

South Staffordshire Water PLC

Statement of Significant Change to End User Customers

Under the charges scheme rules issued by the Water Services Regulation Authority (Ofwat), specifically sections 143(6A) and 143B of the Water Industry Act 1991, the Company is required to provide a statement summarising significant changes to 2024-25 charges. These are outlined below:

(a) The Company is required to advise whether there are any charge increases of more than 5%.

Wholesale charges have been calculated in accordance with the allowed revenue set by Ofwat in its PR19 Final Determination of price limits for 2024-25 after adjusting for in-period ODIs and Green Recovery funding. Inflation of 4.2% has been applied to wholesale tariffs, in line with the CPIH figure published by the Office of National Statistics.


Retail charges have been recovered in line with revenue allowance per customer allowed in the 2019 Final Determination for residential customers after adjusting for an in-period reward for C-Mex.

Most customers will experience a bill increase of around 4.8%, although individual customers may experience a higher or lower increase depending on their own characteristics. This includes the impact of an increase in the contribution to our social tariff fund from £5 to £8. This will allow us to help an additional 8,000 customers who are struggling to pay by transferring them on to our Assure tariff.

(b) The Company will be making the following change to charging policy.

The Company has made no changes to its charging policy.

Approved by the Board of Directors on 29 December 2023 and signed on its behalf.



Andy Willicott
Managing Director
South Staffordshire Water PLC