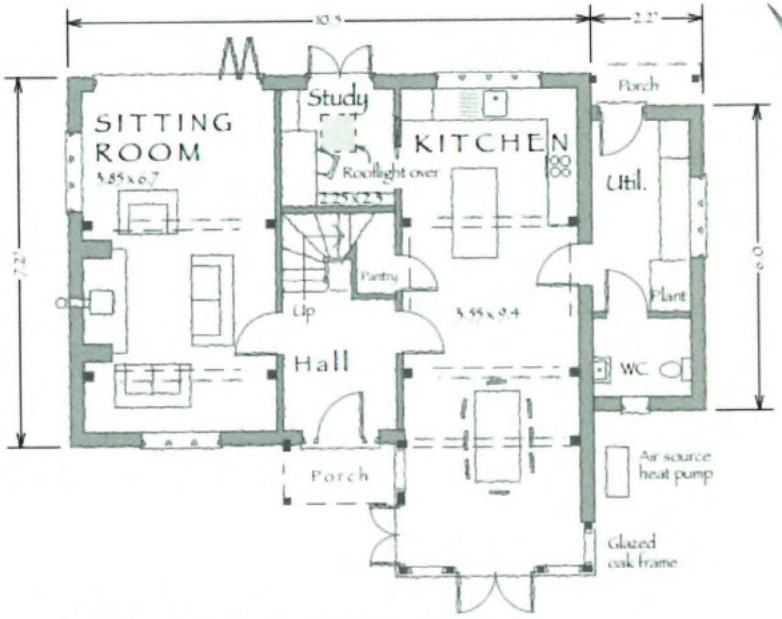
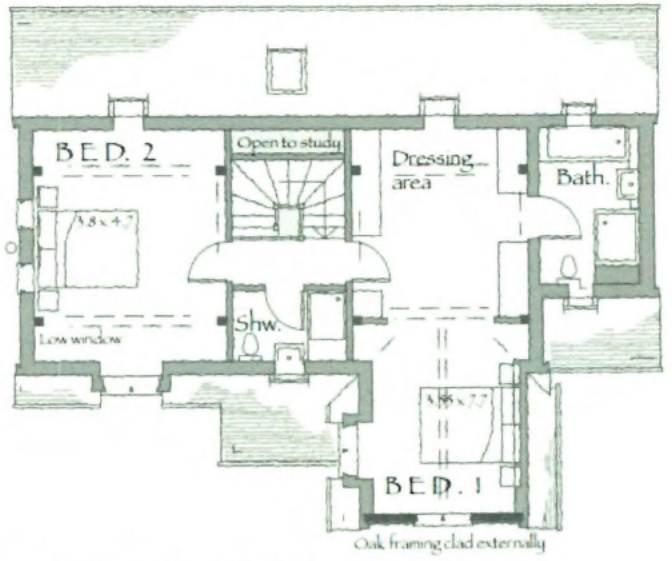


GROUND FLOOR PLAN

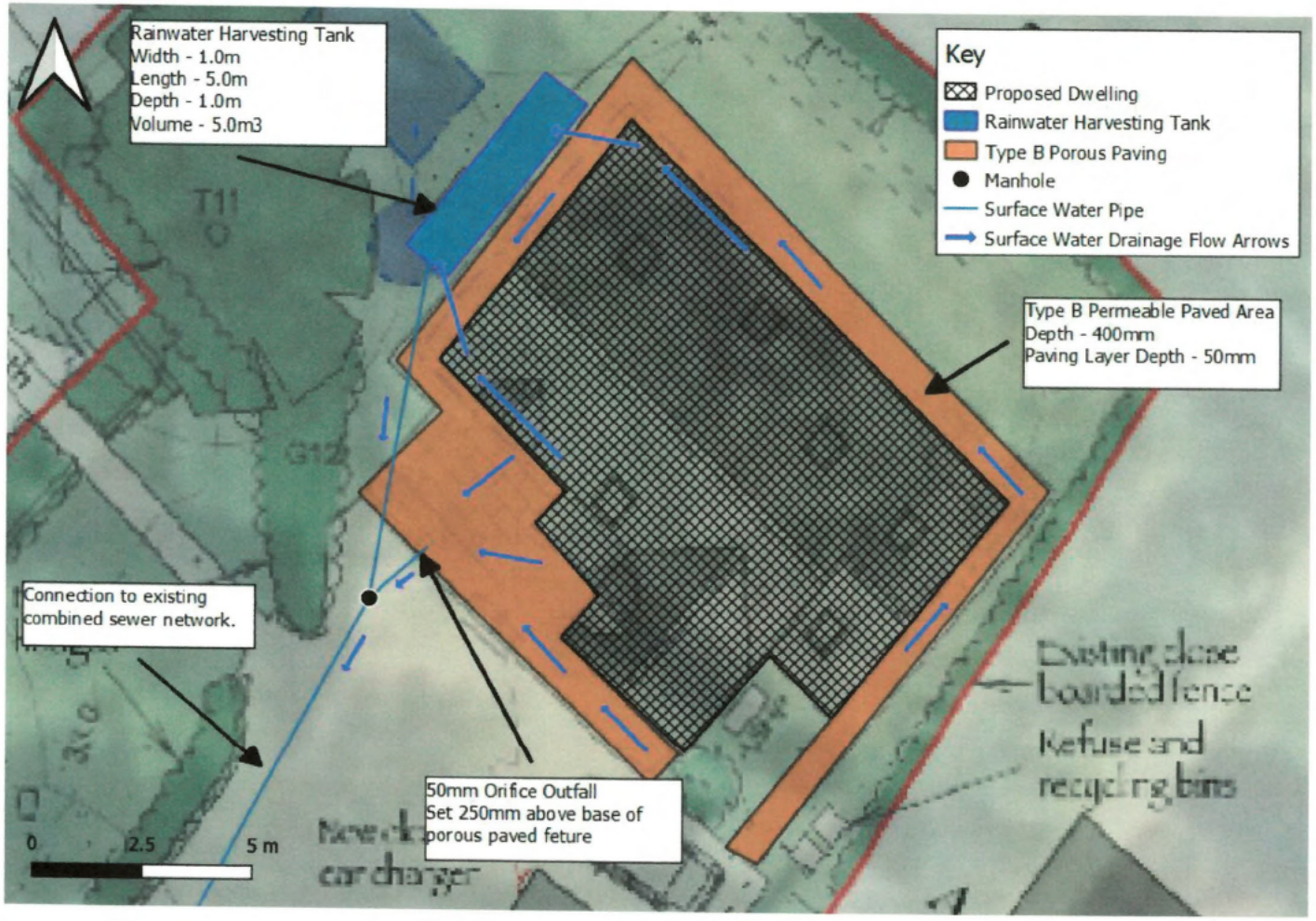


FIRST FLOOR PLAN

aegaea

Flood risk, water and environment

[redacted]



aegaea

Flood risk, water and environment

[redacted]

