

Statement of Significant Changes 2019/20



**South West
Water**



**Bournemouth
Water**

STATEMENT OF SIGNIFICANT CHANGES

As required under Sections 143(6A) and 143B of the Water Industry Act 1991 – Charges Scheme Rules, South West Water is required to publish any significant changes to its charges schemes, including where bill increases are expected to be greater than 5% from the previous year. Our Charges Schemes, published separately, set out our charges for all customer types for 2019/20.

South West Water continues to meet its PR14 Board Pledge to keep average bill increases below inflation and no SWW and BW household bill impacts are increasing by more than 5%.

For a small number of non-household customers (c.2.4% of total non-household customers, <2,000), assuming a constant level of consumption, bill increases of greater than 5% are expected for the following customer types:

Customer type	Expected increase (%)
UM single SO F, S+HD - (300 £RV)	5.0
UM dual F+HD - (300 £RV)	5.1
UM single SO F+HD - (300 £RV)	5.7
Lock-up garage dual F+HD - RV £50	5.5
Lock-up garage single WO - RV £50	5.5
Lock-up garage single SO F&HD - RV £50	5.4

South West Water will engage with Retailers in the non-household market and seek to promote metering across its customer base with the aim to encourage these customer types to switch to a metered supply thereby reducing their bill and the extent of the expected increase.

There are no significant changes to South West Water's charging policy between 2018/19 and 2019/20.