WATER NEUTRALITY STATEMENT FOR THE CHANGE OF USE FROM RESIDENTIAL LOG CABIN TO HOME BASED CHILD CARE AT ASH COPSE HOUSE, PARK ROAD, FAYGATE, HORSHAM, WEST SUSSEX, RH12 4SG.

Planning Reference: DC/23/2041
H2Ogeo Reference: 20231026P1
Date: 05 February 2024

Version: FINAL v2.0

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Contents

Statement of Limitations 1
Executive Summary 3
1 Introduction 4
1.1 Scope of Work 4
1.2 Background 4
1.3 Sussex North Water Resource Zone (WRZ) 4
2 Site Location and Setting 5
2.1 Existing Site 5
2.2 Proposed Development 5
2.2.1 Proposed Fixtures & Fittings 5
3 Baseline Water Consumption 6
3.1 Existing Demand 6
3.2 Occupancy 6
3.3 Cabin Water Demand 7
3.3.1 Mains Water Consumption 7
4 Water Neutrality – Efficiencies & Mitigation 8
4.1 Mitigation Measures 9
5 Conclusion 10
6 Figures 11
Figure 1 Sussex North WRZ 12
Figure 2 Site Location 13
Figure 3 Photolog 14
7 Annexes 15
Annex A - Planning Drawings 16
Annex B – Water Bills 18
Annex C – Part G Calculations 28

Table 1 Existing Water Fixtures & Fittings 5
Table 2 Water Bill Summary 6
Table 3 Cabin Occupancy 6
Table 4 Water Consumption 8
Table 5 Flow Testing 8
Table 6 Performance Levels 8
Table 7 Water Neutrality 10

Executive Summary

H2Ogeo provided this Water Neutrality Statement to accompany a planning application for the retrospective change of use from a residential log cabin (Class C3) to home based childcare (Class E).

The site is located at the rear of Ash Copse House, Faygate, West Sussex, RH12 4SG.

The cabin has been on site since before the water neutrality requirements were established and through flow testing and with mitigation can achieve water neutrality.

With mitigation through the installation of efficient fixtures and fittings in Ash Copse House this Water Neutrality Statement demonstrates that the formalising of this development will reduce the overall mains water consumption at the site.

Fixtures and fittings will need to comply with Performance Level 3 of BREEAM.

The proposed development will not contribute to an existing adverse effect upon the integrity of the internationally designated Arun Valley Special Area of Conservation, Special Protection Area and Ramsar sites by way of increased water abstraction.

1 Introduction

Natural England cannot, with certainty, conclude that the Sussex North Water Supply Zone, that includes water supply from a groundwater abstraction, is not having an adverse effect on the integrity of:

- Arun Valley Special Area Conservation (SAC);
- Arun Valley Special Protection Area (SPA); and
- Arun Valley Ramsar Site.

Natural England have advised that developments within this zone must not add to this impact.

The Local Planning Authority (LPA) have requested a Water Neutrality Statement is provided to accompany planning applications to demonstrate that the proposed development does not increase the rate of water abstraction for drinking water supplies above existing levels.

1.1 Scope of Work

H2Ogeo was contacted by the Client and requested to provide a proposal for a Water Neutrality Statement to support the proposed planning application submitted to Horsham District Council (HDC) Local Planning Authority (LPA) on 7 November 2023.

The Water Neutrality Statement aims to demonstrate that the development will not *contribute to an existing adverse effect upon the integrity of the internationally designated Arun Valley Special Area of Conservation, Special Protection Area and Ramsar sites by way of increased water abstraction*.

The proposal was accepted by the Client and the Water Neutrality Statement is presented in this report.

A Statement of Limitations is presented at the start of this report.

1.2 Background

This Water Neutrality Statement (WNS) has been provided in support of the planning application for the retrospective change of use from a residential log cabin (Class C3) to home based childcare (Class E).

The application planning drawings are presented in Annex A showing the proposed development.

1.3 Sussex North Water Resource Zone (WRZ)

Southern Water supplies water to Crawley Borough, Horsham District, the northern part of Chichester District, southern Waverley and the South Downs National Park from its Sussex North Water Resource Zone (WRZ).

Within the WRZ there are a number of water sources, one of which is the groundwater abstraction from the Hardham source, one of a number of groundwater and surface water abstractions around Pulborough[1] presented in Figure 1 along with the proposed site and boundary of the Sussex North WRZ

The Hardham Groundwater abstraction is located approximately 25km south west of the proposed site that lies in the north eastern portion of the WRZ.

[1] https://www.horsham.gov.uk/__data/assets/pdf_file/0019/104482/EYP-JBAU-XX-XX-RP-EN-0001-A1-C03-Water_Neutrality_Assessment_Part_A.pdf

2 Site Location and Setting

The site address is Ash Copse House, Park Road, Faygate, West Sussex, RH12 4SG located north of the A264 approximately 6km north east of Horsham town centre.

The proposed development is centred on National Grid Reference: TQ21865 34165 (Easting: 521865, Northing: 134165) and presented in Figure 2.

2.1 Existing Site

The existing main dwelling on site, Ash Copse House, is a former Police House converted under planning approval CG/10/99 to a three-bedroom detached residential property.

The log cabin, the subject of this retrospective application (DC/23/2041), was constructed under permission DC/20/1640 as a single storey detached outbuilding. The cabin consists of a child care day room including a kitchenette, WC and quiet room.

The layout of the cabin is presented in Annex A.

