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Our business

South East Water, supplies top quality drinking water to 2.3 million customers in the south east of England. Through a network of 9,000 miles of pipe, we deliver around 544 million litres of water every day. The skill and expertise of our employees ensure our water meets the highest of standards.

Our purpose is to provide today's public water service and create tomorrow's water supply solutions, fairly and responsibly, working with others to help society and the environment to thrive.

Our vision is to be the water company people want to be supplied by and want to work for. Everything we do is underpinned by technical excellence.

Good to know

544 million litres of water a day – that's how much water we supply to around 2.3 million people

88 water treatment works – that's how we ensure our water is of the highest quality

500,000 water quality tests each year – that's how we ensure your water meets the highest standards

9,000 miles of water mains – that's how we transfer fresh drinking water direct to customers' taps

1,071 employees – that's how we make sure your water supply runs 24 hours a day, 365 days a year

How we invest in your water

Where each £1 of your bill is spent:

- Water extraction 10p
- Water treatment 24p
- Getting the water to you 42p
- Customer service 7p
- Interest and tax 17p
- Dividends* 0p

*Dividends allocated to the appointed business.



Contact us

If you have any queries about this charges document please contact the Wholesale Service Desk as follows:

Email:

wholesale@southeastwater.co.uk

Telephone:

0333 000 00 18

Write:

Wholesale Service Desk

South East Water

Rocfort Road

Snodland

Kent

ME6 5AH



Introduction

This document sets out the wholesale charges of South East Water Ltd for the year commencing on 1 April 2025 and ending on 31 March 2026. It sets out the wholesale charges that are applicable for both household and non-household premises. It is made in line with wholesale charging rules published by Ofwat and condition B of our instrument of appointment.

In this charges scheme the words "we", "us" and "our" refer to South East Water Ltd.

In fixing our charges we ensure that they comply with the wholesale price controls determined by Ofwat and charging rules they issued, that our charges are defined following consistent principles and methodologies and that no undue preference is shown towards or undue discrimination is shown against any customer or any retailer (or their customers or potential customers).

This charges document must be interpreted in a manner that is consistent with relevant legislation, the terms of our instrument of appointment and, for non-household wholesale charges to retailers, the terms of the wholesale contract and these provisions will prevail to the extent that any provision of this charges scheme are inconsistent with them.

Section 1 of this document is for the use of retailers on the non-household retail market.



Section one:

Wholesale charges for water supplies to non-household premises (wholesale primary charges)

1. Types of water supply charges

We use three main methods to charge for water supplies:

- Metered charges: which are based on the volume of water recorded by our meter or estimated in accordance with the wholesale retail code
- Assessed charges: which are based on the characteristics of the premises
- Unmetered charges: which are based on the rateable value of the premises

Each of these is explained further below.

2. Metered water charges

2.1. Standard metered charges

Standard metered charges are our default metered charges which apply unless another metered tariff is selected.

Standard metered charges include:

- A fixed standing charge, which is an annual sum based on the size of the
 meter(s) and the meter reading frequency (monthly or six-monthly). Where
 the meter is a combination meter (i.e. where two meters of different sizes are
 used to measure the volume of water supplied at different flows) the standing
 charge is based on the size of the largest of the two meters.
- A variable volumetric charge which is based on a rate for each cubic metre of water recorded by the meter(s) or estimated by us. There are different volumetric rates depending on the geographic area in which the premises are located and the meter reading frequency (monthly or six-monthly).

We have two geographic areas: the eastern region and the western region.

The amount of the volumetric charge per cubic metre and of the standing charge for each type of meter can be found in Appendix 1.



2.2. Metered charges for large volume supplies – block tariff

Under our block tariff a lower volumetric charge will start applying where the consumption at the premises exceeds 10,000 cubic metres per year. Under the block tariff the total consumption in the month is allocated to different bands and the volumetric charge decreases as the consumption reaches higher bands. Meters must be read monthly.

Similar to the standard metered charges our block tariff comprises two elements – a fixed standing charge and a variable volumetric charge (Please see paragraph 2.1 above for details on how the standing charge and the volumetric charge are calculated). The relevant consumption bands for the block tariff volumetric charge and the rates applicable in each of the bands, and the standing charge for each size of meter can be found in Appendix 1.