Appendix 2 - Existing Dwelling (Offset)



Appendix 2.1 - Existing Dwelling (Offset)

Existing dwelling is a three bedroomed terrace house, comprising the following consumers;

Kitchen: Sink and dishwasher

Bathroom 1: WC, shower/bath and basin

Bathroom 2: WC, shower and basin

Cloakroom 1: WC and basin

Cloakroom 2: WC and basin

Utility: Sink and washing machine

Outside: tap

In accordance with discussions and guidelines published by Horsham District Council the existing property baseline daily water consumption is to be calculated by multiplying the average water usage l/p/d by the occupancy rate. In accordance with the guide lines the average water usage to be used is 135 l/p/d and the occupancy rate is 2.47(three bedrooms), this equates to 333.45 l/d.

To achieve neutrality the total water consumption of the new and existing dwelling must not exceed the existing dwelling daily water consumption i.e.333.45 l/d.

The daily water consumption of the new dwelling is 99.58 l/d, 52.97 l/p/d multiplied by the occupancy rate i.e.1.88(two bedrooms), giving a reduced water consumption for the existing dwelling of 233.87 l/d (333.45l/d – 99.58 l/d). The latter is than divided by the existing dwelling occupancy rate 2.47 to give the revised required l/d, which is 94.68 l/d. Thus, the reduction required is 40.32 l/p/d to achieve neutrality (135 l/d – 94.68 l/d), this is achieved by retrofitting the existing dwelling as detailed below.

It is assumed that the existing dwelling fittings consumption does not exceed that stated in Table 2.1 of Part G of the Building Regulations, replicated below for ease of reference.

Table 2.1 **Maximum fittings consumption**

Water fitting	Maximum consumption
WC	6/4 litres dual flush or 4.5 litres single flush
Shower	10 l/min
Bath	185 litres
Basin taps	6 l/min
Sink taps	8 l/min
Dishwasher	1.25 l/place setting
Washing machine	8.17 l/kilogram

Where there is more than one fitting of the same type i.e taps it is assumed that the average does not exceed that stated in the above table.



This approach is deemed conservative.

Table 2.2Appliances (Existing Dwelling)

Installation	Number	Units of Measure
WC (Dual Flush)	4	6/4l
Taps (excluding kitchen/ utility room taps)	6(external tap not included)	6l/min
Bath	1	185l
Shower	2	10l/min
Kitchen/Utility Room Taps	4	8l/min
Washing Machine	1	8.17l/kg
Dishwasher	1	1.25l/place setting

To reduce the per capita consumption by 40.32 l/p/d from the existing dwelling by retrofitting the following approach is proposed.

The numbers in brackets are the reduction in water usage l/p/d which are calculated using the 'Use Factor', 'Fixed Use Factor' and 'Optimisation Factor' in accordance with Appendix A 'Water Efficiency Calculator for New Dwellings' of The Building Regulations Approved Document G. For clarity of calculation methodology see attached Table 2.3 – Existing Dwelling – Before/After Retrofit

First Step

Flow Limiters (Taps)

Taps(basin) – 6l/min to 4l/min (-2.88l/p/d)

Taps(kitchen/utility) – 8l/min to 6l/min (-0.80l/p/d)

First step equates to a reduction in consumption of (-3.68l/p/d), resulting in reducing offset to 36.64l/p/d

Second Step

Flow Limiters (Showers)

Shower – 10l/min to 3.5l/min (-25.85l/p/d)

Second step equates to a reduction in consumption of (-25.85l/p/d), resulting in reducing offset to 10.79l/p/d.

Third Step

Dual Flush WC

Replace dual flush - 6/4l to 4/2l . Third step equates to a reduction in consumption of (-8.04l/p/d), resulting in reducing offset to 2.75l/p/d.

Fourth Step

Washing Machine

[redacted]

Replace washing– 5.2kg/l (existing washing machine) to 5.13kg/l). Fourth step equates to a reduction of (-0.13l/p/d), resulting in reducing offset to 2.62l/p/d.

Fifth Step

Re-use grey water for external use – Not considered.

Sixth Step

Retrofit rainwater harvesting 25.98l/p/d(23.64l/p/d) to supply washing machine 10.77l/p/d (9.80l/p/d) and external 5l/p/d, total rain water demand 15.77l/p/d(14.80l/p/d).

Sixth step results in reducing offset to – 12.18l/p/d i.e. credit of 12.18l/p/d

As can be seen above rain water harvesting is required to achieve water neutrality, however it would negate the need for other retrofits on the existing dwelling i.e. Taps (basin and kitchen), WC and washing machine. This equates to (11.86l/p/d).

The total of rainwater harvesting demand (14.93l/p/d) and shower flow limiters (25.85l/p/d) is (40.78l/p/d) which is greater than the offset required of 40.32l/pd.

Rainwater harvesting demand is calculated using the existing washing machine 10.92l/p/d(9.93l/p/d) and external use 5l/p/d, this equates to 15.92l/p/d(14.93l/p/d).

See Appendix 2.3 for calculation of Rainwater Harvesting/Storage.

Table 2.3 - Existing Dwelling Appliances - Before/After Retrofit

		(1)A - Before Retrofit	(1)B - After Retrofit	(2)	(3)	(4)A-Before Retrofit	(4)B-After Retrofit					
Installation Type	Unit of Measure	Capacity/flow rate	Capacity/flow rate	Use Factor	Fixed use (litres/person/day)	Litres/person/day = [(1)Ax(2)+(3)]	Litres/person/day = [(1)Bx(2)+(3)]	WC	Taps	Shower	Washing Machine	Rain Water
WC (dual flush)	Full flush volume (litres)	6	4	1.46	0	8.76	5.84	-2.92				
	Part flush volume (litres)	4	2	2.96	0	11.84	5.92	-5.92				
Taps (excluding kitchen/utility room taps)	Flow rate (litres/minute)	6	4	1.58	1.58	11.06	7.9		-3.16			
Shower (where bath also present)	Flow rate (litres/minute)	10	3.5	4.37	0	43.70	15.30			-28.41		
Kitchen/utility room taps	Flow rate (litres/minute)	8	6	0.44	10.36	13.88	13		-0.88			
Washing Machine	Litres/kg dry load	5.20	5.13	2.1	0	10.92	10.77				-0.15	
	Total Calculated(litres/person/day)					100.16	58.73					
	Contribution from rainwater (litres /person/day)					0.00	10.77					10.77
	Normalisation factor					0.91	0.91	0.91	0.91	0.91	0.91	0.91
	Total Calculated after application of Normalisation Factor(litres/person/day)					91.15	43.64	-8.04	-3.68	-25.85	-0.13	9.80
	Reduction						-47.50					
	Offset						40.32					
	Difference between Offset and Reduction						-7.18					
	External use provided by rain water harvesting 5l/p/d						-5.00					
	Credit						-12.18					

Notes

1)The 'Use Factor', 'Fixed Use Factor' and 'Optimisation Factor' are in accordance with Appendix A 'Water Efficiency Calculator for New Dwellings' of The Building Regulations Approved Document G.

