ESP WATER CHARGES

2026-2027 WATER AND SEWERAGE SUPPLY CHARGES



Valid for ESP Water households within the Southern Water network area.

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INTRODUCTION

This document provides details of ESP Water Limited (ESPW) charges which will apply from 1 April 2026 to 31 March 2027 inclusive for the Southern Water area in which ESPW operates. Any services outside of this area are provided by Southern Water.
ESP Water Limited is the water and wastewater services company operating in your area. We are owned by ESP Utilities Group, a company that owns and operates gas, electricity and water networks across the UK.

WHO REGULATES US?

In England ESPW is regulated by:

- Ofwat
- Defra
- Consumer Council for Water (CCW)
- Drinking Water Inspectorate
- Environment Agency

If you would like to know more about ESPW, including our Customer Codes of Practice please visit our website: **www.espug.com**

OUR CHARGES

Our charges for water and sewerage services are regulated by Ofwat and will not be higher with us than they would be if you were being supplied by Southern Water. Water legislation requires that water companies charge domestic customers in accordance with a Charging Scheme.
Charges to commercial customers may however be made by agreement, rather than by this Charges Scheme, subject to approval by Ofwat and Ofwat's customer protection code of practice.
Where there has been a change in regulation or service provision from the region's incumbent supplier ESPW reserve the right to adjust this Charges Scheme during the charging year. Changes may also be made where services have changed or been incorrectly billed.
Charges are applicable when a supply of water is made available for your property, regardless of whether or not you use the supply, or if the wastewater from your property drains either directly or indirectly into a public sewer, or it benefits from any facilities that drain into a public sewer. This includes surface water drainage.

The charges cover four elements:
Clean Water (Water Supply)
This covers the costs of supplying clean water to your property. The water supply charge is based upon the volume of water your household uses, plus a standing charge which covers the cost of reading, billing and maintaining the meter and – eventually - replacing it.

Wastewater (Used water)
This covers the cost of removing, treating and/or disposing of the used water from your property. As with water supply charges, this is based upon the volume of water that your household uses. For most customers, we assume that the volume of 'water out' is 92.5% of the volume of 'water in', i.e. returned to sewer. A standing charge is also applied.

Surface water drainage
This covers the cost of draining rainwater from your property. Most properties pay for surface water drainage by property type (detached, semi-detached or other). However, if no rainwater from your property leaves your property boundary, then you may not have to pay this charge - for example, if all sections of the roof runoff go into soakaways within the boundary of your property.

Highway drainage
This covers the cost of draining rainwater from streets, roads and public common areas to our sewers. This is a fixed charge payable by all customers whose premises are connected to a public sewer. It covers the cost of removing and treating water that drains from streets, roads and public common areas to our sewers.

The term "Sewerage" used in consumer bills refers to wastewater, and where applicable, surface water and highway water drainage.

OUR CHARGES

Metering

All properties served by ESPW are metered. Properties constructed before 1990 were given a rateable value by the local council in order to calculate council charges. This rateable value is usually used by water companies to calculate water charges on properties without a meter. However, since the way council charges are calculated has changed, councils no longer provide rateable values for new houses and water companies now tend to fit meters in order to calculate charges. This means that you will not be able to move to an unmeasured charging scheme.

We calculate the water and sewerage charges for the property using the amount recorded by the water meter plus any standing charges. Sewerage charges in this region are calculated on the assumption that 92.5% of the metered water you have consumed will be returned to the sewer as waste.

We aim to read your meter at least once annually and produce bills every 6 months. Where we have not been able to read your meter, your bill will be an estimation based on your average consumption. If you receive an estimated bill, you can provide us with the correct meter reading by calling us on 0333 000 0059 or submit it online to billing@espwater.co.uk

Water meter testing

If you suspect that your meter is faulty, you should contact us on 0330 123 4201 and request that we test it. The meter will be removed, replaced and sent to be tested. If the test confirms that the meter complies with the limits of error set in the Measuring Equipment (Cold-water Meters) Regulations 1988, you will be liable for the cost of the test, including replacement of the meter, postage and packaging and other admin costs, up to a maximum of £70 (plus VAT) for domestic meters.

If the meter is found to be faulty, charges will be adjusted to reflect the correct level of consumption either from the date that the meter became faulty, or if this is not known then from the date of the last but one meter reading.

If you have any disputes about meter testing, you can request that it is referred to an independent arbitrator.

If the meter does not appear to us to provide an accurate record of the water supplied to the premises, we will estimate the consumption based on what we consider to be the most reliable data available, including the average consumption for earlier comparable periods. Estimated charge may be adjusted subsequently if more reliable data becomes available.

