



Wessex Water Services Ltd  
Assurance Statement for the  
2025-26 Household Charges Scheme

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## Introduction

Our Household Charges Scheme sets out the charges that, in the absence of any contractual agreement, our household customers must pay for services we provide in the course of carrying out our water and sewerage undertaker duties.

Our Household Charges Scheme sets out the terms and conditions of those charges and sets out the times and method of payment that our customers can use to pay them. This statement provides assurance from the Wessex Water Services Ltd Board of those Household Charges. Both documents are available on our website<sup>1</sup>.

Under the Water Industry Act 1991, our Household Charges Scheme for 2025-26 must comply with the Charges Scheme Rules issued by Ofwat in December 2022 (“the Charges Rules”). In addition, the Charges Scheme should comply with our obligations under our Operating Licence and law.

## Board ownership

The Board owns and is accountable for the development of the Household Charges Scheme.

On 30 September 2024, the Board considered our strategy for customer charges and the associated governance processes.

On 25 November 2024, the Board confirmed the decisions above and considered analysis of expected bill changes based on draft final charges. The Board noted that our final charges will be updated to reflect November CPIH, and the impact of Ofwat’s PR24 Final Determination on revenue allowances.

The Board delegated authority for final sign-off of the charges documents to the Director of Finance, subject to review of November CPIH and Ofwat’s PR24 Final Determination, and receipt of the final charges audit report with no material concerns.

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<sup>1</sup> [Our charges | Wessex Water](#)

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## Assurance Statement

In making this Assurance Statement, the Board has considered the requirements set out by Ofwat in its Charges Scheme Rules and confirms that, to the best of its knowledge and belief:

1. The Company complies with its legal obligations relating to the charges set out in its Charges Scheme;
2. The Board has assessed the effects of the new charges on customers' bills for a range of different customer types, and approves the impact assessments and handling strategies developed in instances where bill increases for particular customer types exceed 5%;
3. The Company has appropriate systems and processes in place to make sure that the information contained in the Charges Scheme and additional information is accurate;
4. The Company has consulted the Consumer Council for Water (CCW) in a timely and effective manner on its Charges Scheme.

In addition, the Board considers the charges consistent with Ofwat's Charges Scheme Rules.

The Board has made this statement based on the information available to it at the current time.

The Board authorised the Company's Director of Finance to sign the final Assurance Statement, Charges Scheme and Statement of Significant Changes.

Signed



Date 29 January 2025

Andy Pymer  
Director of Finance  
(On behalf of the Board)

## Board considerations

In making this Assurance Statement the Board has considered the following requirements set out by Ofwat in its Charges Scheme Rules (“the Ofwat Assurance Requirements”):

**1. The Company complies with its legal obligations relating to the charges set out in its Charges Scheme;**

The Company engaged Mott MacDonald who reviewed and confirmed that:

a. Our Household Charges Scheme for 2025-26 is appropriate to meet our obligations under:

- The Water Industry Act 1991 (as amended in 1999 and 2014) – section 93A (in so far as the Charges Scheme does not derogate from the duty to promote the efficient use of water) and Section 142-149;
- The Water Industry (Charges) (Vulnerable Groups) Regulations 1999;
- The Water (Prescribed Conditions) Regulations 1999;
- Water (Meters) Regulations 1988;
- Measuring Equipment (Cold Water Meters) Regulations 1988; and
- The Flood and Water Management Act 2010 – sections 43 and 44.

b. Our Household Charges Scheme is consistent with Ofwat’s Charges Scheme Rules (published in December 2022).

c. Our Charges Scheme is consistent with the Company’s obligations under licence conditions E and R.

d. That our charges calculations are:

- based on a reasoned forecast of charge multipliers for the charging year; and
- consistent with the Company’s obligations under licence condition B and the PR24 final determination of prices.

