

# Severn Trent Services (Water and Sewerage) Limited

Statement of significant changes:  
Household charges scheme 2026/27

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## Purpose of this document

The purpose of this *Statement of Significant Change*, is to provide the stakeholders of Severn Trent Services (Water & Sewerage) Ltd (the “Company”) with information as to the significant changes we are making to our end-user customer charges for the 2026-27 charging year (the “Charges”), compared with the 2025-26 charging year.

This statement is made in accordance with Ofwat Information Notice IN 22/03 (“Expectations, assurance and information requirements for water company charges” published in September 2022) and annex A2 of the Charges Scheme Rules<sup>1</sup> published by Ofwat in December 2022. It confirms:

- i. whether end-user customer bill increases of more than 5% compared to the previous year are expected;
- ii. if so, which types of household customers are likely to be affected;
- iii. the approach (“handling strategies” as referred to by Ofwat) that, if appropriate, we may adopt to mitigate the impact on customer bills; and
- iv. details of any significant changes in charging policy.

The Company’s charging policy is to match the tariffs of the relevant local incumbent with the exception of sites where the Company provides the wholesale service using its own assets, in these instances a small discretionary discount is applied. This ensures that customers are no worse off than if they had been connected to the incumbent. The incumbent water and sewerage companies review their charges annually and adjust them to cover their allowed revenues in the PR24 Final Determination as published by Ofwat in December 2024 and any in-period determinations that have been made thereafter to reflect things such as inflation, under/over recovery of allowed revenue and delivery incentives etc.

For 2026/27, average household wastewater bills are expected to fall. Across ST Connect customers at Aurum Green, Wellesley and Hoplands, the average household bill decreases by 3.43% (around £1.18 per month). Reductions apply to metered wastewater, the WaterSure (capped) tariff and the WaterHelp (income-based) tariff.

**Household Wastewater Customers Table 1** below sets out the typical bill decreases for household water customers relative to our 2025-26 bills.

*Table 1 Household Wastewater Charges - Price changes 26/27*

Area	2025/26 (£)	2026/27 (£)	% Change	£ Change (Annual)	£ Change (Monthly)	£/month (2026/27)
Aurum Green	331.46	319.50	-3.6%	11.96	0.99	26.63
Wellesley	328.14	316.31	-3.6%	11.83	0.99	26.36
Hoplands	592.04	573.54	-3.1%	18.50	1.55	47.79

Illustrative Bills – household customers

Aurum Green	2025/26 (£)	2026/27 (£)	Increase/Decrease (£)	% Change	£/month 25/26	£/month 26/27
Metered	331.46	319.50	-11.96	-3.61%	27.62	26.62
WaterSure (cap)	302.00	286.00	-16.00	-5.30%	25.17	23.83
WaterHelp	165.73	159.74	-5.99	-3.61%	13.81	13.31

Wellesley	2025/26 (£)	2026/27 (£)	Increase/Decrease (£)	% Change	£/month 25/26	£/month 26/27
Metered	328.14	316.31	-11.83	-3.61%	27.34	26.36
WaterSure (cap)	302.00	286.00	-16.00	-5.30%	25.17	23.83
WaterHelp	164.08	158.15	-5.93	-3.61%	13.67	13.18

Hoplands	2025/26 (£)	2026/27 (£)	Increase/Decrease (£)	% Change	£/month 25/26	£/month 26/27
Metered	592.04	573.54	-18.50	-3.12%	49.34	47.79
WaterSure (cap)	421.00	405.00	-16.00	-3.80%	35.08	33.75
WaterHelp	325.62	315.45	-10.17	-3.12%	27.14	26.29

### Why wastewater bills are changing

**Thames Water (Aurum & Wellesley):** For 2026/27, their charges reflect investment and inflation, funding network upgrades including pipe renewal, pollution reduction and smart meters; typical combined bills increase modestly by around £2 per month, depending on services received.

**Southern Water (Hoplands):** For 2026/27, wastewater-only bills are expected to fall by an average of 4% (around £1.39 per month) depending on water use, while combined bills are set to rise due to increased pressures on water supply.

## Handling Strategies

We understand that even with the decrease in charges for 2026-27 it may be difficult for some of our customers, particularly given the ongoing cost-of-living challenges.

Our Board is fully aware of the financial pressures many are facing, and we are committed to helping customers manage these rising costs.

For customers struggling to pay, we are here to support you. Our **WaterSure Scheme** offers a reduced tariff for eligible household metered customers, ensuring their water bill is capped at a fixed annual charge. This reduction begins as soon as the application is approved and must be renewed each year.

To qualify, customers must receive a qualifying benefit and either:

- Have three or more children under the age of 19 living at home, or
- Have someone in the household with a medical condition that requires extra water use.

In addition to the WaterSure Scheme, we offer flexible payment plans, including the option to pay monthly by direct debit. Our goal is to ensure that no one has to make payments that are outside their means.

We're here to help and are committed to supporting our customers during these challenging times.

Signed by Jonathon Wroe on behalf of the Board:



Director  
Severn Trent Services (Water and Sewerage) Limited