15.5p
Bath	50 - 170	12.9 - 43.9p
Toilet flush	7.5 - 9	1.9 - 2.3p
Washing machine	60 - 100	15.5 - 25.8p
Dishwasher	20 - 40	5.2 - 10.3p

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

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1 cubic metre = 1,000 litres = 1 tonne

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The above costs do not include the fixed charge.
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Assist social tariff

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

Category of charge	1 service supplied water or wastewater	2 services supplied water and wastewater	Unit
Assist level 1	32	60	£ per annum
Assist level 2	77	116	£ per annum
Assist level 3	125	195	£ per annum
Assist level 4	176	261	£ per annum
Assist level 5	226	378	£ per annum
Assist level 6	252	497	£ per annum

Discount for low income pensioners

These tariffs may apply where it is proved to the satisfaction of the Company that all persons in occupation of the premises are in receipt of Pension Credit or whose sole income is the minimum state pension payment.

Category of charge	Water	Wastewater
Unmeasured, measured and assessed charges	20% discount from Schedule of charge	20% discount from Schedule of charge

Applications to all social tariffs should be made in writing to our customer services helpdesk tidworth.billing@veolia.com

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

Operational:

tidworth.operations.vesuk@veolia.com

WEBSITE

www.veolia.co.uk/waterprojects