2)The capacity/flow rates in (1)A are inaccordance with Table 2.1 of Part G of the Building Regulations.

3)The capacity/flow rates in (1)B are inaccordance Table A1 - Appliances (New Dwelling) of this report.



Appendix 2.2 - Analysis of Existing Water Usage (Water Bills) and Photographic of Water Consuming Assets.

Existing Dwelling Water Consumption – Litres/per person/per day

The following calculation is based on the existing dwelling water bills for the period from 08/08/18 to 10/08/21(1097 days);

Date	08/08/18 – 30/08/19	31/08/19 – 04/08/20	05/08/20 – 10/08/21
Consumption(l)	143000	127000	134000

Water Consumption = 143000+127000+134000 = 404000 litres(l)

Daily Water Consumption = Water Consumption/Days

= 404000/1097

= 368.27 litres/day(l/d)

Litres/per person/per day (l/p/d) = Daily Water Consumption/Occupancy Rate

= 368.27/2.47(three bedrooms)

= 149.10 l/p/d

The above is greater than 135l/p/d the value used as a base line for the existing dwelling in the Water Neutrality Statement (WNS)

Copies of water bills are attached along with photographs of the existing dwelling appliances.

The washing machine is a ZANUSSI LINDO 300 ZAF01483WR with a 10kg capacity. According to the energy label it consumes 52l, which gives a value of 5.2l/kg.

The washing machine is considered water efficient as the value is less than that stated in Table 2.1 of Part G of the Building Regulations i.e.8.17l/kg.

In the WNS it is proposed that water neutrality is potentially feasible by retrofitting rainwater harvesting and by either retrofitting the showers in the existing dwelling by flow limiters or replacement to achieve a maximum shower flow rate of 3.5l/min. Whilst no details of the existing showers are available, apart from the attached photographs, by reference to similar shower fittings the flow rate could be expected to be between 9.6l/min and 32l/min depending on system pressure. In accordance with Table 2.1(less than 125l/p/d) of Part G of the Building Regulations the maximum shower flow rate is 10l/min. The latter was used as the maximum flow rate for the showers for deriving the potentially wholesome water reduction by retrofitting and is deemed conservative.

For information, details are also attached of a typical shower flow limiting device proposed for the existing dwelling showers, as referred but not detailed in the WNS.

Finally, it is noted that the actual water consumption will vary depending on the actual behavior of the occupants throughout the dwelling



WC's



Basin Taps



Bath Taps



[redacted]

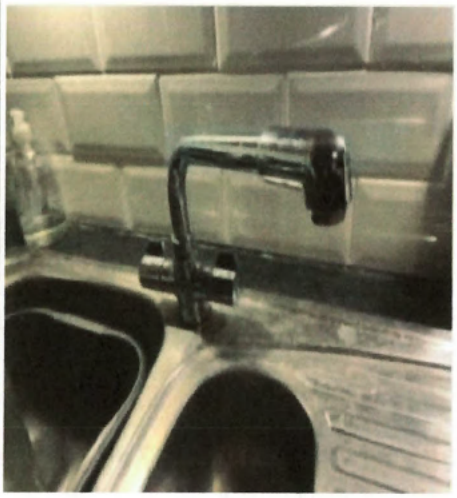
Showers



[redacted]

Kitchen/Utility Taps





[redacted]

Southern Water

Need to get in touch? go to

southernwater.co.uk
0330 303 0277

Weekdays - 8am to 7pm, Saturday - 8.30am to 2pm

385C

[redacted]
16 CODMORE HILL
PULBOROUGH
RH20 1FJ

50841PYMB00029/25/C

[redacted]

Date 11 Feb 2019

Your metered bill for 08 August 2018 to 07 February 2019

This is a summary of your bill for water supplied to and wastewater taken away from your property.

Your account summary

Balance brought forward	[redacted]
What you've paid since your last bill	
What you've been charged for From 08 August 2018 to 07 February 2019	
Outstanding Balance	

About your payments

Your next Direct Debit payment
05 March 2019

[redacted]

Please see payments to be paid for a full list of future payments due

Your previous Direct Debit [redacted]

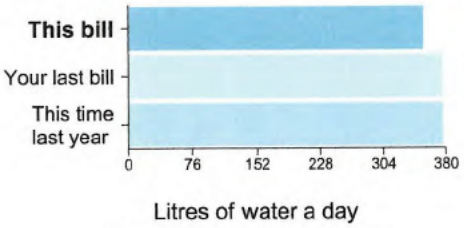
You do not need to pay your account balance. Your payments have been reviewed and remain unchanged.

Thank you for paying by Direct Debit.

2785 IVC B_UK 19081 3508.3.1

Your water use

Over the last seven months your household used on average **353** **litres** a day



Water use in a typical household

Number of people in the household	Litres each day
1	178
2	274
3	370
4	438
5	493
6	548

Reduce the water used to flush your toilet

To save a litre with every flush just install a Save-a-flush bag. These are free for our customers.

Installing a Save-a-flush bag can save £6 per person off your annual water bill.

To receive your **free** 'save-a-flush' device, go to our website **www.southernwater.co.uk**

If you're using less water than the typical household, thank you for using water wisely

Your meter reading

Meter number 7M480131

Latest reading

1 1 6 4 0 0 Read on 7 Feb 2019

Want to give us a reading?
Please call **0330 303 0277** or go to **southernwater.co.uk/myaccount**
You'll need your customer number.

Previous reading

1 0 9 9 0 0 Read on 7 Aug 2018

Cubic metres of water used

6 5 . 0 0

How to read your meter

Taking a meter reading is generally easy to do.