3. Assessed charges

The assessed charge is an annual sum which is designed to reflect the estimated usage of water on the relevant premises and is based on the characteristics of the premises.

The assessed charge is based on the annual volume of water that we estimate to be used on the premises. This assessed volume is multiplied by the relevant standard rate per cubic metre to calculate the total assessed charge for the year. The relevant rate is the standard wholesale non-household volumetric rate. There is one standard wholesale non-household volumetric rate for each of our two charging regions (as shown in Appendix 1).

There is no fixed standing charge component to this wholesale tariff.

We determine the assessed annual volume for eligible premises based on the type of business or other non-household activity carried out on the premises and on the size of the business or organisation.

Eligible premises are allocated to the most suitable activity type based on the Basic Land and Property Unit (BLPU) classification and standard industrial classification of industrial activities (SIC code) which are associated with the premises and any other information available on the relevant activity.

The activity types used for the assessment are set out in the table below.

Business Type	Band	Business Type	Band
Business lock-up garage	1	Park/sports ground	4
Cafe/restaurant	3	Petrol filling station with car wash	4
Community centre	5	Petrol filling station without car wash	1
Depot	1	Place of worship	1
Dry Cleaners	4	Pub/bar/club	4
Factory (water not an input)	1	Public Convenience	5
Farm/allotment	5	Public library/museum/gallery	2
Garage repairs	1	Shop Retail - Goods or Services	1
Hairdressing/beauty salon	2	School/college	3
Hospital	5	Showroom	1
Hotel/guest house	3	Sports facility	4
Industrial works (water not an input)	1	Surgery/clinic	2
Laboratory	4	Take away only shop	2
Laundrette	4	Vet	2
Multi-storey car park	2	Warehouse	1
Office	1	Workshop	1
Other	5	Yard	1

Each activity type is allocated to one of five bands. Each band corresponds to an assessed usage per full time employee (or full time equivalent) as set out in the table below.



Business type band	Assessed annual consumption per full time employee in cubic metres
Band 1	15
Band 2	50
Band 3	100
Band 4	200
Band 5	By inspection

We use the actual number of full-time employees to determine the relative size of the business and the corresponding assessed annual volume for the premises. (For the purpose of the assessment, "employees" include volunteers who regularly perform work for a charitable organisation.)

The assessed annual volume for the premises is calculated by multiplying (i) the number of full-time employees (or full time equivalent) at the eligible premises by (ii) the assessed annual consumption corresponding to the activity type of the premises (i.e. the assessed annual consumption for the relevant band in the table above).

The number of full-time employees (or full time equivalent) used in the calculation cannot be less than 1.

We reserve the right to calculate the assessed volume on a different basis normally following inspection (with the Retailers' consent), based on the equipment and water fittings used on the premises, and the nature, frequency and other relevant characteristics of the water usage on the premises. A specific assessment will normally be carried out where insufficient information is available or the available information indicates that the methodology described above is not appropriate to calculate the assessed volume for specific eligible premises. Where possible we will compare the assessed premises to similar metered premises to confirm the assessed volume.

Phase in relief and transitional arrangements apply in respect of this charges and are set out in our wholesale tariff document.

The amount of the volumetric rates for the assessed charges can be found in Appendix 1.



4. Unmetered charges

Unmetered charges include:

- An annual standing charge for the geographic area in which the premises are located
- An annual rateable value charge which is based on a rate per pound of rateable value for the geographic area in which the premises are located

The rateable value is the value determined or proposed for rating purposes in rating valuation lists under the General Rate Act 1967 as at 31 March 1990.

Where applicable a rateable value assessed by us may be applied when separate premises with a rateable value are combined into single premises; alternatively, an assessed charge may be applied instead (except when the premises are subsequently metered). Please see paragraph 3 above for details on the assessed charge.

The amount of standing charges for unmetered premises and of the rateable value charges can be found in Appendix 1.



