

SUBMISSION No.

5

30-6-08

Executive Officer  
Environment and Natural Resources Committee  
Parliament House  
Spring Street  
East Melbourne Vic 3002

Dear Sir or Madam

I use 100% tankwater which overflows into stormwater drains so my Watermeter is always turned off.

We had a well at one time having the advantage that the water stays the same temperature all year round for our processes.

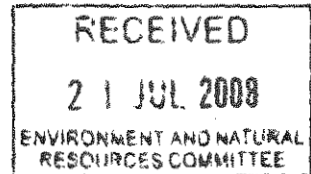
Desalination is the worst option as it is very costly.

The best option is to pipe or dam the rivers east of the Thompson Dam.

Another way is to reduce the supply charge and increase the water charge giving an incentive for people to conserve water.

Thanking You.

*Lloyd Harrington*  
Lloyd Harrington



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- Blog
- Rates
- Industry Regulators
- Companies
- Complaining
- Science
- Hose Pipe Bans

## Water Rates and Household Bills

### Renewable Water Power

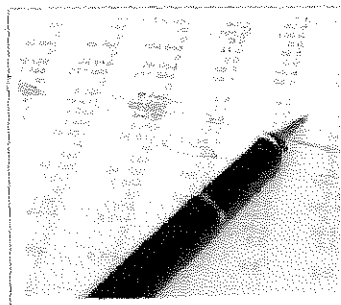
Help the environment & save money! Use water electricity in your home

### Electricity supply quote

Business contract renewal due? 6 reasons to talk to Aurora Energy.

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The prices we pay for our water supply are regulated by Ofwat. Every 5 years the water companies suggest new prices and these prices are then reviewed by Ofwat who then decide on a price to suit both the water companies and the consumer.



For example, the last review saw the water companies suggesting a 29% increase but Ofwat decided on an average 18% increase for the next 5 years.

There are a few reasons that water rates have to rise, to cover cost of renewing water pipes and treatment plants to keep the quality of water at a good level and also to improve the service that the customers receive.

Rates do differ however between each water company and area. These differences are due to the geographical area which the company covers and the water availability.

There are two ways that you can be charged for your water supply depending on whether your property is metered or unmetred.

If you have a water meter, you will only pay for the units of water you actually use and readings are taken from your meter every 6 months. On your metered bill you will usually see the charges under 'Water supply' which are charged per cubic metre (220 gallons) of usage. You will also pay a standing charge to cover meter reading and billing services, this is usually a fixed amount each year.

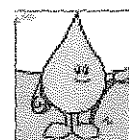
If you do not have a meter you will pay a set rate for your water based on the rateable value (RV) of your home in England and Wales or your council tax band if you live in Scotland. These rates also include a standing charge to cover customer services such as billing.

### Average Household Bills - measured and unmeasured customers

Water and Sewerage Companies	Water Average Bills		Sewerage Average Bills	
	2004-2005	2005-2006	2004-2005	2005-2006
Anglian	£119	£134	£166	£170
Dwr Cymru	£123	£142	£163	£179
Northumbrian	£101	£111	£121	£127

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Northumbrian	£101	£111	£131	£142
Essex and Suffolk	£130	£143		
Severn Trent	£116	£129	£105	£123
South West	£126	£146	£230	£254
Southern	£92	£107	£166	£192
Thames	£112	£150	£96	£102
United Utilities	£133	£136	£139	£154
Wessex	£126	£141	£150	£165
Yorkshire	£117	£126	£127	£138
<b>Water Only Companies</b>	<b>2004-2005</b>	<b>2005-2006</b>		
Bournemouth and Hampshire	£107	£128		
Bristol	£109	£128		
Cambridge	£91	£104		
Cholderton	£141	£156		
Dee Valley	£106	£115		
Folkestone and Dover	£140	£153		
Mid Kent	£129	£145		
Portsmouth	£77	£79		
South East	£128	£153		
South Staffordshire	£89	£104		
Sutton & East Surrey	£125	£144		
Tendring Hundred	£159	£163		
Three Valleys	£119	£141		
<b>Industry average (weighted)</b>	<b>£117</b>	<b>£134</b>		

#### Notes:

- Average household bills are for both measured and unmeasured customers.
- Bills for 2004-05 and 2005-06 are estimates based respectively on provisional and forecast data provided by each company.
- To calculate the total average bill add the average **water** and sewerage bill together. Your sewerage service may be provided by a different company to your **water** supply.

