

Indicative Wholesale Charges 2027-28

Statement of Significant Changes

What is changing in our charges and what it means for customers

Charging year: 1 April 2027 to 31 March 2028

About this statement

This statement explains significant changes to primary wholesale charges for 2027/28. It should be read alongside the published charges documents for South West Water, Bournemouth Water and Bristol Water. The examples in Appendix A compare the same customer circumstances and, for metered customers, the same water use in both years. They do not include a move, meter change, tariff change, new support arrangement or incentive unless indicated in the table. Refer to the formal Charges Schemes and Wholesale Charges documents for full tariffs, eligibility rules and legal terms.

Summary

Most customer groups are not expected to see an increase in their bill of more than 5% compared with 2026/27, assuming circumstances and water use remain the same, with the exception of a small number of customers on unmeasured charges. Most customers will receive a reduction in their annual bill, or a small increase. The actual change will depend on the service area, services received, tariff and water use.



What you need to know

Changes to Non-Household Charges

These are annual averages across each water service area, not a forecast of every customer's bill. South West Water bills include water and wastewater, whilst Bournemouth Water and Bristol Water figures cover water services only; wastewater services are provided and billed by another company in those regions.

Water service area	Usage	Usage m ³	2027/28 average £	2026/27 average £	Annual change £	% change
South West Water	Low	160	1,424	1,445	-21	-1.4%
	Medium	9,200	77,540	78,762	-1,223	-1.6%
	High	75,000	422,908	418,489	4,419	1.1%
Bournemouth Water	Low	160	232	248	-16	-6.4%
	Medium	9,200	13,359	14,270	-911	-6.4%
	High	75,000	114,954	119,940	-4,986	-4.2%
Bristol Water	Low	160	307	307	0	0.1%
	Medium	9,200	16,919	16,834	85	0.5%
	High	75,000	120,037	120,482	-445	-0.4%

Why bills are changing

- Ofwat's PR24 Final Determination allows additional revenue to fund the 2025-30 investment programme
- CPIH inflation of 3.0% has been included
- Regulatory adjustments include prior-year revenue corrections and performance-related rewards or penalties
- Forecast customer numbers, water use and tariff rebalancing also affect charges

The table below illustrates the average non-household water bills (excluding Large Users), and corresponding impacts causing bill movements.

	SWW	BW	BRL
2026/27 Average Bill £	1,168	757	850
Removal of prior year adjustments	9	6	-24
PR24 Determination allowance	64	41	48
ODI penalties for 2025/26	-121	-78	-56
CPIH Inflation assumed at 3%	34	22	25
Under(+)/Over(-) recovery of prior revenues	-9	-6	26
Large User Rebalancing	-10	-21	-
Other modelling adjustments	-14	-15	-5
2027/28 Average Bill £	1,121	706	864
	-4.0%	-6.7%	1.6%

What the additional funding supports

We're investing £2.5bn to upgrade the South West Water network. This will continue to protect the natural environment and future proof the network is ready for climate and population challenges.

Our plans include:

- £760m spending to reduce storm overflow use
- Meeting the government target of 10 spills per overflow, per year by 2030 (a decade early)
- Investment to ensure network reliability and reduce the risk of problems

Non-household customers

Charging policy and customer support

Fairer and more progressive charging

We are continuing work intended to make charges fairer and more progressive. For metered customers, this means that customers who use more water pay more, while customers who use less water see that reflected in their bills. We also provide support tariffs for customers who may struggle to pay for an essential service. Retailers pay wholesale charges to the company and bill businesses. The impact on an individual business will depend on its retailer, service area, tariff, meter and water use.

Large-user tariffs and surface water drainage

The fourth stage of the changes to South West Water's large-user tariffs and the rebalancing of surface water drainage costs has been applied in 2027/28. The large-user change removes the falling-block structure so that higher use does not automatically produce a lower average unit price.

Support for businesses

- We work through retailers to promote water efficiency and lower consumption
- We provide targeted support for customers most affected by the new charges
- Full trial and tariff details are in the relevant regional Wholesale Charges Document

Water-efficiency discounts and incentives

Some schemes may provide a discount or reward when water use falls. Where an area-based scheme applies, the discount would be applied if the published reduction target for that area is achieved and the customer meets the scheme rules.

Progressive charging trials

Progressive charging trials started during 2024/25 and continue across more than one charging year. The trials are designed to test different ways of making charges fairer and encouraging careful water use. Customers with a smart meter may be able to choose a trial if it is available in their area and they meet its rules. Full details of each non-household trial and its charges are set out in the appendix to the relevant regional Wholesale Charges Document.

Appendix A: Typical bill movements

These examples show how representative bills may change if the customer's circumstances and water use stay the same. Find your service area and the example closest to your charging basis. The tables show the annual bill, cash increase, and percentage increase.

Assumed volumes show the indicative bill at a given level of water consumption. Where wastewater charges are included, this assumes 95% of the water delivered to the property is returned to the sewer and used as the basis for charges. Rateable Value is an historic property value used to calculate some unmetered water and wastewater charges. In these examples, RV 50 and RV 300 represent illustrative properties with different rateable values.

Water-only areas

Bristol Water and Bournemouth Water examples cover water charges only. Please refer to your wastewater provider for relevant wastewater charges.