Section two:

Wholesale charges for water supplies to household premises

1. Types of water supply charges

We use three main methods to charge for water supply:

- Metered charges: which are based on the volume of water recorded by our meter or estimated by us
- Assessed charges: which are based on the characteristics of the premises
- Unmetered charges: which are based on the rateable value of the premises

Each of these is explained further below.

2. Metered water charges

2.1. Standard metered charges

Standard metered charges are our default metered charges which apply unless another metered tariff is selected

Standard metered charges include:

- A fixed amount (standing charge), which is an annual sum based on the size
 of the meter.
- A variable volumetric amount which is based on a rate for each cubic metre of
 water recorded by the meter or estimated by us. There is a different
 volumetric rate for each of our two geographic areas. There is also a low user
 volumetric rate which only applies to customers who already benefited from
 this rate until 31 March 2025.

The volumetric rate per cubic metre and the fixed amount (standing charge) for each size of meter can be found in Appendix 2.



2.2. Saver tariff for large household premises

Our saver tariff is only available to customers who already benefited from this tariff until 31 March 2025, if the water consumption at the premises is 10,000 cubic metres or more per year and the premises are single boundary sets of premises. This tariff is available only for some specific large household premises such as large permanent residential or retirement parks on a single site which meet the minimum consumption criteria that have been determined by us to be single boundary sets of premises. However, the consumption of separate buildings which are operated by the same person or entity cannot be aggregated if the buildings are not part of a single boundary set of premises. Meters must be read monthly.

There are two tariff bands for each of our two geographic areas:

- Band A: from 10,000 to 49,999 cubic metres
- Band B: from 50, 000 cubic metres and more

Our saver tariff comprises two elements:

- A fixed amount (standing charge) for each meter which is an annual sum based on the size of the meter
- A variable volumetric amount which is based on the rate for the relevant band and geographic area for each cubic metre of water recorded by the meter(s) in the month (or estimated by us)

The volumetric rates per cubic metre and the fixed amount (standing charge) for each size of meter can be found in Appendix 2.



3. Assessed charges

The assessed charge is an annual sum which is designed to reflect the estimated usage of water on the relevant premises and is based on the number of bedrooms, the characteristics of the premises or the type of occupation of the premises.

There are four types of assessed charges:

- The standard assessed charge which is an annual sum based on the number of bedrooms in the relevant premises (the standard assessed charge is the default assessed charge which will apply except when one of the following other assessed charges can be applied)
- The single occupier assessed charge which is an annual sum charged in respect of relevant premises occupied by a single qualifying occupier
- The single room assessed charge which is an annual sum charged in respect
 of qualifying relevant premises consisting of sheltered accommodation or
 bedsits which are billed individually and have the use of communal hot water
 or laundry facilities
- The other dwellings assessed charge which is an annual sum charged in respect of qualifying relevant premises such as static caravans, mobile homes, houseboats and similar residences which are not individually metered.

The amount of the assessed charges can be found in Appendix 2.

4. Unmetered charges

Unmetered charges include:

- An annual fixed amount (standing charge) for the geographic area in which the premises are located, and
- An annual rateable value charge which is based on a rate per pound of rateable value for the geographic area in which the premises are located.

The rateable value is the value determined or proposed for rating purposes in rating valuation lists under the General Rate Act 1967 as at 31 March 1990.

Where applicable a rateable value assessed by us may be applied when separate premises with a rateable value are combined into single premises; alternatively, an assessed charge may be applied instead (except when the premises are subsequently metered). Please see paragraph 3 above for details on the assessed charge.



The fixed amount (standing charges) for unmetered premises and the rate per pound of rateable value can be found in Appendix 2.



Appendix 1 – Non-household primary charges

Schedule of charges

Excluding VAT

All charges apply to supplies provided from 1 April 2025

Unmetered water supplies

Standing charge

West	Mid Southern	£1.39
East	Eastbourne	£1.39
	Mid Sussex	£1.39
	West Kent	£1.39
	Mid Kent	£50.31

Rateable value charges

Value charge per £ of rateable value

West	Mid Southern	£1.5663
East	Eastbourne	£2.5904
	Mid Sussex	£2.5904
	West Kent	£2.4276
	Mid Kent	£2.1697



Assessed charges

Charge per m3

West	East
£2.0963	£2.7617

Most properties with swimming pools are metered. An additional charge of £246.11will be made for those unmeasured properties with swimming pools.

