

STATEMENT OF SIGNIFICANT CHANGES TO CHARGES SCHEME CHARGES FOR 2024/25

This statement is published in accordance with the Charges Scheme Rules issued by the Water Services Regulation Authority under sections 143(6A) and 143B of the Water Industry Act 1991.

We confirm that:

- a) All customer types will see bill increases of greater than 5% from the 2023/24 charges (for a given customer type assuming a constant level of consumption).

The high level of inflation and the impact of the in-period ODI Final Determination and other regulatory adjustments means our charges are increasing by greater than 5% from 2023/24 charges.

We have a detailed plan of handling strategies to communicate with our customers which has previously been presented to our Water Forum which includes representatives from CCW.

- b) During 2024/25 we plan to introduce innovative tariff trials in accordance with the change in Charging Rules issued by Ofwat in December 2022.
- c) Meter charge bands have changed to align with the standardised wholesale charges to retailers. There are now four meter charge bands and customers will see, at most, an inflationary increase on these charges and some charges will reduce.
- d) There have been no significant changes in our charging policy.

13 January 2024