How to read your meter

1. Lift the plastic or metal lid to your meter. You may need to use something like a screwdriver to lift the lid. Please take care when doing this.
2. If there is a polystyrene plug under the lid, remove this.
3. Your meter has a row of numbers and three dials. You only need to write down the row of black numbers.
4. Replace the polystyrene plug and close the lid. This is important so people do not trip over it.

Example



In this example, the meter reading is 11 cubic metres.

What to do if you live in a flat
If you live in a flat, please do not try and read your outside meter yourself. Instead you should phone us and we will arrange a time to read your meter.

Your meter is currently scheduled to be next read by 29.08.2019

How we worked out your bill

Metered water charges

Period	Cubic metres of water used	Cost for one cubic metre	Cost of water	Standing charge	Total
08 August 2018 to 07 February 2019	65.00	136.50p	[redacted]	[redacted]	[redacted]

Total water charges [redacted]

Metered wastewater charges

Wastewater is charged at 92.5% of water used

Period	Cubic metres of wastewater	Cost for one cubic metre	Cost of wastewater	Standing charge	Total
08 August 2018 to 07 February 2019	60.13	239.00p	[redacted]	[redacted]	[redacted]

Total wastewater charges [redacted]

There is no charge for surface water drainage at this property

Total charges for 08 August 2018 to 07 February 2019 [redacted]

Your questions answered

We supply your water and take away your wastewater

What is a cubic metre?
One cubic metre is 1,000 litres (220 gallons) this is equivalent to approximately 500 kettles, 12 baths or 30 standard showers.

What is the standing charge?
There are certain costs that do not depend on how much water customers use. These costs include, for example, the cost of sending bills, collecting payments and dealing with enquiries. The standing charges covers these costs.

What is my charge for wastewater based on?
The volume charge for the wastewater service is based on 92.5% of the volume of water supplied. This figure has been arrived at following research throughout the industry, and reflects the fact that not all the water you use returns to the sewer.

Why are wastewater charges higher than water supply?
Our wastewater charges are higher than our water supply charges as it is more expensive to treat and dispose of wastewater to a high standard than it is to provide a fresh water supply

About your payments

Payments to be paid

5 Mar 2019	5 Apr 2019	7 May 2019
5 Jun 2019	5 Jul 2019	5 Aug 2019
5 Sep 2019		

[redacted]

Payments already paid

3 Sep 2018	2 Oct 2018	1 Nov 2018
30 Nov 2018	2 Jan 2019	31 Jan 2019

[redacted]

Total already paid

[redacted]

Can we help you with your bill?

If you have problems paying your bill, please contact us as soon as possible. We'll be happy to help:

- check to see if you're entitled to help with your bill
- set up you up with a payment plan, so you can pay smaller amounts over time
- suggest ways you can reduce your bill

Freephone : **0800 027 0363**

Email : **debtadvice@southernwater.co.uk**

Website : **www.southernwater.co.uk**

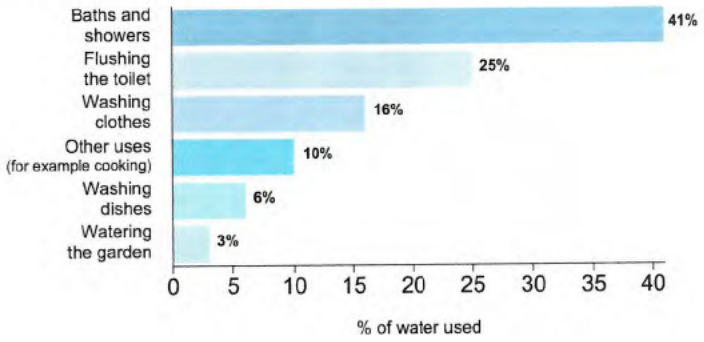
Do you qualify for a reduction in your metered bill?

If you receive certain benefits and have either 3 or more children under 19 living at home, or someone in the house has a medical condition which means you use lots of water, then you may be eligible for WaterSure Tariff. Call now for more details on 0800 027 0363

What can you do to reduce your bill?

There are many easy ways to reduce the amount of water you use, and so reduce your bills. We really want to help you find ways to save money. We have lots of water saving tips on our website **www.southernwater.co.uk**

The graph below shows how water is used in a typical household. Yours may differ.



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Customer code of practice

This is available for all customers and provides a full range of information about Southern Water and the services we provide.
Our code of practice includes information on debt, leakage, water quality, metering and our standard of service to you.
This can be viewed at **www.southernwater.co.uk** or you can request a copy by writing to:

Southern Water,
Customer Services,
Southern House,
Yeoman Road,
Worthing BN13 3NX

How can we help?

Find answer to questions Pay your bill online Tips to save water and more	**southernwater.co.uk**	
Automated payment line	**0330 303 1263**	24 hours 7 days a week
About your water supply and wastewater	**0330 303 0368**	24 hours 7 days a week
Spotted a leak	**0800 820 999**	Freephone lines open 24hours
Extra care services Braille or talking bills	**0800 027 0800**	Mon to Fri 8am to 7pm
Minicom text phone for deaf people	**0330 303 1265**	Mon to Fri 8am to 7pm Sat 8.30am to 2pm
Write to us	**Southern Water, PO Box 41 Worthing, BN13 3NZ**	

If you have a complaint or repeat problem about our service
If you're not happy with any element of our service, please tell us - we want to know to put things right for the future. The first point of contact is our Customer Services team on 0330 303 0277

Moving home

Please note you will need to provide us with at least 2 working days notice to enable us to take a meter reading on your day of vacation. If you are unable to do this then please read your meter on your last day and telephone us on **0330 303 0277** or visit our website **southernwater.co.uk**

If you do not follow the above procedures then your final bill may be estimated.

! If Southern Water has registered a default on your Consumer Credit File, the charges from this bill will be added to the total default amount outstanding. Southern Water will have sent you previous correspondence to advise you of our default process.

If you have followed our complaints process but are still unhappy, the Consumer Council for Water offers free independent advice. You can visit their website www.ccwater.org.uk, call them on 0300 034 2222, or write to them at Consumer Council for Water C/o 1st floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ

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VAT Reg No: 813 0378 56

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Southern Water

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Weekdays - 8am to 7pm, Saturday - 8.30am to 2pm

385C

[redacted]
16 CODMORE HILL
PULBOROUGH
RH20 1FJ

50841Y0GJ00040/30/C

Your customer number [redacted]

Payment reference [redacted]

Date 03 Oct 2019

Your metered bill for 08 February 2019 to 30 August 2019

This is a summary of your bill for water supplied to and wastewater taken away from your property.