Metered water supplies

The following charges apply to supplies provided from 1 April 2025 and where applicable metered bills will be apportioned to take into account any consumption prior to 1 April. This will be shown on the bill as two separate calculations.

Annual standing charge

Meter Size (mm)	Six-monthly Read	Monthly Read
12/15	£9.57	£9.57
20/22	£31.85	£31.85
25/28	£43.26	£43.26
30/32/35	£66.27	£66.27
40/42	£82.45	£82.45
50/54	£102.23	£102.23
65	£113.64	£113.64
75/80	£140.88	£140.88
100	£202.70	£202.70
125/150	£294.94	£294.94
300	£357.66	£357.66



Standard volumetric charges

Volumetric charge per m³, six monthly read

West	East
£2.0963	£2.7617

Block tariff

Volumetric charge per m3, monthly read

Annual Consumption	Volumetric Charges	
	West	East
0 - 10 ML / pa	£2.0963	£2.7617
10 - 150 ML / pa	£1.6867	£2.2242
150 - 250 ML / pa	£1.6440	£2.1757
250+ ML / pa	£1.6211	£2.1258

Special agreements

Special agreement reference	Description	Charges
SEWSA01	Volumetric charge (0-2491m3) (£/m3)	£0.0000
SEWSA01	Volumetric charge (>2491m3) (£/m3)	£1.3809
SEWSA01	Fixed charge (£/year)	£15.9250
SEWSA02	Fixed charge (£/year)	£2.0000
SEWSA02	Volumetric charge (0-829m3) (£/m3)	£0.0220
SEWSA02	Volumetric charge (>829m3) (£/m3)	£2.7617



Appendix 2 – Household primary charges

Schedule of charges

Excluding VAT

All charges apply to supplies provided from 1 April 2025

Unmetered water supplies

Annual standing charge

West	Mid Southern	£1.28
East	Eastbourne	£1.28
	Mid Sussex	£1.28
	West Kent	£1.28
	Mid Kent	£51.41

Rateable value charges

Value charge per £ of rateable value

West	Mid Southern	£1.5896
East	Eastbourne	£2.6409
	Mid Sussex	£2.6409
	West Kent	£2.4734
	Mid Kent	£2.1923



Metered water supplies

The following charges apply to supplies provided from 1 April 2025 and where applicable metered bills will be apportioned to take into account any consumption prior to 1 April. This will be shown on the bill as two separate calculations.

Annual standing charges

Meter Size (mm)	Standing Charge
12/15	£8.94
20/22	£30.51
25/28	£41.29
30/32/35	£63.22
40/42	£79.69
50/54	£98.41
65	£109.75
75/80	£135.91
100	£195.72
125/150	£284.59
300	£345.03

Standard volumetric charges

Volumetric charge per m³

West	East	Low User*
£2.0512	£2.7078	£3.3140

^{*} Only available to existing customers on this tariff



Assessed water charges

Assessed	West	East
Other Dwellings	£114.86	£146.15
Assessed One	£151.41	£191.99
Assessed Two	£216.46	£265.60
Assessed Three	£272.39	£346.83
Assessed Four	£323.69	£400.34
Assessed Five	£387.09	£492.49
Assessed Six+	£783.10	£770.40
Single Room	£80.69	£101.89
Single Occupier	£114.86	£146.15

Most properties with swimming pools are metered. An additional charge of £246.11 will be made for those unmeasured properties with swimming pools. These charges are levied for the period 1 April to 31 March and are not apportioned on change of occupation of the premises during the year. As part of our policy to promote efficient use of water we will progressively meter all properties with swimming pools.

