WATER NEUTRALITY STATEMENT FOR THE PROPOSED DEVELOPMENT AT SANDGATE HOUSE, WATER LANE, STORRINGTON, WEST SUSSEX, RH20 3LY.

Planning Reference: TBD
H2Ogeo Reference: 20240314P4
Date: 29 April 2024

Version: FINAL v1.0

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Executive Summary

H2Ogeo provided this Water Neutrality Statement to accompany a planning application for the conversion of one seven-bedroom house into one 3-bed and one 4-bed residential property at Sandgate House, Water Lane, Storrington, West Sussex, RH20 3LY.

The Water Neutrality Statement demonstrates that the proposed development, with mitigation in both properties can achieve water neutrality.

Fixtures and fittings in the three-bed property will meet Performance Level 3 of BREEAM along with all showers in the four-bed property achieving Performance Level 3.

With this mitigation in place 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 requested to provide a proposal for a Water Neutrality Statement to support a planning application to be submitted to Horsham District Council (HDC) Local Planning Authority (LPA).

The Water Neutrality Statement aims to demonstrate that 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.*

The proposal was accepted 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 to support a planning application for the sub division of a house to create two semi-detached dwellings, including the formation of a porch and detached car port.

The planning drawings are presented in Annex A showing the proposed development and site location is presented in Figure 1.

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 2 along with the proposed site and boundary of the Sussex North WRZ

The Hardham Groundwater abstraction is located approximately 7.3km north west of the proposed site.

[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 Sandgate House, Water Lane, Storrington, West Sussex, RH20 3LY. It is located east of Storrington village centre, north of Sangate sand pit and the Washington Road (A283).

The proposed sub division is centred on National Grid Reference: TQ10018 14414 (Easting: 510018, Northing: 114414) and presented in Figure 1.

2.1 Existing Site

The existing property consists of a seven-bedroom property with associated gardens and driveway.

The planning drawings presented in Annex A show the existing layout of the property.

2.1.1 Existing Fixtures and Fittings

The numbers of existing fixtures and fittings are summarised in the table below:

Table 1 Existing Fixtures and Fittings

Fixture	***7-Bedroom House***
WC	7
Taps (excluding kitchen/utility room taps)	7
Bath (where shower also present)	1
Shower (where bath also present)	4
Kitchen/Utility room sink taps	3
Washing Machine	2
Dishwasher	2
Outside Tap	1

The existing fixtures and fittings were flow tested by H2Ogeo on 26 April 2024 and photos are presented in Figures 3 and 4.

2.2 Proposed Development

The proposed development for the sub-division of the property will provide one four-bed and one three-bed property. The internal layout of the four-bed property will not change as part of the development with fixtures and fittings staying the same.

The two proposed properties are presented in Annex A.

2.2.1 Proposed Fixtures & Fittings

As a result of the proposed development there will be an increase in mains water consuming fixtures and fittings, these are summarised below:

Table 2 Proposed Development's Fixtures and Fittings

Fixture	***Four-Bedroom House***	***Three-Bedroom House***	***Combined Totals***
WC	4	4	8
Taps (excluding kitchen/utility room taps)	4	4	8
Bath (where shower also present)	1	2	3

Fixture	*Four-Bedroom House*	*Three-Bedroom House*	*Combined Totals*
Shower (where bath also present)	3	3	6
Kitchen/Utility room sink taps	2	2	4
Washing Machine	1	1	2
Dishwasher	1	1	2

3 Baseline Water Consumption

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

3.1 Existing Demand

The existing demand and baseline water consumption is based on water bills provided by the Client and presented in Annex B.

The bills range from the 5 September 2016 to 17 August 2023 and are summarised below:

Table 3 Water Bill Summary

From	To	m3	Days	Litres/Day
05/09/2016	25/01/2017	77	142	542
26/01/2017	18/08/2017	145	204	711
19/08/2017	21/02/2018	100	186	538
22/08/2018	07/02/2019	88	169	521
08/02/2019	03/09/2019	125	207	606
03/08/2020	14/08/2021	177	376	471
14/08/2021	25/07/2022	178	345	516
25/07/2022	17/08/2023	162	388	418
			Maximum	711
			Minimum	418
			Average	540

The average consumption over this period was 540 Litres/day, with a maximum of 711 Litres/Day and a minimum of 418 Litres/Day.