Your account summary

Balance brought forward	[redacted]
What you've paid since your last bill	
What you've been charged for From 08 February 2019 to 30 August 2019	
Outstanding Balance	

From now on, we'll be sending you one statement instead of two. Your meter will still be read twice so your bills are accurate. All charges are based on yearly use and we'll adjust your direct debit payments annually.

Go digital. Grab your customer number (on this statement), sign up at southernwater.co.uk/your-account, and you won't get any paper bills at all.

About your payments

Your next Direct Debit payment
05 November 2019

[redacted]

Please see payments to be paid for a full list of future payments due

Your previous Direct Debit [redacted]

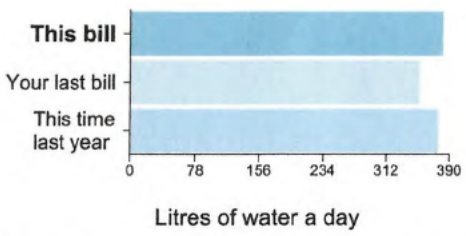
You do not need to pay your balance. Your payments have been amended including the balance on your account and the annual price review that came into effect from 1st April.

Thank you for paying by Direct Debit.

2968 IVC B_UK 28577 5000.3.1

Your water use

Over the last seven months your household used on average **382** **litres** a day



Water use in a typical household

Number of people in the household	Litres each day
1	178
2	274
3	370
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5	493
6	548

Reduce the water used to flush your toilet

To save a litre with every flush just install a Save-a-flush bag. These are free for our customers.

Installing a Save-a-flush bag can save £6 per person off your annual water bill.

To receive your **free** 'save-a-flush' device, go to our website **www.southernwater.co.uk**

If you're using less water than the typical household, thank you for using water wisely

Your meter reading

Meter number 7M480131

Latest reading

1 2 4 2 0 0 Read on 30 Aug 2019

Want to give us a reading?
Please call **0330 303 0277** or go to **southernwater.co.uk/myaccount**
You'll need your customer number.

Previous reading

1 1 6 4 0 0 Read on 7 Feb 2019

Cubic metres of water used

7 8 . 0 0

How to read your meter

Taking a meter reading is generally easy to do.

How to read your meter

1. Lift the plastic or metal lid to your meter. You may need to use something like a screwdriver to lift the lid. Please take care when doing this.
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Example



In this example, the meter reading is 11 cubic metres.

What to do if you live in a flat
If you live in a flat, please do not try and read your outside meter yourself. Instead you should phone us and we will arrange a time to read your meter.

Your meter is currently scheduled to be next read by 28.02.2020

How we worked out your bill

Metered water charges

Period	Cubic metres of water used	Cost for one cubic metre	Cost of water	Standing charge	Total
08 February 2019 to 31 March 2019	19.80	136.50p	[redacted]	[redacted]	[redacted]
01 April 2019 to 30 August 2019	58.20	137.20p	[redacted]	[redacted]	[redacted]

Total water charges [redacted]

Your questions answered

We supply your water and take away your wastewater

What is a cubic metre?
One cubic metre is 1,000 litres (220 gallons) this is equivalent to approximately 500 kettles, 12 baths or 30 standard showers.

What is the standing charge?
There are certain costs that do not depend on how much water customers use. These costs include, for example, the cost of sending bills, collecting payments and dealing with enquiries. The standing charges covers these costs.

Why are there two different periods?

The bill includes price changes effective from 1st April for both variable and standing charge

Metered wastewater charges

Wastewater is charged at 92.5% of water used

Period	Cubic metres of wastewater	Cost for one cubic metre	Cost of wastewater	Standing charge	Total
08 February 2019 to 31 March 2019	18.32	239.00p	[redacted]	[redacted]	[redacted]
01 April 2019 to 30 August 2019	53.83	245.60p	[redacted]	[redacted]	[redacted]

Total wastewater charges [redacted]

There is no charge for surface water drainage at this property

What is my charge for wastewater based on?
The volume charge for the wastewater service is based on 92.5% of the volume of water supplied. This figure has been arrived at following research throughout the industry, and reflects the fact that not all the water you use returns to the sewer.

Why are wastewater charges higher than water supply?
Our wastewater charges are higher than our water supply charges as it is more expensive to treat and dispose of wastewater to a high standard than it is to provide a fresh water supply

Total charges for 08 February 2019 to 30 August 2019 [redacted]

About your payments

Payments to be paid

5 Nov 2019	5 Dec 2019	6 Jan 2020
5 Feb 2020	5 Mar 2020	6 Apr 2020
5 May 2020	5 Jun 2020	6 Jul 2020
5 Aug 2020	7 Sep 2020	

[redacted]

Payments already paid

28 Feb 2019	2 Apr 2019	1 May 2019
31 May 2019	5 Jul 2019	5 Aug 2019
5 Sep 2019	7 Oct 2019	

[redacted]

Total already paid [redacted]

Can we help you with your bill?

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2968 IVC B_UK 28579 5000.3.2

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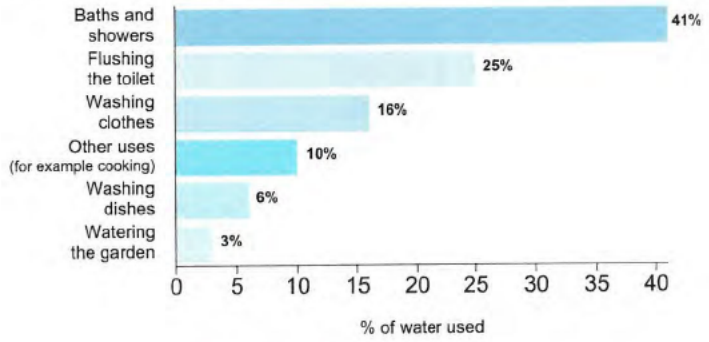

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Southern Water,
Customer Services,
Southern House,
Yeoman Road,
Worthing BN13 3NX

How can we help?

	Find answer to questions Pay your bill online Tips to save water and more	**southernwater.co.uk**	
	Automated payment line	**0330 303 1263**	24 hours 7 days a week
	About your water supply and wastewater	**0330 303 0368**	24 hours 7 days a week
	Spotted a leak	**0800 820 999**	Freephone lines open 24hours
	Extra care services Braille or talking bills	**0800 027 0800**	Mon to Fri 8am to 7pm
	Minicom text phone for deaf people	**0330 303 1265**	Mon to Fri 8am to 7pm Sat 8.30am to 2pm
	Write to us	**Southern Water Services, PO Box 564, Darlington, DL1 9ZG**	

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Moving home

Please note you will need to provide us with at least 2 working days notice to enable us to take a meter reading on your day of vacation. If you are unable to do this then please read your meter on your last day and telephone us on **0330 303 0277** or visit our website **southernwater.co.uk**

If you do not follow the above procedures then your final bill may be estimated.

