

Veolia Water Projects Limited Further Information on 2026-27 Household Charges

Understanding Your Water and Wastewater Bills

February 2026



This page sets out the household charges that Veolia Water Projects Limited (VWPL) will apply for the 2026-27 charging year. This page is designed to help you understand how we calculate your water bill and what improvements to our water and wastewater infrastructure will be delivered.

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Introduction

This document has been prepared to provide transparency about the changes VWPL is introducing to your water and wastewater charges from 1 April 2026. The parliamentary Public Accounts Committee published a [report](#) in August 2025 proposing ways for water companies to provide transparent information to customers on why their bills are rising and what investments this money goes towards.

Following the Public Accounts Committee report, we are committed to clearly explaining in this page why your bills are changing and what improvements in infrastructure and services your payments will deliver.

Understanding VWPL's role as your water provider

The water sector is split into two types of companies - large incumbent water companies, and smaller New Appointees and Variations (NAVs). The regulatory mechanism of appointing a NAV allows a company other than the regional monopoly (the "incumbent") to provide water and/or sewerage services to a specific geographic area. Veolia Water Projects Limited is a Full Service NAV : VWPL manages the entire "end-to-end" process, including its own water sources (e.g., boreholes) and treatment facilities. NAVs have the same legal duties and responsibilities as large regional water companies.

Regulatory Framework: VWPL is regulated by Ofwat and operates under the "no worse off" principle, meaning its charges are generally linked to or capped by the rates of the regional incumbent (Wessex Water Ltd and Southern Water).

How are your bills changing in 2026-27?

From 1 April 2026, your water and wastewater charges will change. The specific impact on your bill will depend on:

- Whether you receive water only, wastewater only, or both services
- Your consumption level (for metered customers)
- Your specific tariff type

Please refer to our published household charges.

[2026/27 household tariff](#)

The website also includes charges from 2025/26 and previous years for comparison purposes.

Why are your bills changing?

There are several reasons why customer bills are changing at the moment, with these reasons often being interconnected. The primary drivers of these changes are:

Changes to Wessex Water's and Southern Water's household charges

As a NAV, VWPL mirrors household charges to those of Wessex Water and Southern Water. This means that whatever household charges Wessex Water and Southern Water will publish, VWPL will publish the same figures.

- *Ex-Southern Water typical combined household bills are projected to increase by 8% (W 28.1% and WW -6.3%) on average.*
- *Ex-Wessex Water typical combined household bills are projected to increase by 3% on average.*
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Key areas of expenditure and investment

Your bills fund VWPL's investment in the local water and wastewater infrastructure that directly serves your community. More details on these investments and the benefits they will bring can be seen in the below section.

Regulatory and compliance requirements

VWPL, must comply with increasingly stringent environmental and quality standards, including:

- Nutrient neutrality requirements to protect local ecosystems
- Enhanced monitoring and reporting obligations
- Improved resilience and security standards

Key infrastructure improvements your bills will provide

The increased charges will fund significant improvements to local water and wastewater infrastructure over the next five years (2025-2030) with over £21 million investment. The investment will be utilised for:

Major Water Supply Investments :

- Water Storage Tank Replacement: Replacing aging above-ground water storage tanks to ensure reliable supply, with enhanced security modifications planned for 2028-2029
- Borehole Upgrades :
 - Tidworth Borehole: Upgrades to maintain water supply reliability
 - Chalkpit Borehole: Improvements at the borehole and trunk main to maintain water supply reliability.
- Clarendon Reservoir Maintenance : Periodic inspection and remedial works for the reservoir serving Tidworth garrison, Perham Down garrison, and the local community
- Underground Water Network Upgrades : Replacing below-ground potable water assets identified as high-risk through comprehensive network assessments, ensuring the continued integrity of your water distribution system

Critical wastewater infrastructure updates:

- Nutrient Neutrality Treatment : Installing tertiary treatment at our facilities to comply with legislative requirements, protecting local waterways from excess nutrients that can harm aquatic ecosystems and wildlife
- Humber Lane Sewage Treatment Works Upgrade : Alternative discharge solution to address capacity limitations during winter months, preventing service disruptions
- Asset Renewal at Humber Lane STW : Replacing aging infrastructure including:
 - Lagoons
 - Sludge holding tanks
 - Storm tanksThis prevents failures and ensures continued reliable wastewater treatment
- Underground Sewer Replacement: Replacing high-risk underground sewers as part of our long-term investment strategy
- Sewage Pumping Station Upgrades : Enhancing reliability and reducing the risk of sewage flooding
- Below-Ground Wastewater Network Improvements: Upgrading aging wastewater pipes to prevent leaks and service failures

Ongoing asset management and safety:

- General Asset Renewals and Safety Upgrades: Ongoing maintenance and replacement of aging equipment across all sites
- Site Security Enhancements: Protecting critical infrastructure from unauthorised access and potential threats
- Network Improvement Programme: Continuous improvements based on performance monitoring and risk assessments

Securing future water resources:

VWPL is working with the Environment Agency and relevant stakeholders to secure a new time-limited abstraction licence, ensuring the long-term sustainability of water supplies for the Tidworth area while protecting the local environment.

These investments will benefit customers with:

- ✓ More reliable water supply with reduced risk of interruptions
- ✓ Continued high-quality drinking water
- ✓ Better protection of local rivers and waterways
- ✓ Reduced risk of sewage flooding and service failures
- ✓ Long-term sustainability of water resources for future generations

- ✓ Compliance with environmental regulations protecting your local environment

Support available for managing your bills

We understand that bill increases can be challenging. Here are some tips on how you can manage the impact:

Reduce your water usage

- Water Efficiency Advice: Contact VWPL for free water efficiency advice tailored to your property
- Leak Detection: We can help identify leaks on your property that may be increasing your bills
- Water-Saving Devices: Information on water-saving devices and practices are available on our website

Monitor your consumption

If you have a water meter you can:

- Regularly check your meter readings
- Monitor for unusual increases that might indicate leaks
- Contact us if you notice unexpected consumption patterns

If you do not currently have a water meter but would like to get one, VWPL can support you with this. Contact us for more details on meter installation.

Payment support

If you are struggling to pay your water bill:

- Contact our customer service team (billing team) to discuss payment plans
- They may be able to arrange flexible payment schedules
- Early contact helps us support you better

How can I find out more information?

To find out more on the topics we have covered on this page, you can contact our customer care number or email or view the VWPL website for more information. Please see useful links and contact details below:

- Website :<https://www.veolia.co.uk/services/tidworth-water-services>
- Full charges scheme: [2026/27 tariff](#)

To find out more about the regulatory duties VWPL must comply with, please visit:

- Ofwat website:<https://www.ofwat.gov.uk/>
- Consumer Council for Water website: <https://www.ccw.org.uk/>

We are committed to transparency and will update this document as new information becomes available.

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