4 Proposed Demand

The existing flow rates from the four-bed property are presented in the table below, these were tested by H2Ogeo on the 26 April 2024. Results from all flow testing are presented in Annex C and the averages in the table below:

Table 4 Efficiency of the existing and proposed Fixtures and Fittings – Four-Bedroom

Fixture – Four-Bedroom Property	***Number***	***Flow/Performance***	***Unit***
WC	4	4.5	Effective Flush
Taps (excluding kitchen/utility room taps)	4	11	Litres/Minute
Shower Only	3	12	Litres/Minute
Kitchen/Utility room sink taps	2	12.5	Litres/Minute
Washing Machine	1	5	Litres/kg
Dishwasher	1	0.77	Litres/Place Setting

The modelled mains water consumption from the four-bed part of the proposed development is 128.7 Litres/Person/Day.

Based on data extrapolated from Horsham District Council's 2021 census[2] the population of a four bed property is taken to be 2.89 people. Therefore, the total consumption from this four-bed property has the potential to be 372 Litres/Day.

The table below presents the proposed efficiency of each fixture and fitting in the three-bed property.

Table 5 Efficiency of the Proposed Fixtures and Fittings – Three-Bedroom

Fixture – Three-Bedroom Property	***Number***	***Performance Level 3***	***Unit***
WC	4	3.75	Effective Flush
Taps (excluding kitchen/utility room taps)	4	5	Litres/Minute
Shower Only	3	6	Litres/Minute
Bath	2	140	Litres/Fill
Kitchen/Utility room sink taps	2	6	Litres/Minute
Washing Machine	1	5.00	Litres/kg
Dishwasher	1	0.77	Litres/Place Setting

A Part G Calculation has been used to model the mains water consumption in the three-bed property. With the efficiencies outlined above the consumption would be 90.5 Litres/Person/Day, with 2.47 People therefore 224 Litres/Day.

[2] Extrapolated 2021 Horsham District Population Census Data

4.1 Consumption Summary

The table below identifies the existing and proposed water consumption:

Table 6 Summary of Mains Water Consumption

Existing Demand 7xBed Property (L/Day)	***Proposed 3-Bedroom (Litres/Day)***	***4-Bedroom Consumption (Litres/Day)***	***Combined Total (Litres/Day)***	***Water Neutral***
540	224	372	596	NO

5 Water Neutrality Mitigation

To achieve water neutrality it will be necessary to offset 56 Litres/Day through the proposed development. It is proposed to upgrade the shower head efficiencies to Performance Level 3 under the BREEAM standards.

Performance Level 3 = 6 Litres/Minute under BREEAM and the Part G Calculator has been used to assess the potential savings in a four-bedroom property.

The Part G is presented in Annex D and summarised below:

One Four-Bedroom Property with Performance Level 3 Showers = 98.1 Litres/Person/Day and 284 Litres/Day.

This is a saving of 88 Litres/Day, therefore the mitigation would achieve water neutrality.

6 Conclusion

The proposed development, with mitigation measures of installing upgraded fixtures and fittings in both properties, would be water neutral.

The upgraded shower fixtures and fittings in the four-bed property will achieve a daily mains water consumption of 284 Litres/Person/Day combined with the new three-bed property's fixtures and fittings achieving 224 Litres/Day = 508 Litres/Day. This is less than the currently billed average of 540 Litres/Day.

This proposed development will consume less water than the existing property.

Table 7 Water Neutrality Conclusion

Mitigation	***Existing Demand 7xBed Property (L/Day)***	***Proposed 3-Bedroom (Litres/Day)***	***4-Bedroom Consumption (Litres/Day)***	***Combined Total (Litres/Day)***	***Water Neutral***
Pre-Mitigation	540	224	372	596	NO
Post-Mitigation	540	224	284	508	YES

This Water Neutrality Statement demonstrates that 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.