Meter installation

Water meters and any associated equipment will be positioned in accordance with the Meters Regulations and must record the total use of water at your premises. The water meter will usually be outside your property but may be inside if we need it to be.

OUR CHARGES

Standing Charges
The water standing charge (or fixed charge) is calculated on a daily basis. This charge is based on our published tariff for this service.
For sewerage services, a standing charge will be levied if wastewater from the property drains (directly or indirectly) into the sewer. A standing charge for surface water drainage will also be charged. Please contact ESPW if you believe that you may be exempt from surface water drainage charges.

Volumetric Charges
Volumetric water charges are based on the measured water consumption at your property recorded by your water meter.
Volumetric sewerage charges assume that 92.5% of the water recorded on the meter is returned to the sewer. However, you may be entitled to a reduction in your sewerage charges if greater than 7.5% of your wastewater does not end up in our sewer. You must be able to clearly demonstrate and provide evidence to us that this is the case, for example, by using a sub meter. Please refer to the ESPW website www.espug.com for guidance.

LEAKAGE

If you have received a large bill as a result of a leak from underground pipework, you may be entitled to a leakage allowance.
Further details can be found in our Code of Practice on Leakage, which can be obtained either by downloading it from our website at www.espug.com or by calling us on 0330 123 4201. The leakage allowance is subject to the conditions set out in the Code of Practice.

OTHER TARIFFS

We offer an alternative tariff for metered domestic homes that may experience particular hardship and who need to use large amounts of water. The WaterSure tariff allows these customers to have their water bills capped.

WaterSure Tariffs
WaterSure provides financial assistance to household customers with a water meter who use large amounts of water for essential purposes. You may be eligible if you or any member of your household receives any of the following benefits/tax credits:

- Universal Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance
- Working Tax Credit
- Child Tax Credit (except families in receipt of the family element only)
- Pension Credit
- Income-related Employment and Support Allowance

In addition, you need to either:

- be responsible, and receive child benefit, for three or more children under the age of 19 living in the property, or
- have (or someone living in the property must have) a medical condition which requires significant additional use of water. Examples of medical conditions include:
    - Desquamation (flaky skin disease)
    - Weeping skin disease (eczema, psoriasis, varicose ulceration)
    - Incontinence
    - Abdominal stoma
    - Crohn's disease
    - Ulcerative colitis
    - Renal failure requiring home dialysis (except where the health authority contributes to the cost of the water used in dialysis)
    - Any other medical condition that uses significant volumes of water and can be supported by a doctor's certificate

You must inform us immediately if you cease to qualify for the WaterSure tariff. At the end of the charging year, the charges will be adjusted if necessary. Such that your charges do not exceed the amount you would have paid under the standard measured tariff or any other tariff for which you would have qualified if you had not applied for the WaterSure tariff.

We may check entitlement to the tariff through visits, periodic requests for proof of benefits entitlement or medical condition and periodic checks with Jobcentre Plus, the DWP, Inland Revenue, the Pension Service or by contacting your medical practitioner.

For more details or to apply for the WaterSure scheme please download the WaterSure application form available on our website at www.espug.com or call our customer services team on 0333 000 0059.

OTHER TARIFFS

Social Tariffs

ESPW will offer the social tariffs offered by local incumbent water company and the scheme in the Southern Water region is the Assist Social Tariff. The class of persons covered by this is any person who the company is satisfied is unable to afford a level of payment that would otherwise apply for services provided by the company to the premises. The requirement for eligible persons are:

- the consumer is supplied with water by another water undertaker and does not receive assistance with their water supply charges from their water undertaker by means of a social tariff made under Section 44 of the Flood and Water Management Act 2010.
- the consumer occupies the whole or part of the premises as their only or principal home;
- In the case of premises that are not used solely as a person's home, the other use is not the principal use of the premises and the principal use of the water supplies is for domestic purposes.
- The total value of any savings held by the consumer and other persons in their household is lower than £16,000.
- Water supplied to the premises is not used for:
    i. watering a garden (other than by hand) by means of any apparatus; or
    ii. automatically replenishing a pond, swimming pool (or similar), with a capacity greater than 10,000 litres and

The consumer must fully participate in the income assessment, providing the company or the independent agency with such information as the company or the independent agency reasonably requires to conduct the assessment and to determine the annual income.

Where the consumer's annual income as established by the Company, or by the independent agency and approved by the Company, is £22,020 or lower the consumer shall be entitled to assistance under Part C of this Part.