Large user – saver tariff

Annual Consumption	Volumetric Charges	
	West	East
10-49.99 ML	£1.8150	£2.3933
50+ ML	£1.7098	£2.2551



Appendix 3 - Miscellaneous charges

Excluding VAT

Item*	Charge
Replacement of lead service pipes.	Price on application. Dependent on specific situation.
Provision and maintenance of fire hydrants – including: • Installation of new hydrant • Replace hydrant	
Replace post and plate	Price on application. Dependent on
Replace false spindle top	specific situation.
Repack hydrant	
 Maintenance – broken seals, illegal use, not used for firefighting Valve installations 	
Damage to apparatus	Costs reasonably incurred by us as a result of the damage caused by a third party (including without limitation the costs of inspecting and repairing any damage caused).
Water fittings inspections	Price on application. Dependent on specific situation.
Site Inspections	
• First hour	£118.13
Additional 30mins (up to four additional hours)	£25.65
Testing of meters – onsite	
First visit	Nil
Subsequent visit:	
Test shows meter accurate:	
meter connected to supply to a house	£20
• other meters	Costs reasonably incurred
Test shows meter inaccurate	Nil
Testing of meters – meter removal	
Test shows meter accurate:	
meter connected to supply to house	£70
• other meters	Costs reasonably incurred
Test shows meter inaccurate	Nil



Standpipes – including:	
• Deposit	Price on application.
Hire charge	Dependent on specific situation
Disconnection and reconnection	
Disconnection (Requested by customer – s62)	No charge
Standard temporary disconnection (e.g. for non-payment) • Standard temporary disconnection (turning off supply) – in hours	£118.13
Non-standard disconnection temporary or permanent (e.g. for non-payment) • Survey (First hour) – in hours	£118.13 POA
Non-standard disconnection (including clamp/plug) – in hours:	FOA
Reconnection	£118.13
 Standard reconnection (turning on supply) – in hours Non-standard reconnection (including clamp/plug) – in hours 	POA
A new connection must be applied for following all permanent disconnections.	
Emergency temporary turn off (e.g. in case of internal leak) • Standard temporary emergency turn off (turning off supply) – in hours/out of hours	No charge
 Non-standard temporary emergency turn off in hours/out of hours 	POA

^{*}Charges listed in rule nine of the wholesale charging rules.