7 Figures

Figure 1 Sussex North WRZ

Figure 2 Site Location

Figure 3 Site Photolog

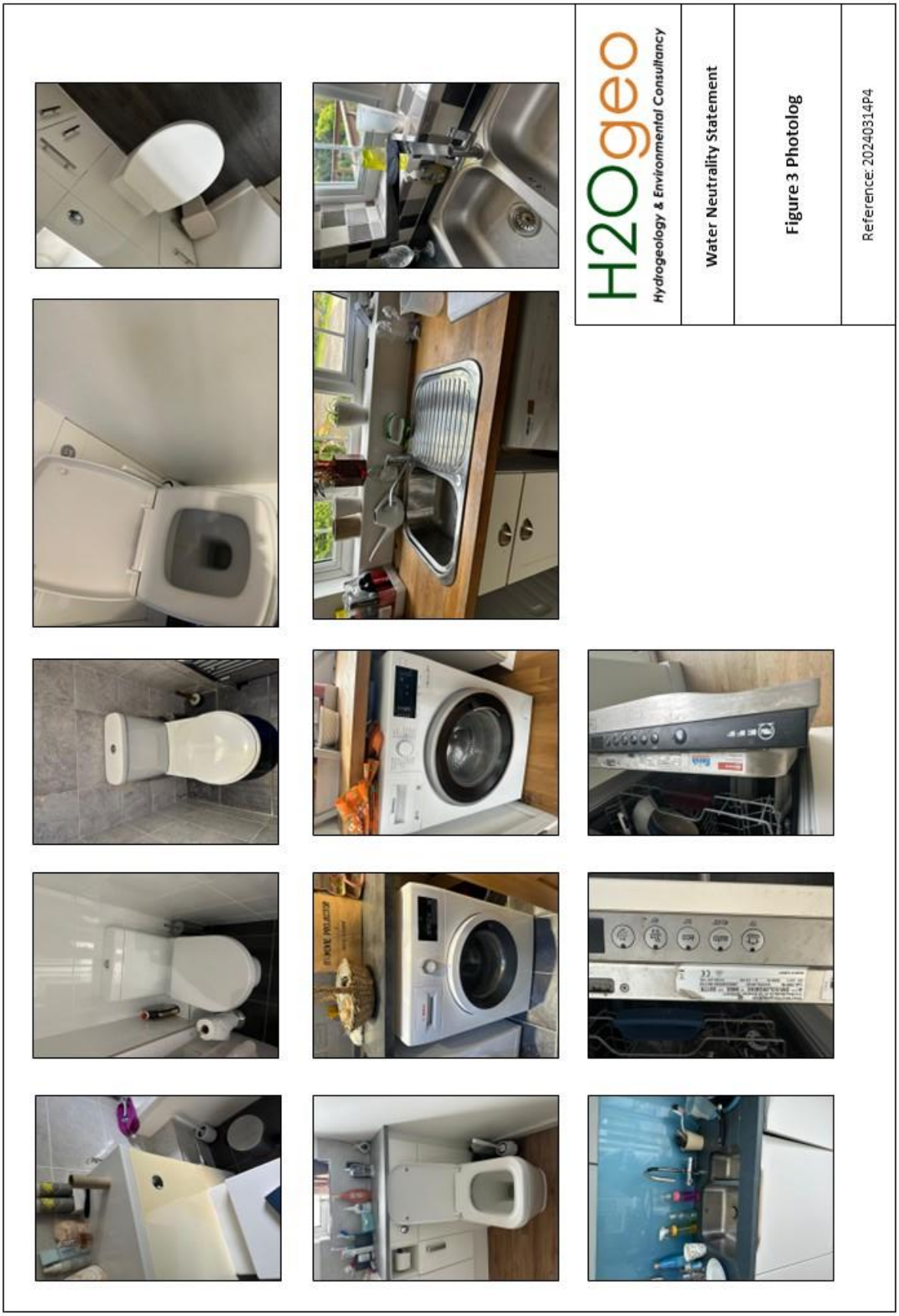
Figure 1 Sussex North WRZ

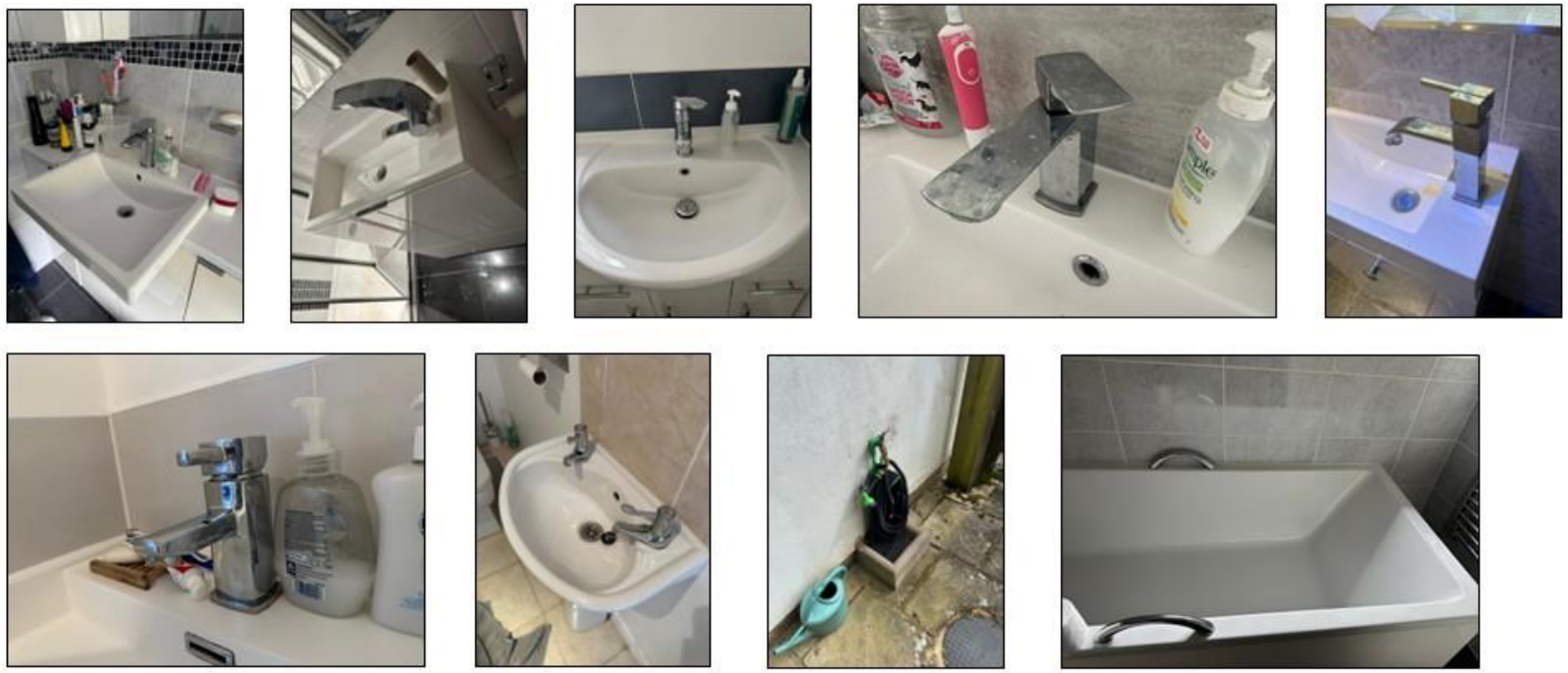


Figure 2 Site Location



