Severn Trent Connect

Household charges 2025/26

Hoplands, Canterbury

Connect

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1.0 Introduction

Severn Trent Services (Water and Sewerage) Limited, trading at Severn Trent Connect is the appointed sewerage undertaker for the Hoplands development in Canterbury, Kent.

Severn Trent Connect is part of the Severn Trent Plc, a FTSE 100 company, which provides water and wastewater services in the UK.

This document sets out the Scheme of Charges for the period 1st April 2025 to 31st March 2026 for household customers situated within the Hoplands site.

2.0 General principles

Under Section 142 of the Water Industry Act 1991 Severn Trent Connect have the power to fix, demand and recover charges from any persons to whom they provide services, in accordance with this Charges Scheme. This Scheme has been under section 143 of the Water Industry Act 1991 and it complies with the principles and guidelines set by Ofwat.

This Scheme fixes charges for the services or facilities provided by Severn Trent Connect and in connection with the following:

- The provision of sewerage and sewage disposal services

This Scheme applies to all household premises within the boundary of the Hoplands site.

3.0 Different charging types

Severn Trent Connect's charge tariffs consist of both fixed and variable charges.

3.1 Fixed charges

Fixed charges cover the cost of taking away and treating rainwater from your property and the highway. They also include a contribution towards the cost of producing bills, processing payments and dealing with customer enquiries.

3.2 Variable charges

Variable charges are based on the consumption registered through the water meter fitted at your property, multiplied by the relevant pence per cubic metre charge.

4.0 Billing arrangements

Severn Trent Connect provide wastewater services to the Hoplands site. South East Water provide water services to the site, they bill for wastewater services on Severn Trent Connect's behalf.

For more information on billing arrangements please visit:
Water charges in my area | South East Water

5.0 Household customers

The properties at Hoplands are all served by a water meter. Metered household wastewater charges are made up of a volumetric charge based on the consumption registered through the water meter situated at the property. This charge covers the disposal and treatment of foul water from the property. There is also a fixed charge which covers the taking away and treatment of surface water (rainwater) and Highway Drainage.

Where a property does not have any surface water draining to the public sewer, a reduced rate will be applied. For full details of metered household wastewater tariffs please refer to Table 1 in Section 9.

We will also consider reducing the wastewater charge where it can be proven that less than 90% of the water supplied is returned to the public wastewater system.

6.0 Social tariffs

6.1 Watersure scheme

If you use a lot of water because you have a large family or someone in your household has a medical condition, and you are on a low income, the WaterSure scheme could help. It's a statutory scheme that offers you a capped charge for metered water services.

For details of the Watersure tariff please refer to Table 2 in Section 9.

You may qualify for the WaterSure scheme if your water is metered, if someone in your household receives certain state benefits, and if you:

- have a large family of three children or more, or
- have a medical condition that requires the use of extra water.

Are you eligible?

If your answer is YES to the first two questions, and one from question three, you may be eligible for help with your metered bill through the WaterSure Scheme.

1. Are your water bills based upon meter readings?

2. Is anyone in your household (including you) in receipt of the following benefits / tax credits?
- Child Tax Credit (you must be in receipt of more than just the family element)
- Housing Benefit
- Income-based Jobseeker's Allowance
- Income Support
- Means-tested Council Tax Benefit (not including reductions / discounts)
- Pension Credit
- Working Tax Credit

Now answer either question 3a or 3b:
3a. Do you have three or more children, under the age of 19, who live at home permanently - for whom you are responsible and claim Child Benefit?

3b. Does one of the permanent residents of your household suffer from one of the following medical conditions which requires them to use a lot of extra water:
- Abdominal stoma
- Crohn's disease
- Desquamation (flaky skin disease)
- Eczema, psoriasis or varicose ulceration (weeping skin disease)
- Incontinence
- Ulcerative colitis
- Any other condition that requires the use of lots of extra water

South East Water currently administer the WaterSure scheme on Severn Trent Connect's behalf, if you believe that you qualify please contact them direct on 0333 000 0001 for more information on the scheme and how to apply.

6.2 WaterHelp scheme

If you live in a low-income household, we may be able to discount your bill through WaterHelp.

WaterHelp was previously known as WaterSure Plus until March 2020. It still has the same criteria and benefits – only the name has changed. If you're already on the scheme, you don't need to do anything. Your bills and letters will change to show the new name over the course of the year.

If you qualify, we currently offer a significant discount on your wastewater charges, although this amount may change in the future. For details of the WaterHelp tariff please refer to Table 3 in Section 9.

We consider households earning below £22,020 to be on a low income. South East Water currently administer the WaterHelp scheme on our behalf, if you believe that you qualify please contact them direct on 0333 000 0001 for more information on the scheme and how to apply.

7.0 Paying your bill

South East Water provide a billing service on Severn Trent Connect's behalf, there are a range of payment options and methods available to customers including Direct Debit.

Please contact South East Water on 0333 000 0001 or visit their website at www.southeastwater.co.uk for more information.

7.1 Can I pay directly from my benefits?

If you have arrears and you receive Income Support, Jobseeker's Allowance, Employment Support Allowance, Universal Credit or Pension Credit, the JobCentre Plus (previously known as the Benefits Agency) may be able to arrange for your bill to be paid out of your benefits directly.

Please contact South East Water on 0333 000 0001 and explain your circumstances to one of their advisors.

Paying this way means:

1. You won't have to remember to make payments
2. You pay in a convenient way for no extra cost
3. Severn Trent Connect won't take further recovery action for non-payment.

If you've already contacted the JobCentre Plus offices for help, please let South East Water know.

8.0 Surface water drainage rebate

If you can show that your property does not have any surface water draining to the public sewer, you will not have to pay the full fixed wastewater charge. A reduced charge will apply and these are detailed in the relevant charge tables in section 9. Please contact us if you believe your property is not connected for surface water.

9.0 2025/26 Household wastewater charges

Table 1 Metered customers

Area	Variable charge (£/m3)	Highway Drainage charge (£ per annum)	Surface Water Drainage charge (£ per annum)	Standing Retail charge (£ per annum)
Hoplands, Canterbury	3.756	20.24	40.47	43.05

Table 2 WaterSure charge

Area	WaterSure wastewater tariff (£)
Hoplands, Canterbury	421.00

Table 3 WaterHelp charge

Band	Annual income £	Discount applied
1	22,020 or lower	45%

10.0 Contact us

You can contact us at:

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www.st-connect.co.uk

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