

2011/2012 Tidworth Charges



Water and Wastewater Charges

(for customers previously in the
Wessex Water area)





Our prices

This leaflet lists the main charges from 1st April 2011 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.

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, surface water and highway 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
Poundage pence (per R.V.E)	151.08p	132.46p
Abated Poundage pence (per R.V.E)	–	121.73p
Fixed charge	£7.00	£7.00

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.

Average Usage	Water	Wastewater	Abated*
1 occupier	£139.86	£145.14	£126.14
2 occupiers	£200.78	£196.21	£177.21
3+ occupiers	£271.23	£255.26	£236.26
Low Usage			
1 occupier	£117.01	£125.99	£106.99
2 occupiers	£166.51	£167.48	£148.48
3+ occupiers	£221.73	£213.76	£194.76

* 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 08451 482 909.

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

Volume charges

	Per cubic metre
Water supply	190.04p
Wastewater services	167.99p

The wastewater charge is based on 95% of the water you use being returned to the public sewer system.

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 £428.00, including standing charges (£218 Water, £210 Wastewater). If your actual meter reads result in an annual charge less than £428.00, your bill will be based on actual usage. Under this scheme, you will not pay more than £428.00 for the year 2011/2012.

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 08451 482909.

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.



Pipe size mm	inches	Water £	Wastewater £	
			Full	Abated
Up to 20	0.50	18.00	43	24
25	1.00	75.00	237	144
30	1.25	75.00	356	204
40	1.50	75.00	475	263
50	2.00	75.00	831	442
65	2.50	75.00	1187	619
80	3.00	75.00	2079	1066
100	4.00	75.00	3560	1806
125	5.00	75.00	4747	2399
150	6.00	75.00	7121	3586
200	8.00	75.00	9494	4772

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	10.7-21.5p
Bath	50-170	17.9-60.9p
Toilet flush	7.5-9.0	2.7-3.2p
Washing machine	60-100	21.5-35.8p
Dishwasher	20-40	7.2-14.3p

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

1 cubic metre = 1000 litres = 1 tonne

The above costs do not include the fixed charge.

Contact details

Telephone

Operational and Billing Enquiries

08451 482 909*

Mon–Fri 8:30am to 4:30pm

A 24 hour emergency service operates outside of these hours.

Please call 08451 482 909

*Calls may be monitored or recorded for training purposes.

Post

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