A1. Bristol Water: water only customers

Customer example	Assumed Volume m ³ /a	2027/28 Bill £	2026/27 Bill £	Movement (£)	Movement (%)
Standard Small User	150	288	288	0	0.1%
Standard Small User	250	477	475	1	0.3%
Standard Small User	500	948	944	4	0.4%
Standard Medium User	9,000	16,552	16,469	83	0.5%
Standard Large User	15,000	26,301	26,660	-359	-1.3%
Standard Large User	30,000	50,687	50,909	-222	-0.4%
Large user 50-100ML Customer	75,000	120,037	120,482	-445	-0.4%
Large user 100-250ML Customer	175,000	265,536	266,651	-1,116	-0.4%
Large user >250ML Customer	500,000	711,925	714,478	-2,554	-0.4%

Customer example	Assumed Volume m³/a	2027/28 Bill £	2026/27 Bill £	Movement (£)	Movement (%)
Unmeasured Non-household	300 RV	564	537	27	5.0%
Church	50 RV	103	101	2	2.1%

A2. Bournemouth Water: water only customers

Customer example	Assumed Volume m³/a	2027/28 Bill £	2026/27 Bill £	Movement (£)	Movement (%)
Standard Small User	150	217.80	232.66	-14.86	-6.4%
Standard Small User	250	363.01	387.77	-24.77	-6.4%
Standard Small User	500	726.01	775.55	-49.53	-6.4%
Standard Medium User	9,000	13,068.26	13,959.82	-891.56	-6.4%
Standard Large User	15,000	21,789.58	23,174.93	-1,385.35	-6.0%
Standard Large User	30,000	42,325.21	45,111.58	-2,786.36	-6.2%
Large user 50-100ML Customer	75,000	114,954	119,940	-4,986	-4.2%
Large user 100-250ML Customer	175,000	221,032	233,254	-12,223	-5.2%
Large user >250ML Customer	500,000	565,784	601,527	-35,743	-5.9%
Unmeasured Non-household	300 RV	310	301	9	3.0%
Church	50 RV	80	79	1	1.3%

A3. South West Water: Single service - water only

For customers whose South West Water bill covers water services only.

Customer example	Assumed Volume m³/a	2027/28 Bill £	2026/27 Bill £	Movement (£)	Movement (%)
Standard Small User	150	464	484	-20	-4.2%
Standard Small User	250	751	785	-34	-4.3%
Standard Small User	500	1,471	1,539	-68	-4.4%
Standard Medium User	9,000	25,996	27,225	-1,229	-4.5%
Standard Large User	15,000	43,365	45,413	-2,047	-4.5%
Standard Large User	30,000	86,553	90,649	-4,097	-4.5%
Large user 50-100ML Customer	75,000	200,990	197,497	3,493	1.8%
Large user 100-250ML Customer	175,000	429,411	414,649	14,763	3.6%
Large user >250ML Customer	500,000	1,029,779	975,868	53,911	5.5%
Unmeasured Non-household	300 RV	1,054	1,108	-53	-4.8%
Church	50 RV	349	355	-7	-1.9%

A4. South West Water: Single service - Wastewater Only including Surface Water Drainage and Highway Drainage

For customers whose bill covers wastewater, surface water drainage and highway drainage. RTS denotes the volume of water that is assumed to be returned to the sewer for charging purposes.

Customer example	Assumed Volume m³/a (RTS)	2027/28 Bill £	2026/27 Bill £	Movement (£)	Movement (%)
Standard Small User	150 (142)	877	876	1	0.1%
Standard Small User	250 (237)	1,430	1,429	1	0.1%
Standard Small User	500 (475)	2,813	2,811	2	0.1%
Standard Medium User	9,000 (8,550)	49,861	49,828	33	0.1%
Standard Large User	15,000 (14,250)	83,106	83,052	54	0.1%
Standard Large User	30,000 (28,500)	166,085	165,977	108	0.1%
Large user 50-100Ml Customer	75,000 (60,000)	221,919	220,992	926	0.4%
Large user 100-250Ml Customer	175,000 (105,000)	379,286	376,491	2,794	0.7%
Large user >250Ml Customer	500,000 (300,000)	1,042,286	1,034,538	7,747	0.8%
Unmeasured Non-household	300 RV	2,485	2,118	367	17.3%
Church	50 RV	575	512	64	12.4%

A5. South West Water: Dual service including Surface Water Drainage and Highway Drainage

For customers whose bill covers water, wastewater and surface water drainage and highway drainage. RTS denotes the volume of water that is assumed to be returned to the sewer for charging purposes.

Customer example	Assumed Volume m3/a (RTS)	2027/28 Bill £	2026/27 Bill £	Movement (£)	Movement (%)
Standard Small User	150 (142)	1,340	1,359	-19	-1.4%
Standard Small User	250 (237)	2,181	2,214	-33	-1.5%
Standard Small User	500 (475)	4,284	4,350	-66	-1.5%
Standard Medium User	9,000 (8,550)	75,857	77,053	-1,196	-1.6%
Standard Large User	15,000 (14,250)	126,472	128,465	-1,993	-1.6%
Standard Large User	30,000 (28,500)	252,637	256,626	-3,989	-1.6%
Large user 50-100ML Customer	75,000 (60,000)	422,908	418,489	4,419	1.1%
Large user 100-250ML Customer	175,000 (105,000)	808,697	791,140	17,557	2.2%
Large user >250ML Customer	500,000 (300,000)	2,072,065	2,010,406	61,659	3.1%
Unmeasured Non-household	300 RV	3,539	3,225	314	9.7%
Church	50 RV	924	867	57	6.5%