



What happens when my Water Plus contract ends?

We'll get in touch 30 days before your contract expires

We'll write to you near the end of your contract, to explain your renewal options. This will include your renewal price, and may include new offers and contracts that we think would be a good match for your business.

If you take out another contract

Your new contract and new rates will begin immediately after your old contract ends.

If you don't take out a new contract

What happens if you don't take out a new contract depends on whether your business is in England or Scotland.

If your business is in England:

You stay on the same terms and conditions, but move on to our standard variable tariff, which is an uplift on what the wholesaler in your area charges for water and wastewater. The amount of uplift depends on the value we've estimated for your account. This table shows how we split that value into bands and the percentage we uplift the wholesale charge by for each, to generate our standard variable tariff.

Value bracket	Uplift %
£0 - £499	80%
£500 - £999	35%
£1,000 - £2,499	24%
£2,500 - £4,999	20%
£5,000 - £9,999	17%
£10,000 - £29,999	15%
£30,000 - £49,999	14%
£50,000 - £75,000+	10%

If your business is in Scotland:

We'll bill you on the default charges for Scotland, which are set out by WICS, the water industry regulator for Scotland.

You can [see the default charges for Scotland here](#).



Update to a new contract at any time

If you do move on to standard variable tariff (England) or default charges (Scotland), then you can contact us to change to a new contract at anytime.