A summary of the water consuming fixtures and fittings in Ash Copse House and the cabin are presented in the table below:

Table 1 Existing Water Fixtures & Fittings

Fixture	***Ash Copse House***	***Child Care Cabin***
WC (dual flush)	2	1
Taps (excluding kitchen/utility room taps)	1	2
Bath (where shower also present)	1	0
Shower (where bath also present)	1	0
Kitchen/Utility room sink taps	1	1
Washing Machine	1	0
Dishwasher	1	0

2.2 Proposed Development

The proposed development is as existing as this is a retrospective application consisting of a change of use from a residential log cabin to home based childcare.

2.2.1 Proposed Fixtures & Fittings

The mains water consuming fixtures in the cabin are the same as those presented above in Table 1 and in Ash Copse House and are presented in Figure 3.

3 Baseline Water Consumption

This section outlines the existing baseline water consumption for the site.

There is one water supply on site that feeds Ash Copse House and the Cabin.

3.1 Existing Demand

Water Bills have been provided for the site between April 2017 and April 2023 and are presented in Annex B and summarised below:

Table 2 Water Bill Summary

From	To	m3	Days	Litres/Day
07/04/2017	26/10/2017	66	202	327
27/10/2017	13/04/2018	51	168	304
27/10/2018	26/04/2019	53	181	293
27/04/2019	17/04/2020	112	356	315
21/05/2021	11/04/2022	130	325	400
11/04/2022	12/04/2023	139	366	380

The cabin commenced operation in March 2021, prior to the cabin being used the average mains water consumption 309 Litres/Day and associated only with Ash Copse. Post commencement of the cabin the water consumption for the whole site (Ash Copse and Cabin) is an average of 390 Litres/Day.

This means the cabin uses an average of 81 Litres/Day (over a 365 day-year).

By pro-rating the cabin's consumption ((81*365)/(52*5)) the daily consumption over a year is calculated as 114 Litres/Working Day.

3.2 Occupancy

Ash Copse House is a three-bed detached property and, based on figures extrapolated from the 2021 Horsham District Census, would have an average occupancy of 2.47 persons, actual occupancy equals four people.

Based on this, the pre-cabin commencement consumption of Ash Copse House was approximately 125 Litres/Person/Day (309/2.47).

The occupancy of the Childcare Cabin is presented in the Planning Statement and summarised below:

Table 3 Cabin Occupancy

Days	Number of Children	Number of Adults (Staff)
Monday	9	3
Tuesday	10	3
Wednesday	10	3
Thursday	9	3
Friday	11	3
Saturday	0	0
Sunday	0	0

On site, during the week, there is an average of three adults and ten children per day in the Cabin and three adults in Ash Copse House (making allowance for one adult from Ash Copse House being accounted for in the three staff in the cabin).

3.3 Cabin Water Demand

According to the Applicant's Personal Statement, presented in JNA's Planning Statement November 2023, the cabin was put to child care use during the Covid-19 pandemic. This was a decision made to reduce the risk of children coming into contact with individuals in Ash Copse House and therefore reducing the potential requirement for isolations.

3.3.1 Mains Water Consumption

At the cabin, children range from 0 to 4 years old and lunch is not provided, lunches and water bottles are brought from home. Breakfasts are served on site for all children who attend prior to 08:00 with snacks and drinks being served throughout the day[2].

To reduce mitigate any uncertainty, modelled figures from previous iterations of this report have been omitted, instead relying on the water bill information presented in Annex B.

An average of 81 Litres/Day or pro-rated 114 Litres/Work Day has been calculated for water consumption in the Cabin.

[2] Fee's & Information | Gemma's Little Friends (gemmaslittlefriends.co.uk)

4 Water Neutrality – Efficiencies & Mitigation

The table below shows the water consumption at Ash Copse House with and without the cabin in operation:

Table 4 Water Consumption

Mitigation	***Ash Copse House (Litres/Day)***	***Cabin (Litres/Day)***	***Total Mains Consumption (Litres/Day)***
Pre March 2021	311	0	311
Post March 2021	311	81[3]	392

A flow survey of the existing fixtures and fittings was carried out by H2Ogeo at Ash Copse House on the 29 January 2024 and the results presented below:

Table 5 Flow Testing

Fixture	***Number***	***Flow Rates (Litres/Minute)***
Taps (excluding kitchen/utility room taps)	1	15
Shower (where bath also present)	1	12
Kitchen/Utility room sink taps	1	10

Where flow testing was not carried out the following Performance Levels have been used from BREEAM 2018 NC, the table below presents the rationale:

Table 6 Performance Levels

Fixture	***Number***	***Performance Level***	***Rationale***
Washing Machine	1	3	Modern washing machine
Dishwasher	1	3	Modern Dishwasher
Downstairs WC	1	BASE	Old single flush WC
Upstairs WC	1	3	Dual flush WC
Bath	1	3	Small bath

A Part G water calculation was undertaken and presented in Annex C. The existing calculated water consumption of Ash Copse House is 135.3 Litres/Person/Day which equates to 334 Litres/Day assuming a population of 2.47 people. 334 Litres/Day is within 10% of the average billed consumption (309 Litres/Day) prior to the cabin's use in March 2021 therefore is considered appropriate for this assessment.

The results of the Part G calculation are presented in Annex C.

[3] Pro rated to match 52 weeks = 114 Litres/Day (working days)

The applicant would like to make sure the proposal meets the current water neutrality requirements and therefore H2Ogeo has proposed the following mitigation measures on site.

4.1 Mitigation Measures

It is proposed to retro-fit performance Level 3 fixtures and fittings in Ash Copse House improving the efficiency in the house and providing mitigation to the cabin.

To demonstrate the potential efficiencies, the Part G Calculation has been carried out and is presented in Annex C.

The modelled Performance Level 3 mains water consumption in Ash Copse House would be 91 Litres/Person/Day and would require improving the efficiency of the following:

- Kitchen tap;
- Downstairs WC;
- Shower; and
- Wash hand basin tap.