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Southern Water Services Ltd. Registered office Southern House, Yeoman Road, Worthing, BN13 3NX. Registered in England No: 2366670
VAT Reg No: 813 0378 56

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Southern Water

Need to get in touch? go to

southernwater.co.uk
0330 303 0277

Weekdays - 8am to 7pm, Saturday - 8.30am to 2pm

385C

[redacted]
16 CODMORE HILL
PULBOROUGH
RH20 1FJ

50841GNKH00035/44/C

Your customer number
[redacted]

Payment reference
[redacted]

Date 07 Aug 2020

Your metered bill for 31 August 2019 to 04 August 2020

This is a summary of your bill for water supplied to and wastewater taken away from your property.

Your account summary

Balance brought forward	[redacted]
What you've paid since your last bill	
What you've been charged for From 31 August 2019 to 04 August 2020	
Outstanding Balance	

Making amends - we're deeply sorry
We've reduced your wastewater charges to make amends for failings in the management and reporting of compliance at our wastewater treatment works. Following an investigation by Ofwat, we've agreed that our customers will receive £123m and our shareholders will pay a penalty of £3m. As well as reducing your bill, we're improving how we manage and report our environmental performance. Learn more at **southernwater.co.uk/making-amends**

About your payments

Your next Direct Debit payment
07 September 2020

[redacted]

Please see payments to be paid for a full list of future payments due

Your previous Direct Debit
[redacted]

You do not need to pay your balance. Your payments have been amended including the balance on your account and the annual price review that came into effect from 1st April.

From now on, we'll be sending you one statement instead of two. Your meter will still be read twice so your bills are accurate. All charges are based on yearly use and we'll adjust your direct debit payments annually.

Go digital. Grab your customer number (on this statement), sign up at southernwater.co.uk/your-account, and you won't get any paper bills at all.

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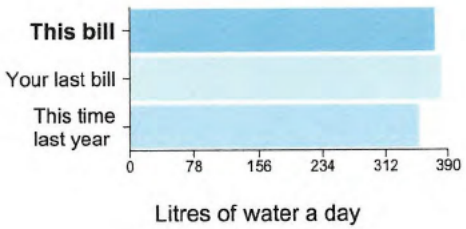
Your water use

Over the last twelve months your household used on average **374** **litres** a day



Water use in a typical household

Number of people in the household	Litres each day
1	178
2	274
3	370
4	438
5	493
6	548

Reduce the water used to flush your toilet

To save a litre with every flush just install a Save-a-flush bag. These are free for our customers.

Installing a Save-a-flush bag can save £6 per person off your annual water bill.

To receive your **free** 'save-a-flush' device, go to our website **www.southernwater.co.uk**

If you're using less water than the typical household, thank you for using water wisely

Your meter reading

Meter number 7M480131

Latest reading

1 3 6 9 0 0 Read on 4 Aug 2020

Want to give us a reading?
Please call **0330 303 0277** or go to **southernwater.co.uk/myaccount**
You'll need your customer number.

Previous reading

1 2 4 2 0 0 Read on 30 Aug 2019

Cubic metres of water used

1 2 7 . 0 0

How to read your meter

Taking a meter reading is generally easy to do.

How to read your meter

1. Lift the plastic or metal lid to your meter. You may need to use something like a screwdriver to lift the lid. Please take care when doing this.
2. If there is a polystyrene plug under the lid, remove this.
3. Your meter has a row of numbers and three dials. You only need to write down the row of black numbers.
4. Replace the polystyrene plug and close the lid. This is important so people do not trip over it.

Example



In this example, the meter reading is 11 cubic metres.

What to do if you live in a flat
If you live in a flat, please do not try and read your outside meter yourself. Instead you should phone us and we will arrange a time to read your meter.

Your meter is currently scheduled to be next read by 01.03.2021

How we worked out your bill

Metered water charges

Period	Cubic metres of water used	Cost for one cubic metre	Cost of water	Standing charge	Total
31 August 2019 to 31 March 2020	71.00	137.20p	[redacted]	[redacted]	[redacted]
01 April 2020 to 04 August 2020	56.00	142.60p	[redacted]	[redacted]	[redacted]

Total water charges [redacted]

Your questions answered

We supply your water and take away your wastewater

What is a cubic metre?
One cubic metre is 1,000 litres (220 gallons) this is equivalent to approximately 500 kettles, 12 baths or 30 standard showers.

What is the standing charge?
There are certain costs that do not depend on how much water customers use. These costs include, for example, the cost of sending bills, collecting payments and dealing with enquiries. The standing charges covers these costs.

Why are there two different periods?

The bill includes price changes effective from 1st April for both variable and standing charge

Metered wastewater charges

Wastewater is charged at 92.5% of water used

Period	Cubic metres of wastewater	Cost for one cubic metre	Cost of wastewater	Standing charge	Total
31 August 2019 to 31 March 2020	65.68	245.60p	[redacted]	[redacted]	[redacted]
01 April 2020 to 04 August 2020	51.80	199.80p	[redacted]	[redacted]	[redacted]

Total wastewater charges [redacted]

There is no charge for surface water drainage at this property

What is my charge for wastewater based on?
The volume charge for the wastewater service is based on 92.5% of the volume of water supplied. This figure has been arrived at following research throughout the industry, and reflects the fact that not all the water you use returns to the sewer.

Why are wastewater charges higher than water supply?
Our wastewater charges are higher than our water supply charges as it is more expensive to treat and dispose of wastewater to a high standard than it is to provide a fresh water supply

Total charges for 31 August 2019 to 04 August 2020 [redacted]

About your payments

Payments to be paid

7 Sep 2020	5 Oct 2020	5 Nov 2020
7 Dec 2020	5 Jan 2021	5 Feb 2021
5 Mar 2021	6 Apr 2021	5 May 2021
7 Jun 2021	5 Jul 2021	5 Aug 2021
6 Sep 2021		

Payments already paid

5 Nov 2019	5 Dec 2019	6 Jan 2020
5 Feb 2020	5 Mar 2020	6 Apr 2020
5 May 2020	5 Jun 2020	6 Jul 2020
5 Aug 2020		

Total already paid [redacted]

Can we help you with your bill?