Source: Ofwat

www.aweson  
Water Filter  
Expert advice

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## Water Industry Regulators

### Desalinate Salty Water

Fresh water from bore water Australian Made, Australian Owned

### We all need water

But we don't all get it. Buy this guide to our most precious resource

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## How is the Water Industry Regulated?

The water industry in the UK is regulated in three key areas:

Financial and Economic :: Environmental :: Water Quality

### Financial and Economic

There is no competition between water companies for domestic customers as you cannot switch supplier. You have to use the company which supplies to your local area so the prices they can charge are regulated.



The following authorities keep an eye on issues such as how much water companies charge and the service provided to its customers:.

(Ofwat) Office of Water Service regulate water services in England and Wales; Water Commissioner for Scotland regulate Scottish water supplies and Northern Ireland has no separate regulator.

The Consumer Council for Water (CCWater) represents domestic and business customers in England and Wales, with regard to costs, value for money and quality of service. They took over from WaterVoice on 1 October 2005 and CCWater is independent of both the water industry and the regulator.

CCWater will also investigate customer complaints which have not been resolved by the water company. If you have complained to your water company but are not happy with their response you can contact CCWater.



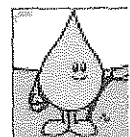
You can make a complaint directly using CCWater's online forms, which can be found on their website here. Completed forms can be emailed to enquiries@ccwater.org.uk.

### Environmental

The environment is of course a major factor in water supply as the industry is dependant on it. The water we use is taken from rivers, reservoirs or underground

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and discharged back to the water sources.

Monitoring environmental effects, conserving water resources and controlling and preventing pollution is dealt with by the following authorities:

- Environment Agency in England and Wales
- Scottish Environment Protection Agency in Scotland
- Environment and Heritage Service in Northern Ireland.

### **Drinking Water Quality**

Water is constantly being tested for its quality and the following companies regulate this:

In England and Wales there is an independent government regulator, the Drinking Water Inspectorate; In Scotland, the Scottish Executive regulates the drinking water and in Northern Ireland it is done by the Northern Ireland Water Service.

Dee Valley  
Dwr Cymru  
Essex and  
Folkstone  
Mid Kent W  
Northumbria  
Portsmouth  
Scottish W  
Severn Trent  
South Staff  
South East  
South West  
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Three Valleys  
United Utilities  
Wessex Water  
Yorkshire Water

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## Switching to a Water Meter

### Water Electricity

Switch to water energy for clean, cheap, home electricity. [Learn how](#)

### Watermeters

Mechanical, Electronic or Magnetic Local or Remote Displays & Batching

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If you are worried that you are paying too much for your water bills, unfortunately there is not the option to switch suppliers.

You can however switch to a water meter which could save you money as you will only then be charged for the water you actually use.

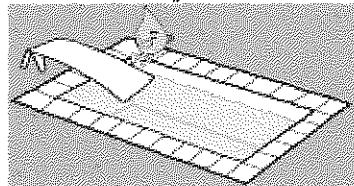
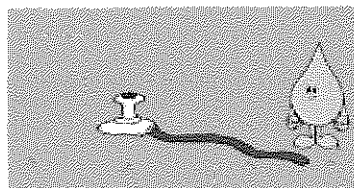
Most households are entitled to have a meter fitted and your water company will not charge you for this. For information about getting a water meter fitted then contact your water company. You can find a link to your company with contact details [here](#).

## Compulsory Metering

Companies can compulsorily meter existing household customers when there is a change of occupier. For example, when customers move house or where a property has been split to create several separate new dwellings with completely new occupiers.

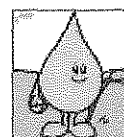
Other circumstances where a meter may be compulsory include, when customers:

- Water their garden using non hand-held apparatus, such as sprinklers.
- Have a bath, spa or Jacuzzi with a capacity of more than 230 litres.
- Have a water treatment unit that incorporates reverse osmosis.
- Lives in an area of water scarcity as determined by the Secretary of State.
- Have a pond or swimming pool with a capacity of more than 10,000 litres that is automatically replenished.



## What is The

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## Average Metered and Unmetered Bills

## Average Household Bills 2005-2006

Average Unmetered		Average Metered	
Water	Sewerage	Water	Sewerage
£141	£149	£116	£132
<b>Total = £289</b>		<b>Total = £248</b>	

## Notes:

- Bills are estimates based respectively on provisional and forecast data provided by each company.
- To calculate the total average bill add the average water and sewerage bill together. Your sewerage service may be provided by a different company to your water supply.

Source: Ofwat

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Three Valleys  
United Util  
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