The total consumption following these improvements would be 225 Litres/Day (over 365 Days) equating to a reduction of 109 Litres/Day.

5 Conclusion

The development that is subject to this application is retrospective and therefore is already consuming water and, has done so since before Water Neutrality controls were introduced in September 2021.

Through flow testing and introducing mitigation measures in the form of upgrading existing fixtures and fittings it is possible to achieve water neutrality at this site.

Table 7 Water Neutrality

Mitigation	***Ash Copse House (Litres/Day)***	***Cabin (Litres/Day)***	***Total Mains Consumption (Litres/Day)***	***Water Neutrality Achieved***
Pre-Mitigation	309	81	390	YES
Post-Mitigation	225	81	306	

This Water Neutrality Statement demonstrates that the proposed development, with mitigation, will reduce the overall mains water consumption and therefore will not contribute to an existing adverse effect upon the integrity of the internationally designated Arun Valley Special Area of Conservation, Special Protection Area and Ramsar sites by way of increased water abstraction.

6 Figures

Figure 1 Sussex North WRZ

Figure 2 Site Location

Figure 3 Photolog

Figure 1 Sussex North WRZ



Figure 2 Site Location

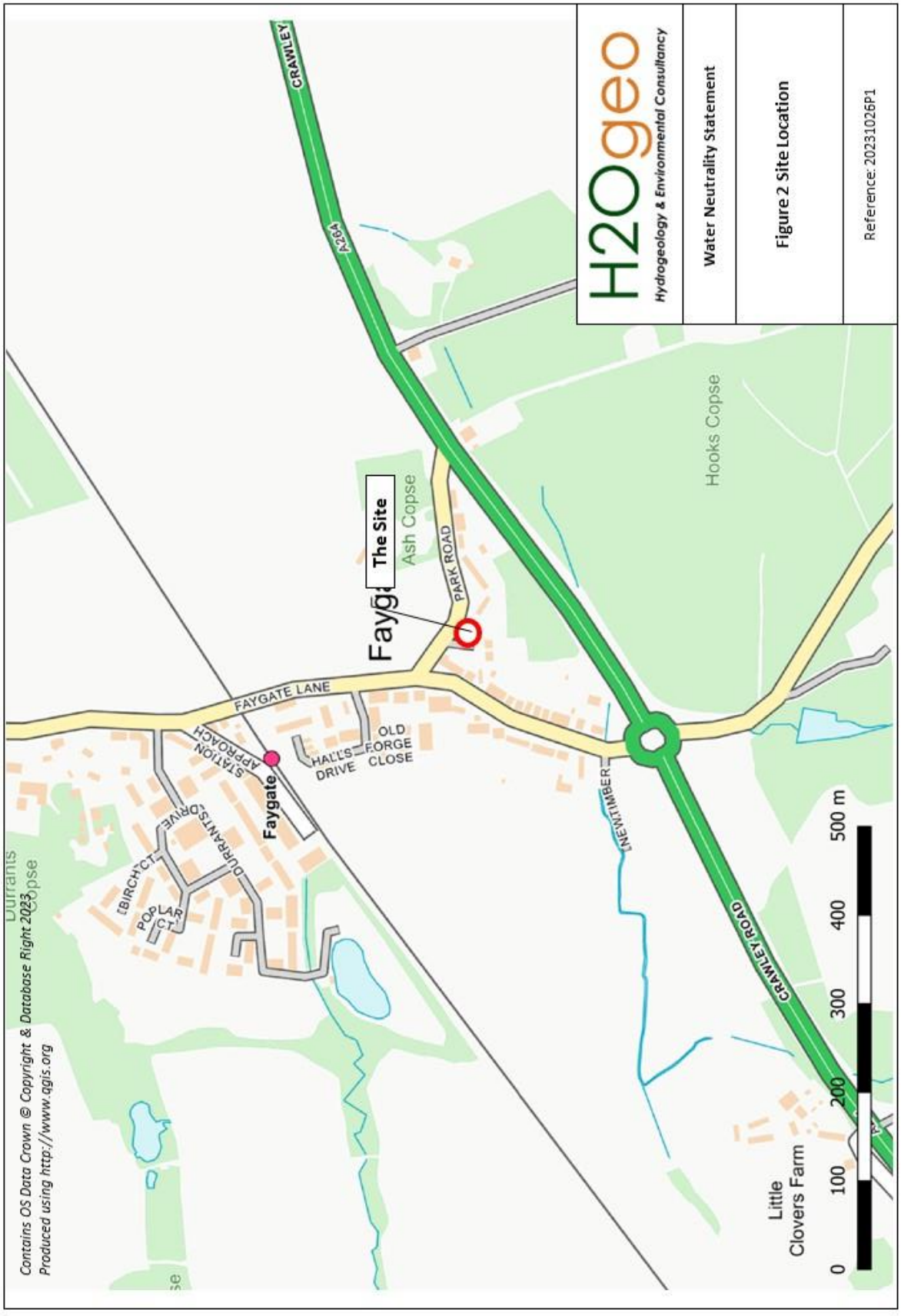
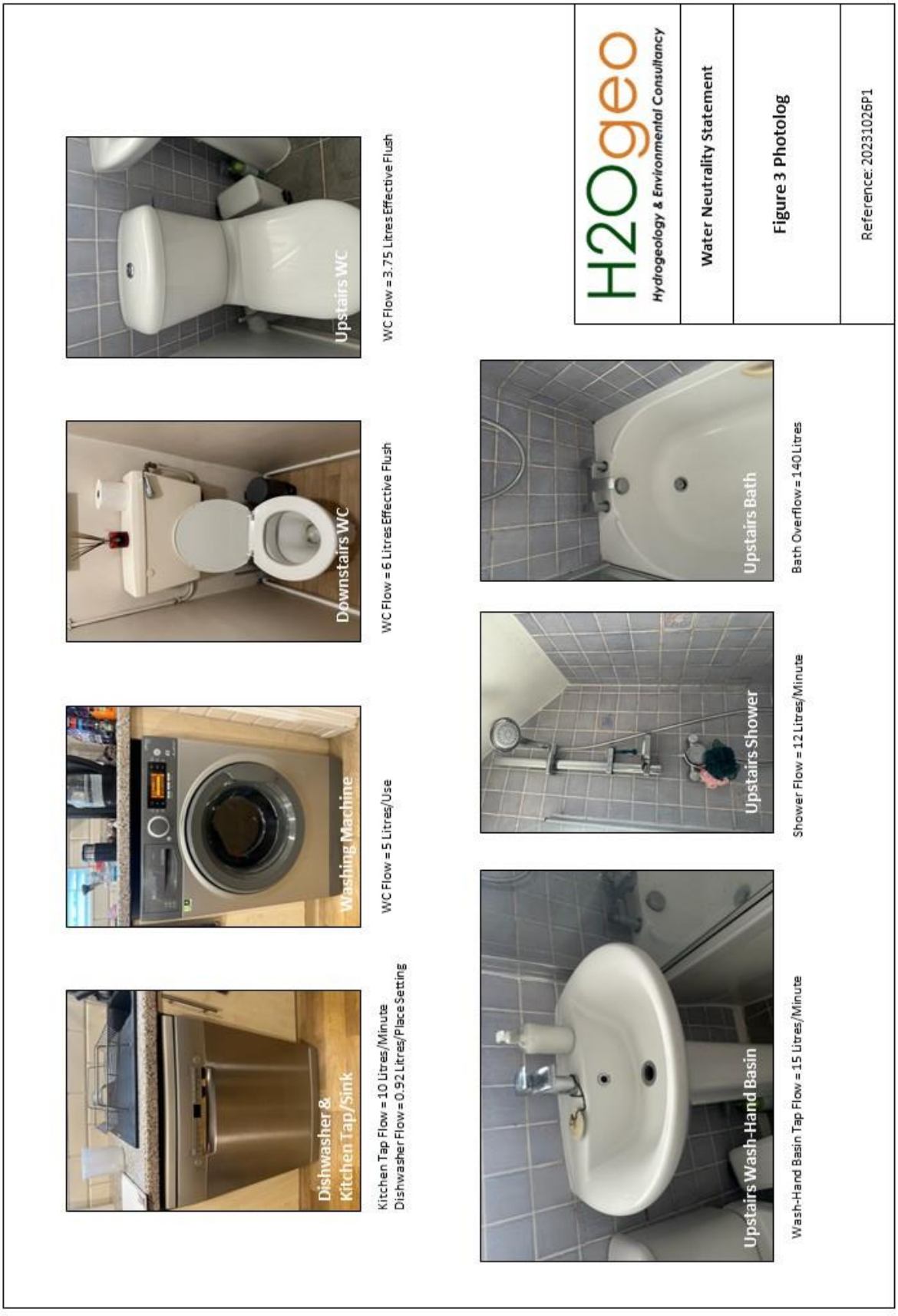