**2. The Board has assessed the effects of the new charges on customers’ bills for a range of different customer types, and approves the impact assessments and handling strategies developed in instances where bill increases for particular customer types exceed 5%;**

In November 2024, the Board reviewed all proposed changes in charges compared to the previous charging year, based on the latest information at the time, and considered how these translated into bill changes for a selection of Eligible Premises. Incidence effects exceeded 5% for almost all customers, Eligible Premises and Licensees. We have developed a full customer communication strategy (summarised in our Statement of Significant Change) to mitigate the impacts of the greater than 5% increase in bills.

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The Board delegated authority for final sign-off of charges to the Director of Finance, subject to review of November CPIH and Ofwat's PR24 Final Determination. Updating our charges to reflect these two factors has resulted in the following changes to domestic customer bills:

Household customer type	Water		Sewerage		Combined	
	Bill	Increase per month	Bill	Increase per month	Bill	Increase per month
Unit	£	£	£	£	£	£
Metered 1 person	208	£2.55 (17.2%)	222	£3.28 (21.5%)	430	£5.82 (19.4%)
Metered 2 person	307	£3.91 (18.0%)	307	£4.94 (23.9%)	614	£8.85 (20.9%)
Metered 3 person	363	£4.67 (18.3%)	355	£5.88 (24.8%)	718	£10.56 (21.4%)
Metered 4 person	425	£5.52 (18.5%)	408	£6.93 (25.6%)	833	£12.45 (21.9%)
Metered 5 person	505	£6.63 (18.7%)	477	£8.28 (26.3%)	982	£14.91 (22.3%)
Metered 6 person	570	£7.52 (18.8%)	533	£9.38 (26.8%)	1103	£16.90 (22.5%)
Unmetered "low" 100 RV	310	£4.40 (20.5%)	262	£4.74 (27.6%)	572	£9.13 (23.7%)
Unmetered "medium" 160 RV	494	£7.08 (20.8%)	418	£7.63 (28.1%)	912	£14.71 (24.0%)
Unmetered "high" 220 RV	672	£9.68 (20.9%)	568	£10.42 (28.2%)	1240	£20.10 (24.1%)

The Director of Finance has reviewed these revised bill changes, taking account of the two factors above, and is content that our handling strategy remains appropriate in respect of the final household charges.

**3. The Company has appropriate systems and processes in place to make sure that the information contained in the Charges Scheme and additional information is accurate; and**

The Board reviewed and approved the governance and assurance processes and procedures for the setting of charges in September 2024.

In addition to the external assurance laid out above, the Company continues with its internal charges assurance processes including ensuring clear ownership of the process resides with a senior manager, in this case the Director of Strategy & Regulation.

The charges setting process requires the economic regulation team to engage with internal and external stakeholders to ensure that the charges proposals are well rounded and practical, in particular there is significant engagement with the Company's internal lawyers and those responsible for billing and collecting charges.

**4. *The Company has consulted the Consumer Council for Water (CCW) in a timely and effective manner on its Charges Scheme.***

The Board was informed that stakeholders have been engaged in a timely and effective manner. We have actively engaged with stakeholders, including CCW, our Customer Challenge Group, and our Vulnerability and Affordability Panel about the changes to charges, our handling strategies and mitigations and our customer communications.

- The Company met with CCW in November 2024 to explain the approach to setting charges for 2025-26, and the likely household bill impacts based on draft final charges. The Company subsequently shared revised bill impacts in January 2025 based on final charges, reflecting November CPIH and Ofwat's PR24 Final Determination.
- CCW is a member of our independent Customer Challenge Group (CCG). The Company met with this group in June 2024 and November 2024 to discuss customer communications regarding bill changes. The Company also shared and discussed its final household bill impacts with the CCG in January 2025.
- CCW is also a member of our independent Vulnerability Advisory Panel. This group met in November 2024 and discussed in particular our approach to, and promotion of, social tariffs to vulnerable customers in our region, in light of the expected increase in charges.

These groups did not raise any concerns with our proposed approach, and supported our handling and communication strategies.