If you have difficulty in paying your bill and would like to apply for the Assist Social tariff, please contact us on 0333 000 0059.

LIABILITY FOR CHARGES

You are liable for water and sewerage charges if any of the following is true:

- You are the occupier of the property
- You have sufficient control over the property to owe a duty of care towards those who come lawfully onto the premises
- You own or maintain property, furnished or otherwise, ready for occupation, letting, sale or commercial use

Charges should always be paid by the occupier of the property unless we agree otherwise. The occupier is liable for charges applied to every connected water and sewage service point where a service is provided by us.
If more than one person shares a property, everyone is responsible, even if the bill is only in the name of one occupier. All occupiers are jointly and severally liable, meaning that we can recover our charges from any one or all occupiers.
Charges are applicable when a supply of water is made available for your property, regardless of whether or not you use the supply, or if the wastewater from your property drains either directly or indirectly into a public sewer, or it benefits from any facilities that drain into a public sewer. This includes surface water drainage.

Tenants
If you're a tenant, you are responsible for paying the bill, unless your landlord has made another agreement with us. If there is no such agreement or we have not received written confirmation from the landlord that they are responsible for the bill, you will be responsible for paying the bill. In some cases, we will hold you and the landlord jointly responsible. This happens if the landlord has failed to provide us with certain information that they are required to provide to us.

Mixed-Use premises
Mixed-use premises are those premises that are used partly as a person's home and partly for business purposes and which receive a single supply of water. The Household Charges in this document will only apply if the premises is primarily used as a home. If the premises are used primarily as a business, then your retail provider's tariffs will apply to you as if the whole of the premises was a non-domestic premise

VALUE ADDED TAX

VAT is applied in accordance with prevailing HMRC legislation. There is currently no VAT on domestic charges. VAT will be charged where legally required to do so for non-households.

MOVING HOME

If you are moving into a property, please contact us with an opening meter read.
If you are moving out of the property, please ensure that you give us at least two working days' notice.

If you do not give us two working days' notice, you will be liable for charges until whichever of the following occurs first:

- The new occupier contacts us and informs us that they are now responsible for the charges
- The twenty-eighth day after we are informed
- The date on which the meter would normally have been read in order to calculate the final bill

Once the correct data has been provided, ESPW will provide a final bill. If there is a credit on the account, a refund will be provided.
If we do not receive a final meter read from you, we will use an estimated meter reading to calculate your final bill.
Where a customer moves out of a property without notifying us and a new customer moves in without notifying us, we will need to take a meter reading in order to calculate the average daily use and use this calculation to determine the amount owed by the new customer since the date they moved in.

PAYMENT OPTIONS

By Direct Debit
Payment by Direct Debit is the easiest way to pay your water bills as it gives you control over your budgeting, with a choice of payment dates and instalments spread across the year. If you choose to pay monthly, ESPW will work out how much you need to pay each month and adjust this where necessary to ensure that you are paying the correct amount to cover the charges for your consumption.
The Direct Debit Guarantee means ESPW will notify you at least 10 working days in advance if the amount you are paying, or the payment date needs to change. If an error is made by either ESPW or your bank or building society, you will get a full and immediate refund.
You can cancel a Direct Debit at any time by writing to your bank or building society – please send ESPW a copy of the letter so that we can manage your account and help to prevent any arrears.
ESPW do not offer a discount for direct debit payers.

Credit/Debit Card
You can call us on 0333 000 0059 and use your credit or debit card to pay over the telephone (please have your ESPW account number to hand). You can choose to pay your bill in full or to pay an instalment.

By Post
You can pay your bill by cheque either in full or by agreed instalments. Please make your cheque(s) payable to ESP Water Ltd. Please write your 9-digit account number (made up of eight numbers and a check digit) on the back of the cheque and send it to:

ESP Water Limited
Finance team
Kings Court
41-51 Kingston Road
Leatherhead
KT22 7SL

DIFFICULTIES PAYING YOUR BILLS

We understand that it can sometimes be difficult to manage your financial outgoings. If you are having difficulties paying your bills, then please contact us as soon as possible to discuss alternative payment options. Wherever possible ESPW will seek to offer a flexible, personal process for customers facing payment difficulties.
If you receive income support, job seekers allowance, pension credits, universal credits or Employment and Support Allowances (ESA) from the Department for Work and Pensions (DWP), you may be able to arrange to make payments directly from your benefit under Water Direct. This only applies if you are in arrears with your water bill. Please contact DWP for more details and make sure you let us know.