Figure 3 Photolog



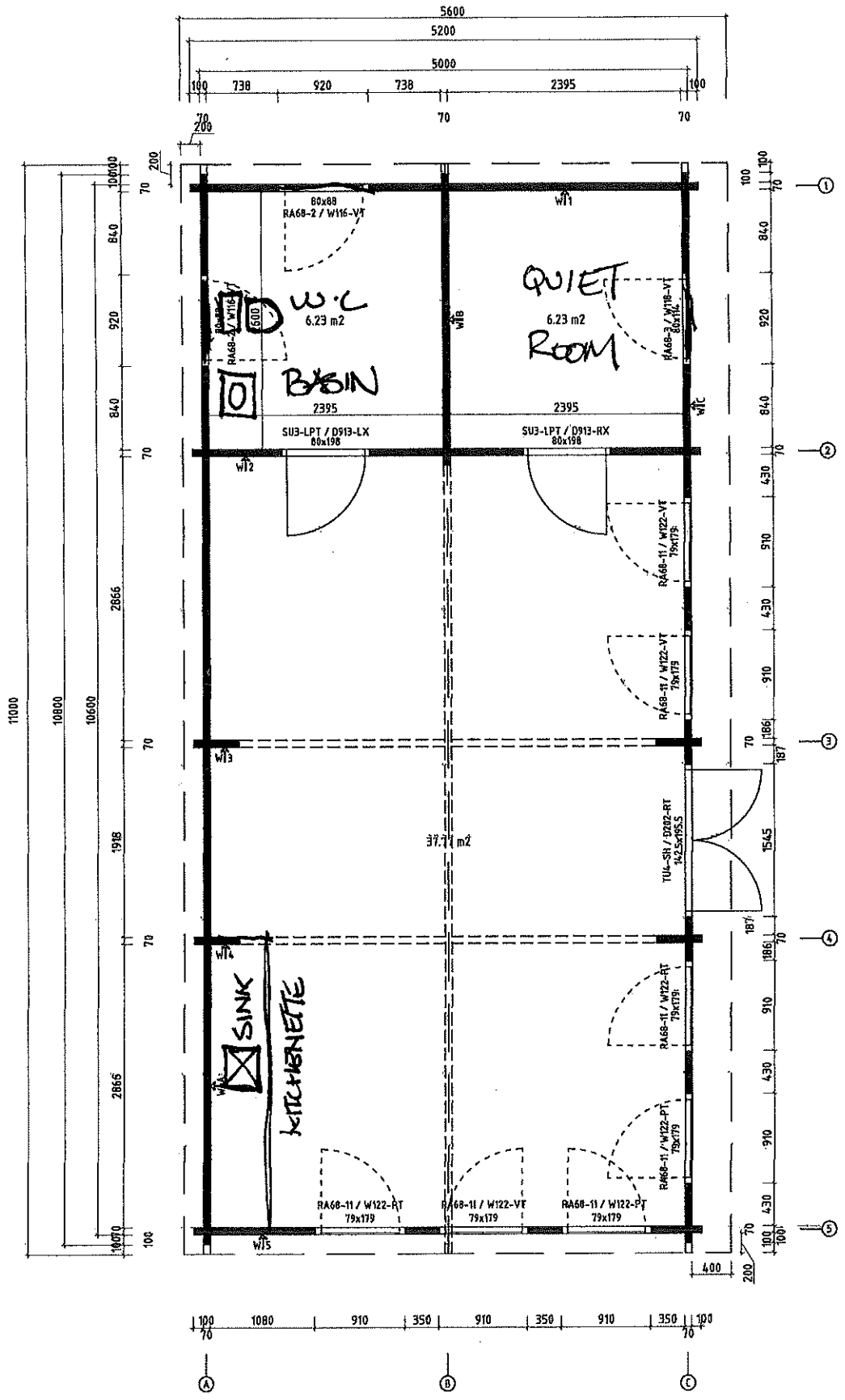
7 Annexes

Annex A - Planning Drawings

Annex B – Water Bills

Annex C - Part G Calculations

Annex A - Planning Drawings



J1521 – SK10

* Fenster und Türen sind ohne Sprossen
Windows and doors are without muntins

Q5 – Qualitätsklasse für Fenster und Türen/
Quality class for windows and doors

Name	Special 520x1080__70 Friend HG20319
Zeichnung/Drawing	Grundplan , Plan
Fläche/Area	7.0x13.5
Datum/Date	25.08.2020

Annex B – Water Bills

Southern Water

Need to get in touch? go to

southernwater.co.uk
0330 303 0277

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

[redacted]
POLICE HOUSE
PARK ROAD
FAYGATE
HORSHAM
RH12 4SG

Your customer number
[redacted]

Payment reference
[redacted]

Date 30 Oct 2017

Your metered bill for 07 April 2017 to 26 October 2017

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 07 April 2017 to 26 October 2017	
Outstanding Balance	

About your payments

Your next Direct Debit payment
01 December 2017

[redacted]

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

Your previous Direct Debit

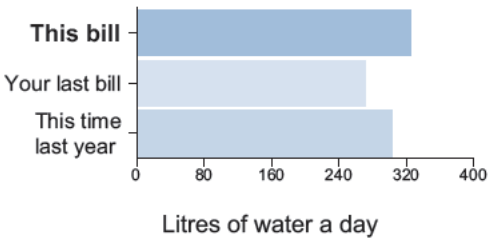
[redacted]

You do not need to pay your balance. Your payments have been amended including the balance on your account

Thank you for paying by Direct Debit.

Your water use

Over the last seven months your household used on average **325** **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 3M113021

Latest reading

1361 00 Read on 26 Oct 2017

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

1295 00 Read on 6 Apr 2017

Cubic metres of water used

66.00

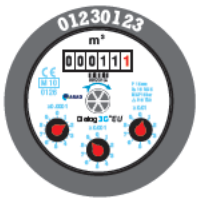
How to read your meter

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 01.05.2018

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
07 April 2017 to 26 October 2017	66.00	[redacted]	[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
07 April 2017 to 26 October 2017	61.05	[redacted]	[redacted]	[redacted]	[redacted]

Total wastewater charges [redacted]

Total charges for 07 April 2017 to 26 October 2017 [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

Your meter reading

Meter number 3M113021

Latest reading

1 5 2 8 0 0 — Read on 26 Apr 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 4 7 5 0 0 — Read on 26 Oct 2018

Cubic metres of water used

5 3 . 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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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 31.10.2019

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
27 October 2018 to 31 March 2019	45.40	[redacted]	[redacted]	[redacted]	[redacted]
01 April 2019 to 26 April 2019	7.60	[redacted]	[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
27 October 2018 to 31 March 2019	42.00	[redacted]	[redacted]	[redacted]	[redacted]
01 April 2019 to 26 April 2019	7.03	[redacted]	[redacted]	[redacted]	[redacted]

Total wastewater charges [redacted]

Total charges for 27 October 2018 to 26 April 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.

Why are there two different periods?

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

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

Southern Water

Need to get in touch? go to

southernwater.co.uk
0330 303 0277

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

[redacted]
POLICE HOUSE
PARK ROAD
FAYGATE
HORSHAM
RH12 4SG

Your customer number
[redacted]

Payment reference
[redacted]

Date 29 Apr 2020

Your metered bill for 27 April 2019 to 17 April 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	[redacted]
What you've been charged for From 27 April 2019 to 17 April 2020	[redacted]
Account Balance	[redacted]

[redacted]

About your payments

Your next Direct Debit payment
01 June 2020

[redacted]

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

Your previous Direct Debit

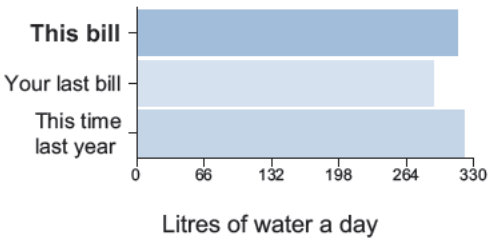
[redacted]

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.