Figure 3 & 4 Photolog





H2Ogeo
Hydrogeology & Environmental Consultancy

Water Neutrality Statement

Figure 4 Photolog

Reference: 20240314P4

8 Annexes

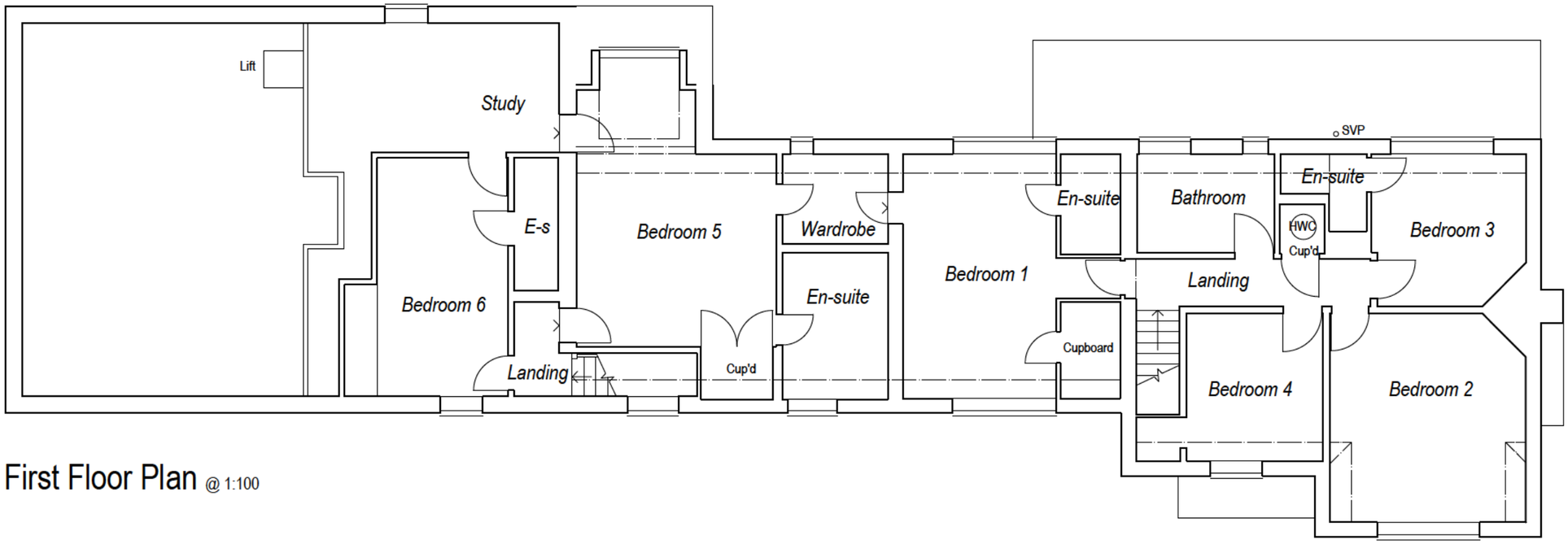
Annex A - Planning Drawings

Annex B – Water Bills