Domestic Debt Recovery
If you are having problems paying your bills ESPW are here to help. Please contact us as soon as possible to discuss alternative payment options. Further details can be found in our Debt Code of Practice which can be obtained either by downloading it from our website at www.espug.com or by calling us on 0333 000 0059.

Bankruptcy
If you are granted an Order for Bankruptcy which encompasses a water and sewerage charge debt, the debt will be limited to the charges that are outstanding as at the date of the Order for Bankruptcy, included any charges accrued on a daily basis. Any charges that accrue from the day after the Order for Bankruptcy shall be due as if the property had been newly occupied on that day.

We understand that it can sometimes be difficult to manage your financial outgoings. If you are having problems paying your bills ESPW are here to help. Please contact us on **0333 000 0059** or email us at **billing@espwater.co.uk** as soon as possible to discuss alternative payment options

COMPLAINTS

ESPW aim to provide our customers with the highest standard of service at all times. However, we know that we may not always get it right. When this happens, you should contact us so that we can try to resolve the problem as soon as possible.

Our complaints process

If you wish to make a complaint regarding any aspect of our service, then the quickest way to get it resolved is to call us on 0330 123 4201. Alternatively, you can get in touch by email or letter. We will respond to any complaints within 5 working days.

Details of our customer complaints procedure can be found in our Customer Code of Practice on our website www.espug.com.

If we have fully reviewed your complaint and you still remain dissatisfied, then you can ask the Consumer Council for Water (CCW) to review your case. CCW is the independent body which represents customers' interests and investigates unresolved complaints.

CCWater

Tel:	0300 034 2222
Email:	enquiries@ccwater.org.uk
Website:	ccwater.org.uk
Address:	23 Stephenson Street, Birmingham, B2 4BH

SCHEDULE A: ESP WATER 2026/27 DOMESTIC TARIFFS

This section of the document sets out our water and sewerage charges for 2026-27 for Southern Water's supply zones. ESPW will charge no more than the equivalent charge levied by Southern Water to equivalent properties within these zones.

Please contact ESPW if you feel the charges being provided are not applicable to your area. If we provide just the water services to your property, then only the parts in this Charges Scheme relating to water services will apply to you. If we provide water and wastewater services to your property, then the whole of this Charges Scheme will apply to you.
All premises supplied by ESP Water will be metered, and we calculate the volumetric sewerage charge on the assumption that 92.5% of water recorded by the meter will be discharged to the sewers.
If none of the surface water from your premises enters the public sewer, or you pay a third party for disposal of surface water, you may be entitled to a reduction in surface water charges.

Domestic Water Supply Tariffs (All properties)

	Annual Fixed Charge (£ per annum)	Volumetric Water Charge (£ per cubic meter)
	£46.70	£3.518

WaterSure Tariff	Capped at £354 total per annum.

This charge applies to less than 25mm meter which would normally be fitted in a household premises. Where a larger meter is fitted, additional charges may apply.

Domestic Sewerage Discharge Tariffs (All properties)

	Fixed Charges		Volumetric Water Charge (£ per cubic meter)
	Sewerage Standing charge Full Service (£ per annum)	Surface Water Highway Drainage (£ per annum)	
	£49.27	£19.16	£3.5450

WaterSure Tariff	Capped at £405 total per annum.

SCHEDULE B: OTHER CHARGES

Water meter testing

Where the water meter accuracy is outside the prescribed limits of the Meter Regulations	No charge
Where the water meter accuracy is within the prescribed limits of the Meter Regulations	£70.00 (plus VAT)

Fire Hydrant charges

In accordance with section 147 of the Water Industry Act 1991 we will make no charge for water taken for the purpose of extinguishing fires.
We will not charge for:

- Water taken by a fire authority for any other emergency purposes.
- Water taken for testing fire extinguishing equipment or training persons for firefighting.

HOW TO CONTACT US



YOU CAN WRITE TO US AT:

ESP Water
Kings Court
41-51 Kingston Road
Leatherhead
KT22 7SL



YOU CAN CALL US ON:

0333 000 0059

Our office hours for billing and account queries are:

Monday - Friday 09:00 – 17:00 excluding bank holidays



YOU CAN EMAIL US AT:

For billing related enquiries:
billing@espwater.co.uk

For all other enquiries:
GeneralEnquiries@espwater.co.uk



YOU CAN VISIT OUR WEBSITE AT:

www.espug.com



EMERGENCIES CONTACT:

For any emergencies with your water or wastewater supplies please call our 24-hour emergency number on 0330 123 4201