Your water use

Over the last twelve months your household used on average **314** **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 3M113021

Latest reading

1640 00 Read on 17 Apr 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

1528 00 Read on 26 Apr 2019

Cubic metres of water used

112.00

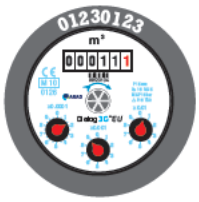
How to read your meter

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 30.10.2020

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
27 April 2019 to 31 March 2020	106.40	[redacted]	[redacted]	[redacted]	[redacted]
01 April 2020 to 17 April 2020	5.60	[redacted]	[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
27 April 2019 to 31 March 2020	98.42	[redacted]	[redacted]	[redacted]	[redacted]
01 April 2020 to 17 April 2020	5.18	[redacted]	[redacted]	[redacted]	[redacted]

Total wastewater charges [redacted]

Total charges for 27 April 2019 to 17 April 2020 [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

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

WATER for LIFE from Southern Water

[redacted]
POLICE HOUSE
PARK ROAD
FAYGATE
HORSHAM
RH12 4SG

We're making things right
We didn't manage and report compliance correctly at our wastewater treatment works between 2010–17. This means we need to make things right for our customers and the environment. As agreed with Ofwat, we've reduced our wastewater charges by £123m until 2025 (bills will still rise with inflation and depend on your water use).
We're also investing in fixing pipes, pumping stations, wastewater plants and sewers to protect the environment.
Find out more at:
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 [redacted],

Here's your latest bill based on the meter reading we took on 11 April 2022. 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

130 m³

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

Meter number: 3M113021

Latest reading: 11 Apr 2022

		1	9	1	4	.	0	0

Previous reading: 21 May 2021

		1	7	8	4	.	4	0

Your next meter reading is scheduled to take place by 31 Oct 2022

Previous bill's usage
144.40 m³

Charges

[redacted]

Bill date
13 Apr 2022

Billing period
From: 22 May 2021
To: 11 April 2022

Bill type
Metered - Direct Debit

Previous bill's charges
[redacted]

Future payments

Next monthly payment

[redacted]

3 May 2022

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

Struggling to pay? See p. 3

Previous bill's payments
[redacted] **monthly**

Water

Period: 22 May 2021 to 31 March 2022

Variable Rate	[redacted]	x 125.70m³	=	[redacted]
Standing Charge			=	[redacted]

Period: 01 April 2022 to 11 April 2022

Variable Rate	[redacted]	x 3.90m³	=	[redacted]
Standing Charge			=	[redacted]
Total Water				[redacted]

Wastewater

Period: 22 May 2021 to 31 March 2022

Variable Rate	[redacted]	x 116.27m³	=	[redacted]
Standing Charge			=	[redacted]

Period: 01 April 2022 to 11 April 2022

Variable Rate	[redacted]	x 3.61m³	=	[redacted]
Standing Charge			=	[redacted]
Total Wastewater				[redacted]

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

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.

1053 - M - Document 1 of 1 - 14042022 - 4137761 - 4137931

STA-SWF138-2-1220

Your account summary

Balance brought forward from your last bill	[redacted]
What you've paid since your last bill	[redacted]
What you've been charged for From 22 May 2021 to 11 April 2022	[redacted]
Outstanding Balance	[redacted]

Your payments summary

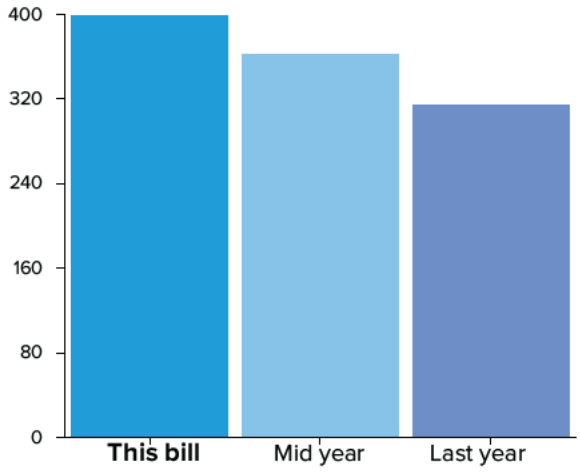
Past monthly payments	
1 Jul 2021	[redacted]
2 Aug 2021	
1 Sep 2021	
1 Oct 2021	
1 Nov 2021	
1 Dec 2021	
4 Jan 2022	
1 Feb 2022	
1 Mar 2022	
1 Apr 2022	
Total	

Future monthly payments	
3 May 2022	[redacted]
1 Jun 2022	
1 Jul 2022	
1 Aug 2022	
1 Sep 2022	
3 Oct 2022	
1 Nov 2022	
1 Dec 2022	
3 Jan 2023	
1 Feb 2023	
1 Mar 2023	
3 Apr 2023	
2 May 2023	
Total	

Your water use

Over the last eleven months your household used an average of 399 litres a day

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



We noticed your water use has increased by 37 litres of water a day on average.

If you use less water, you'll save money on your bill. Find out how you could reduce your usage here:

southernwater.co.uk/save-water

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.