Appendix 4 – NHH Customer Group Bill Impacts

Description	Customer variable 2	Variance (%)
Customer Characteristics		
Customer 1 Tariff Zone West Non-household Measured Standard Bi-annual (0-5 Mla)	50	21.41%
Customer 2 Tariff Zone West Non-household Measured Standard Bi-annual (0-5 Mla)	200	21.41%
Customer 3 Tariff Zone West Non-household Measured Standard Bi-annual (0-5 Mla)	500	21.41%
Customer 4 Tariff Zone West Non-household Measured Standard Bi-annual (0-5 Mla)	1,000	21.41%
Customer 5 Tariff Zone West Non-household Measured Standard Bi-annual (0-5 Mla)	3,000	21.41%
Customer 6 Tariff Zone West Non-household Measured Standard Bi-annual (0-5 Mla)	5,000	21.41%
Customer 7 Tariff Zone East Non-household Measured Standard Bi-annual (0-5 Mla)	50	21.41%
Customer 8 Tariff Zone East Non-household Measured Standard Bi-annual (0-5 Mla)	200	21.40%
Customer 9 Tariff Zone East Non-household Measured Standard Bi-annual (0-5 Mla)	500	21.40%
Customer 10 Tariff Zone East Non-household Measured Standard Bi-annual (0-5 Mla)	1,000	21.40%
Customer 11 Tariff Zone East Non-household Measured Standard Bi-annual (0-5 Mla)	3,000	21.40%
Customer 12 Tariff Zone East Non-household Measured Standard Bi-annual (0-5 Mla)	5,000	21.40%
Customer 13 Tariff Zone West Non-household Measured Standard Monthly (5-10 Mla)	6,000	21.40%
Customer 14 Tariff Zone West Non-household Measured Standard Monthly (5-10 Mla)	8,000	21.40%
Customer 15 Tariff Zone West Non-household Measured Standard Monthly (5-10 Mla)	10,000	21.40%
Customer 16 Tariff Zone East Non-household Measured Standard Monthly (5-10 Mla)	6,000	21.40%
Customer 17 Tariff Zone East Non-household Measured Standard Monthly (5-10 Mla)	8,000	21.40%
Customer 18 Tariff Zone East Non-household Measured Standard Monthly (5-10 Mla)	10,000	21.40%
Customer 20 Tariff Zone East Non-household Measured Block East	50,000	21.41%
Customer 21 Tariff Zone East Non-household Measured Block East	100,000	21.41%
Customer 22 Tariff Zone East Non-household Measured Block East	200,000	21.41%
Customer 25 Tariff Zone East Non-household Measured Block East	250,000	21.41%
Customer 29 Tariff Zone East Non-household Measured Block East	11,000	21.40%
Customer 30 Tariff Zone West Non-household Measured Block West Customer 31 Tariff Zone West Non-household Measured Block West	11,000	21.41%
	50,000	21.41%
Customer 32 Tariff Zone West Non-household Measured Block West Customer 34 Tariff Zone West Non-household Measured Block West	100,000 200,000	21.41%
Customer 35 Tariff Zone West Non-household Measured Block West	250,000	21.40% 21.40%
Customer 48 Tariff Zone Mid Southern Non-household Unmeasured RV Property	50	21.40%
Customer 49 Tariff Zone Mid Southern Non-household Unmeasured RV Property	200	21.39%
Customer 50 Tariff Zone Mid Southern Non-household Unmeasured RV Property	400	21.39%
Customer 51 Tariff Zone Mid Southern Non-household Unmeasured RV Property	600	21.39%
Customer 52 Tariff Zone Mid Southern Non-household Unmeasured RV Property	800	21.39%
Customer 53 Tariff Zone Mid Southern Non-household Unmeasured RV Property	1,000	21.39%
Customer 54 Tariff Zone Mid Southern Non-household Unmeasured RV Property	5,000	21.39%
Customer 55 Tariff Zone Mid Southern Non-household Unmeasured RV Property	10,000	21.39%
Customer 56 Tariff Zone Sussex Non-household Unmeasured RV Property	50	21.42%
Customer 57 Tariff Zone Sussex Non-household Unmeasured RV Property	200	21.41%
Customer 58 Tariff Zone Sussex Non-household Unmeasured RV Property	400	21.41%
Customer 59 Tariff Zone Sussex Non-household Unmeasured RV Property	600	21.41%
Customer 60 Tariff Zone Sussex Non-household Unmeasured RV Property	800	21.41%
Customer 61 Tariff Zone Sussex Non-household Unmeasured RV Property	1,000	21.41%
Customer 62 Tariff Zone Sussex Non-household Unmeasured RV Property	5,000	21.41%
Customer 64 Tariff Zone West Kent Non-household Unmeasured RV Property	50	21.42%
Customer 65 Tariff Zone West Kent Non-household Unmeasured RV Property	200	21.42%
Customer 66 Tariff Zone West Kent Non-household Unmeasured RV Property	400	21.42%
Customer 67 Tariff Zone West Kent Non-household Unmeasured RV Property	600	21.42%
Customer 68 Tariff Zone West Kent Non-household Unmeasured RV Property	800	21.42%
Customer 69 Tariff Zone West Kent Non-household Unmeasured RV Property	1,000	21.42%
Customer 70 Tariff Zone West Kent Non-household Unmeasured RV Property	5,000	21.42%
Customer 72 Tariff Zone Mid Kent Non-household Unmeasured RV Property	50	21.39%
Customer 73 Tariff Zone Mid Kent Non-household Unmeasured RV Property	200	21.40%
Customer 74 Tariff Zone Mid Kent Non-household Unmeasured RV Property	400	21.40%
Customer 75 Tariff Zone Mid Kent Non-household Unmeasured RV Property	600	21.40%
Customer 76 Tariff Zone Mid Kent Non-household Unmeasured RV Property	800	21.40%
Customer 77 Tariff Zone Mid Kent Non-household Unmeasured RV Property	1,000	21.40%
Customer 78 Tariff Zone Mid Kent Non-household Unmeasured RV Property	5,000	21.40%
Customer 80 Tariff Zone West Non-household Unmeasured Assessed Volume	130	21.40%
Customer 81 Tariff Zone East Non-household Unmeasured Assessed Volume	99	21.40%



Contact Us

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