If you have problems paying your bill, please contact us as soon as possible. We'll be happy to help:

- check to see if you're entitled to help with your bill
- set you up with a payment plan, so you can pay smaller amounts over time
- suggest ways you can reduce your bill

Freephone : **0800 027 0363**

Email : **debtadvice@southernwater.co.uk**

Website : **www.southernwater.co.uk**

Do you qualify for a reduction in your metered bill?

If you receive certain benefits and have either 3 or more children under 19 living at home, or someone in the house has a medical condition which means you use lots of water, then you may be eligible for WaterSure Tariff. Call now for more details on 0800 027 0363

What can you do to reduce your bill?

There are many easy ways to reduce the amount of water you use, and so reduce your bills. We really want to help you find ways to save money. We have lots of water saving tips on our website **www.southernwater.co.uk**

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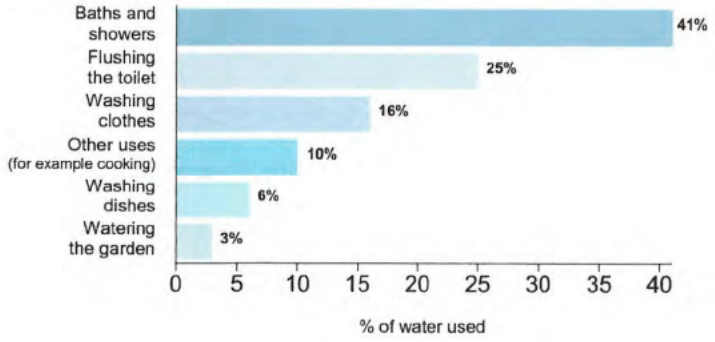
The graph below shows how water is used in a typical household. Yours may differ.



Customer code of practice

This is available for all customers and provides a full range of information about Southern Water and the services we provide.
Our code of practice includes information on debt, leakage, water quality, metering and our standard of service to you.
This can be viewed at **www.southernwater.co.uk** or you can request a copy by writing to:

Southern Water,
Customer Services,
Southern House,
Yeoman Road,
Worthing BN13 3NX

How can we help?

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VAT Reg No: 813 0378 56

3213 IVC B_UK 24725 4347.3.3

WATER for LIFE from Southern Water

[redacted]
16 CODMORE HILL
PULBOROUGH
RH20 1FJ

Making amends – we're deeply sorry
We've reduced your wastewater charges till 2025 to make up for failings in managing and reporting compliance at our wastewater treatment works. We agreed with Ofwat that customers will receive £123m and our shareholders will pay a £3m fine. Your charges may rise with inflation and depending on your water use, but they will be less than they would have been without that agreement. For more information see **southernwater.co.uk/making-amends.**

Visit our website for live chat or to log into your account
southernwater.co.uk/help

0330 303 0277
Weekdays - 8am to 7pm
Saturday - 8.30am to 2pm

Your customer number [redacted]

Your payment reference [redacted]

Dear Mrs CHLOE RICE,

Here's your latest bill based on the meter reading we took on 10 August 2021. You currently pay by Direct Debit, so you don't need to do anything – your payments will be taken automatically.

Meter reading

Water used in cubic metres

134 m³

One cubic metre = 1,000 litres
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 7M480131

Latest reading: 10 Aug 2021

		1	5	0	3	.	0	0

Previous reading: 4 Aug 2020

		1	3	6	9	.	0	0

Your next meter reading is scheduled to take place by 01 Mar 2022

Previous bill's usage
127.00 m³

Charges

[redacted]

Bill date
11 Aug 2021

Billing period
From: 05 August 2020
To: 10 August 2021

Bill type
Metered - Direct Debit

Previous bill's charges [redacted]

Future payments

Next monthly payment [redacted]

6 Sep 2021

For full list of future payments, see Your payment summary.

Struggling to pay? See p. 3

Previous bill's payments [redacted]

Water

Period: 05 August 2020 to 31 March 2021

Variable Rate	£1.426 x	86.80m³	=	[redacted]
Standing Charge			=	

Period: 01 April 2021 to 10 August 2021

Variable Rate	£1.487 x	47.20m³	=	[redacted]
Standing Charge			=	
Total Water				[redacted]

Wastewater

Period: 05 August 2020 to 31 March 2021

Variable Rate	£1.998 x	80.29m³	=	[redacted]
Standing Charge			=	

Period: 01 April 2021 to 10 August 2021

Variable Rate	£2.045 x	43.66m³	=	[redacted]
Standing Charge			=	
Total Wastewater				[redacted]

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Standing Charge:
This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

There is no charge for surface water drainage at this property.

Wastewater charges:
Wastewater is charged at 92.5% of the volume of water supplied. These costs are higher as treatment and disposal of wastewater costs more than supplying fresh water.

Your account summary

Balance brought forward from your last bill	[redacted]
What you've paid since your last bill	
What you've been charged for From 05 August 2020 to 10 August 2021	
Outstanding Balance	

Your payments summary

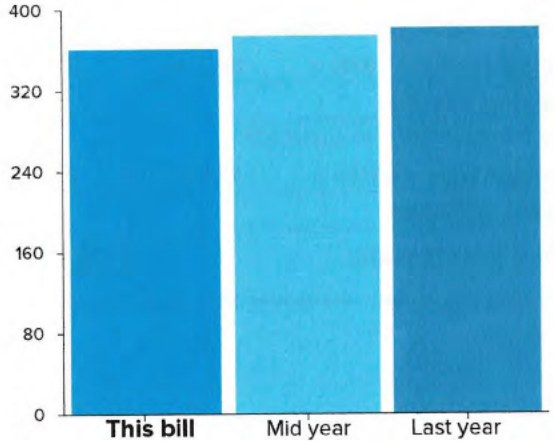
Past monthly payments	[redacted]
7 Sep 2020	
5 Oct 2020	
5 Nov 2020	
7 Dec 2020	
5 Jan 2021	
5 Feb 2021	
5 Mar 2021	
6 Apr 2021	
5 May 2021	
7 Jun 2021	
5 Jul 2021	
5 Aug 2021	
Total	

Future monthly payments	[redacted]
6 Sep 2021	
5 Oct 2021	
5 Nov 2021	
6 Dec 2021	
5 Jan 2022	
7 Feb 2022	
7 Mar 2022	
5 Apr 2022	
5 May 2022	
6 Jun 2022	
5 Jul 2022	
5 Aug 2022	
5 Sep 2022	
Total	

Your water use

Over the last twelve months your household used an average of 361 litres a day

You're using [redacted] of water a day on average.