WATER for LIFE from Southern Water

[redacted]
POLICE HOUSE
PARK ROAD
FAYGATE
HORSHAM
RH12 4SG

We're making things right
We didn't manage and report compliance correctly at our wastewater treatment works between 2010–17. This means we need to make things right for our customers and the environment. As agreed with Ofwat, we've reduced our wastewater charges by £123m until 2025 (bills will still rise with inflation and depend on your water use).
We're also investing in fixing pipes, pumping stations, wastewater plants and sewers to protect the environment.
Find out more at: **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 [redacted],

Here's your latest bill based on the meter reading we took on 12 April 2023. 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

139 m³

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

Meter number: 3M113021

Latest reading: 12 Apr 2023

		2	0	5	3	.	0	0

Previous reading: 11 Apr 2022

		1	9	1	4	.	0	0

Your next meter reading is scheduled to take place by 31 Oct 2023

Previous bill's usage
129.60 m³

Charges

[redacted]

Bill date
18 Apr 2023

Billing period
From: 12 April 2022
To: 12 April 2023

Bill type
Metered - Direct Debit

Previous bill's charges [redacted]

Future payments

Next monthly payment

[redacted]

2 May 2023

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

Struggling to pay? See p. 3

Previous bill's payments [redacted]

Water

Period: 12 April 2022 to 31 March 2023

Variable Rate	[redacted] x	134.60m³	=	[redacted]
Standing Charge			=	[redacted]

Period: 01 April 2023 to 12 April 2023

Variable Rate	[redacted] x	4.40m³	=	[redacted]
Standing Charge			=	[redacted]
Total Water				[redacted]

Wastewater

Period: 12 April 2022 to 31 March 2023

Variable Rate	[redacted] x	124.51m³	=	[redacted]
Standing Charge			=	[redacted]

Period: 01 April 2023 to 12 April 2023

Variable Rate	[redacted] x	4.07m³	=	[redacted]
Standing Charge			=	[redacted]
Total Wastewater				[redacted]

1423 - M - Document 1 of 1 - 19042023 - 5276557 - 5276606

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

If you would like to know more about how we calculate our charges, please go to **www.southernwater.co.uk/account/how-we-calculate-your-bill**

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	[redacted]
What you've been charged for From 12 April 2022 to 12 April 2023	[redacted]
Outstanding Balance	[redacted]

Your payments summary

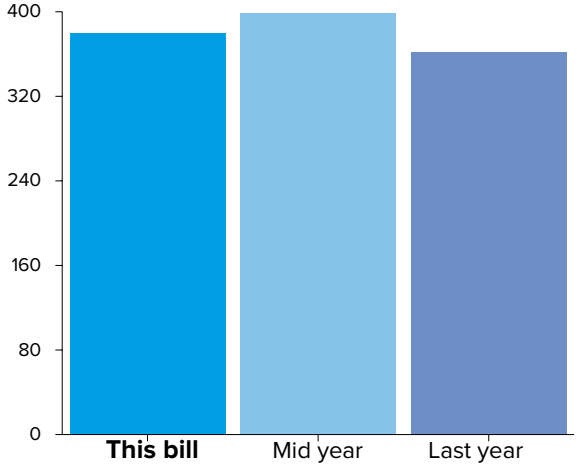
Past monthly payments	
3 May 2022	[redacted]
1 Jun 2022	
1 Jul 2022	
1 Aug 2022	
1 Sep 2022	
3 Oct 2022	
1 Nov 2022	
1 Dec 2022	
3 Jan 2023	
1 Feb 2023	
1 Mar 2023	
3 Apr 2023	
Total	

Future monthly payments	
2 May 2023	[redacted]
1 Jun 2023	
3 Jul 2023	
1 Aug 2023	
1 Sep 2023	
2 Oct 2023	
1 Nov 2023	
1 Dec 2023	
2 Jan 2024	
1 Feb 2024	
1 Mar 2024	
2 Apr 2024	
1 May 2024	
Total	

Your water use

Over the last twelve months your household used an average of 380 litres a day

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

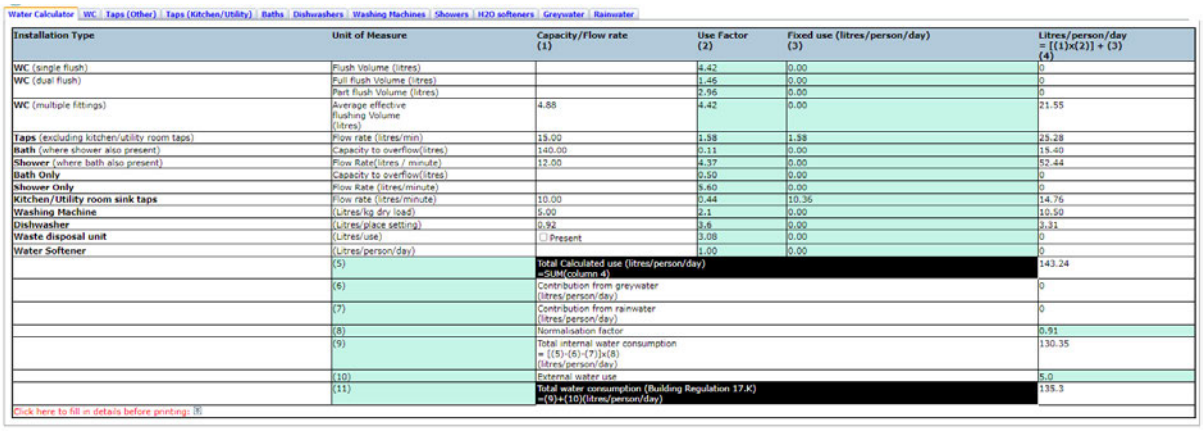


Your water meter is read twice a year. We can read most meters from the street – so you may not have noticed when we read yours.



