

South Staffordshire Water PLC

2026/27 charges for Non-Household Customers

The main components of our 2026/27 charges

Wholesale charges have been calculated in accordance with the allowed revenue set by Ofwat in its Final Determination of price limits for 2025 to 2030 and subsequent PR19 Blind Year reconciliation. Inflation has been applied to wholesale tariffs, in line with the November 2025 CPIH figure published by the Office of National Statistics.

Most customers will experience a bill increase of around 3.9%, although individual customers may experience a higher or lower increase depending on their own characteristics.

Key areas of expenditure and investment and the benefits it will deliver

In delivering our Business Plan, we have engaged with more than 3,000 business customers through our strategic research and ongoing business-as-usual insight programmes. This was to ensure all our decisions are grounded in their views and priorities.

Our plans over the 2025-30 period will deliver significant investment and improved outcomes for customers including:

- Investing £40m to ensure excellent water quality and reliable assets.
- Investing £16m to enhance and protect the environment.
- Investing £55m to achieve 76% metering coverage by 2030 and help customers to reduce water use.
- Delivering our ambition to meet net zero emissions by 2050.
- Delivering an ambitious 17% leakage reduction.

Key specific deliverables in 2026/27 are:

- 50km of mains renewals
- 35,000 new meter installations
- Over 5,000 non-household meter upgrades
- 17km of chalk stream restoration

How our charges are likely to move over the period to 2030

In our 2024 Final Determination, Ofwat reprofiled our revenues so that average bills will remain flat in real terms from 2026/27 to 2029/30. This means that charges would be expected to increase by the annual rate of CPIH inflation each year. However, this could change depending on certain other factors including:

- How we perform against our Performance Commitments which could result in a revenue reward or penalty.
- Whether we collect all the revenue we are allowed to in a particular year. Any difference is recovered in two years' time and could impact future charges.

Support available to Business customers

We do not have a company specific offering for business water efficiency but are committed to reducing usage through targeted work. If retailers or businesses would like to discuss with us directly, please get in touch with us at: NHHretailmarket@south-staffs-water.co.uk