Your water meter is read twice a year. We can read most meters from the street – so you may not have noticed when we read yours.



More information

Struggling to pay?

If you're struggling to pay your bill, we're here to help. Please contact us as soon as possible to talk about the support we can offer you.

0800 027 0363

Payless@southernwater.co.uk

southernwater.co.uk/account/help-paying-your-bill

Moving home?

Please give us at least two days' notice before you move, so we can read your meter.

Alternatively, you can check your meter on the day you leave the property and submit your reading here:

0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

southernwater.co.uk/account/moving-home

Contact us

Visit our website
You can access your online account and live chat at:
southernwater.co.uk

Call us
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Weekdays – 8am to 7pm
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Write to us
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Weekdays – 8am to 7pm

Spotted a leak?
0800 820 999
Freephone lines open
24 hours 7 days a week

We value your privacy

We're committed to safeguarding your information too, which we use:
- to offer water and wastewater goods and services
- to track trends and create customer profiles
- with credit references agencies for credit management purposes
- with neighbouring water companies to complete the billing process.

For more about what we do visit southernwater.co.uk/privacy

If we get something wrong

Our Code of Practice sets out our standards of service and what we'll do if we fail to meet them, including the amount of compensation we'll pay you. For more information visit southernwater.co.uk/cop

Complaints

If you have a complaint or an ongoing problem with our service, we want to know so we can put things right. Please call:
0330 303 0277

CCW

If you've made a complaint to us and are still unhappy, you can get free independent advice from the **Consumer Council for Water** by calling **0300 034 2222** or visiting **ccwater.org.uk.**

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Appendix 2.3 - Rain Water Collection/Storage and Location Plan

Rain Water Collection

Calculation based on an occupancy of 4

Rainwater collection calculation – BS 8515 intermediate approach

(a) Collection area (m2) – approx. 65m2

(b) Yield coefficient and hydraulic filter efficiency e.g. 0.7

(c) Rainfall (average mm/year) – 833.69/year

(d) Daily rainwater collection (litres) = [(a) x (b) x ((c)/365)

65 x 0.7 x (833.69/365) = 103.9l/d

(e) Number of occupants - 4

(f) Daily rainwater per person (litres) = (d)/(e)

103.93/4 = 25.98l/p/d

Rain Water Storage

Calculation based on an occupancy of 4

Rainwater storage calculation – BS8515 intermediate approach based on non – potable water demand (less than rainwater yield)

(a)Rainwater demand = 15.92l/p/d (Existing Washing Machine (10.92l/p/d) +External Water Use(5l/p/d))

(b)Drought storage capacity = 35 days

(c)Number of occupants = 4

(d)Storage capacity = (a)x(b)x(c)

15.92 x 35 x 4 = 2228.8 litres (F-line 3000l flat tank)

Notes

1)Assumed number of occupants = 4 (2 in first bedroom, 1 in each subsequent bedroom)

2)Rainfall (average mm/year) from Met Office Climate Station Charlwood (1991-2020)

3)Storage capacity in accordance with BS8515 intermediate approach is 5% (18 days) of the annual rainwater yield or the non- potable water demand whichever is the lesser. Horsham District Council require 35 days drought storage capacity which for this development equates to 2228.8 litres as per calculation above and to meet with the current guidance is to be prefilled before occupation sourcing water from outside of the restriction zones

fra@aegaea.com
02081 640 550
02081 641 282
www.aegaea.com

F-Line Shallow Dig Tanks

Making Rainwater Harvesting An Even Better Idea



The F-line 3000L flat tank, with lockable cover and shaft is one of the most popular tanks in the UK. With its 25 year warranty, sump for pump location, and childproof lock.

Size	Length	Width	Height Tank Body	Height inc 235mm Entrance shaft	Weight	Inflow	Overflow
1500 Litre	2400mm	1200mm	650mm	1015mm	80kg	330mm	385mm
3000 Litre	2400mm	2400mm	650mm	1015mm	170kg	330mm	385mm
5000 Litre	2960mm	2220mm	920mm	1350mm	250kg	330mm	385mm
7500 Litre	3340mm	2310mm	1125mm	1415mm	310kg	325mm	375mm



aegaea
Flood risk, water and environment

fra@aegaea.com
02081 640 550
02081 641 282
www.aegaea.com

Schedule 4
The Owner's Covenants to the Council

The Owner covenants with the Council as follows:

1. to submit the Water Neutrality Strategy to the Council prior to Commencement;

2. not to Commence Development until the Council has approved the Water Neutrality Strategy in writing;

3. to pay the Monitoring Fee to the Council on or prior to Commencement;

4. prior to Occupation of the Development, to submit evidence in writing to the Council that the Offsetting Measures in the approved Water Neutrality Strategy have been implemented in full, the evidence to include the specifications and photographs of the installed measures and a Part G water calculator (or equivalent) detailing the resultant surveyed water consumption of the Offsetting Land;

5. not to Occupy the Development until the Council has confirmed in writing that the Offsetting Measures in the approved Water Neutrality Strategy have been implemented in full at the Offsetting Land;

Schedule 5
The Third Party Landowners' Covenants to the Council

The Third Party Landowners covenant with the Council as follows:

1. to retain the Offsetting Measures in perpetuity and not to remove or replace the Offsetting Measures other than with a replacement fixture or fitting which meets an equivalent or more efficient water standard;

2. to maintain and keep in good repair the Offsetting Measures installed on the Offsetting Land;

3. to allow the Council to enter the Offsetting Land for the purpose of inspecting the Offsetting Measures and ensuring that the measures are retained as required provided that the Council gives not less than 1 (one) Working Days' notice in writing of its intention to inspect the Offsetting Measures;

3. that in the event that the Offsetting Land is transferred, that the transfer of any part of the Offsetting Land being transferred contains a direct covenant with the transferee:

   i. to comply with the restrictions and obligations set out in this Agreement;

   ii. to maintain and keep in good repair the Offsetting Measures installed on the Offsetting Land in accordance with the Water Neutrality Strategy and this Agreement;

   iii. to consent to the entering of the following restriction on the transferee's title to the Offsetting Land at HM Land Registry following the registration of the transfer and shall provide the transferor with all necessary assistance and/or documentation to permit entry of the restriction:

   "No disposition of the registered estate (other than a charge) by the proprietor of the registered estate, or by the proprietor of any registered charge, not being a charge registered before the entry of this restriction, is to be registered without a certificate signed by the proprietor for the time being of the estate registered under titled number [ ] or their conveyancer that the provisions of clause XX of [Details of the Transfer] have been complied with".