Annex C – Part G Calculations

Ash Copse House – Flow Tested and BREEAM Performance Level

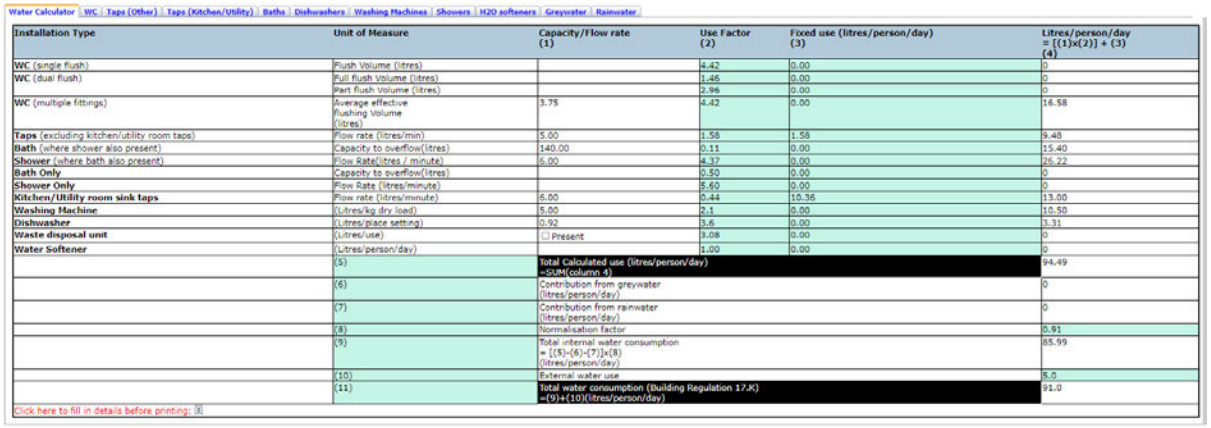


Water Calculator | WC | Taps (Other) | Taps (Kitchen/Utility) | Baths | Dishwashers | Washing Machines | Showers | H2O softeners | Greywater | Rainwater

Installation Type	Unit of Measure	Capacity/Flow rate (1)	Use Factor (2)	Fixed use (litres/person/day) (3)	Litres/person/day = [(1)x(2)] + (3) (4)
WC (single flush)	Flush Volume (litres)		4.42	0.00	0
WC (dual flush)	Full flush Volume (litres)		1.46	0.00	0
	Part flush Volume (litres)		2.96	0.00	0
WC (multiple fittings)	Average effective flushing Volume (litres)	4.88	4.42	0.00	21.55
Taps (excluding kitchen/utility room taps)	Flow rate (litres/min)	13.00	1.58	1.58	29.28
Bath (where shower also present)	Capacity to overflow(litres)	140.00	0.11	0.00	15.40
Shower (where bath also present)	Flow Rate(litres / minute)	12.00	4.37	0.00	52.44
Bath Only	Capacity to overflow(litres)		0.50	0.00	0
Shower Only	Flow Rate (litres/minute)		5.60	0.00	0
Kitchen/Utility room sink taps	Flow rate (litres/minute)	10.00	0.44	10.36	14.76
Washing Machine	(Litres/kg dry load)	5.00	2.1	0.00	10.50
Dishwasher	(Litres/place setting)	0.92	3.6	0.00	3.31
Waste disposal unit	(Litres/use)	☐ Present	3.08	0.00	0
Water Softener	(Litres/person/day)		1.00	0.00	0
	(5)	**Total Calculated use (litres/person/day) =SUM(column 4)**			143.24
	(6)	Contribution from greywater (litres/person/day)			0
	(7)	Contribution from rainwater (litres/person/day)			0
	(8)	Normalisation factor			0.91
	(9)	Total internal water consumption = [(5)-(6)-(7)]x(8) (litres/person/day)			130.35
	(10)	External water use			5.0
	(11)	**Total water consumption (Building Regulation 17.K) =(9)+(10)(litres/person/day)**			135.3

Click here to fill in details before printing:

BREEAM Performance Level 3 – Ash Copse House



Water Calculator | WC | Taps (Other) | Taps (Kitchen/Utility) | Baths | Dishwashers | Washing Machines | Showers | H2O softeners | Greywater | Rainwater

Installation Type	Unit of Measure	Capacity/Flow rate (1)	Use Factor (2)	Fixed use (litres/person/day) (3)	Litres/person/day = [(1)x(2)] + (3) (4)
WC (single flush)	Flush Volume (litres)		4.42	0.00	0
WC (dual flush)	Full flush Volume (litres)		1.46	0.00	0
	Part flush Volume (litres)		2.96	0.00	0
WC (multiple fittings)	Average effective flushing Volume (litres)	3.75	4.42	0.00	16.58
Taps (excluding kitchen/utility room taps)	Flow rate (litres/min)	5.00	1.58	1.58	9.48
Bath (where shower also present)	Capacity to overflow(litres)	140.00	0.11	0.00	15.40
Shower (where bath also present)	Flow Rate(litres / minute)	6.00	4.37	0.00	26.22
Bath Only	Capacity to overflow(litres)		0.50	0.00	0
Shower Only	Flow Rate (litres/minute)		5.60	0.00	0
Kitchen/Utility room sink taps	Flow rate (litres/minute)	6.00	0.44	10.36	13.00
Washing Machine	(Litres/kg dry load)	5.00	2.1	0.00	10.50
Dishwasher	(Litres/place setting)	0.92	3.6	0.00	3.31
Waste disposal unit	(Litres/use)	☐ Present	3.08	0.00	0
Water Softener	(Litres/person/day)		1.00	0.00	0
	(5)	**Total Calculated use (litres/person/day) =SUM(column 4)**			94.49
	(6)	Contribution from greywater (litres/person/day)			0
	(7)	Contribution from rainwater (litres/person/day)			0
	(8)	Normalisation factor			0.91
	(9)	Total internal water consumption = [(5)-(6)-(7)]x(8) (litres/person/day)			85.99
	(10)	External water use			5.0
	(11)	**Total water consumption (Building Regulation 17.K) =(9)+(10)(litres/person/day)**			91.0

Click here to fill in details before printing: