

STATEMENT OF SIGNIFICANT CHANGES TO CHARGES SCHEME CHARGES FOR 2025/26

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 2024/25 charges (for a given customer type assuming a constant level of consumption).

The increases are broadly in line with increases in the overall revenue allowed by Ofwat to fund improvements to levels of service and increase resilience in both water and sewerage services.

Our handling strategies continue to be based around detailed communications with our customers. We started our Affordability/PSR/Digital Conversion integrated marketing communication campaign activity in early November, and that will continue to run through to April. During January and February we will increase the volume of activity alongside the billing communications that lead with the support we have available, including envelope support messages. We are expecting to increase our tariff support significantly during 2025-26 supporting 210,000 customers by the end of the year. This will be funded in 25-26 by the shareholder contribution of £4m and a small increase to customer contributions

- b) During 2025/26 we plan to introduce innovative tariff trials in accordance with the change in Charging Rules issued by Ofwat in December 2022.
- c) There have been no significant changes in our charging policy.

8 January 2025