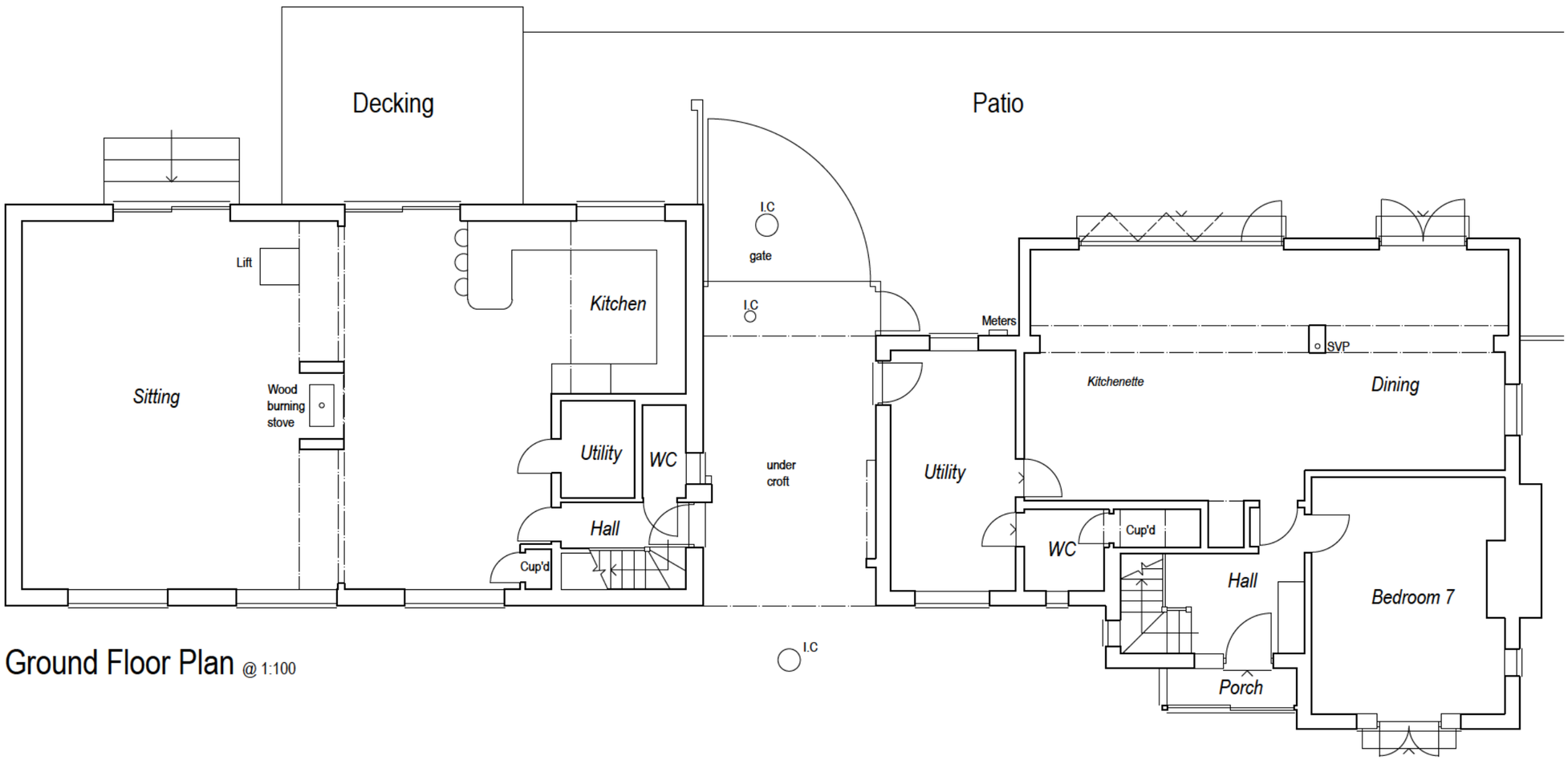
Annex C – H2Ogeo Flow Testing Results

Annex D - Part G Calculations

Annex A - Planning Drawings



First Floor Plan @ 1:100



Ground Floor Plan @ 1:100



0 1 2 3 5m

Scale 1:100

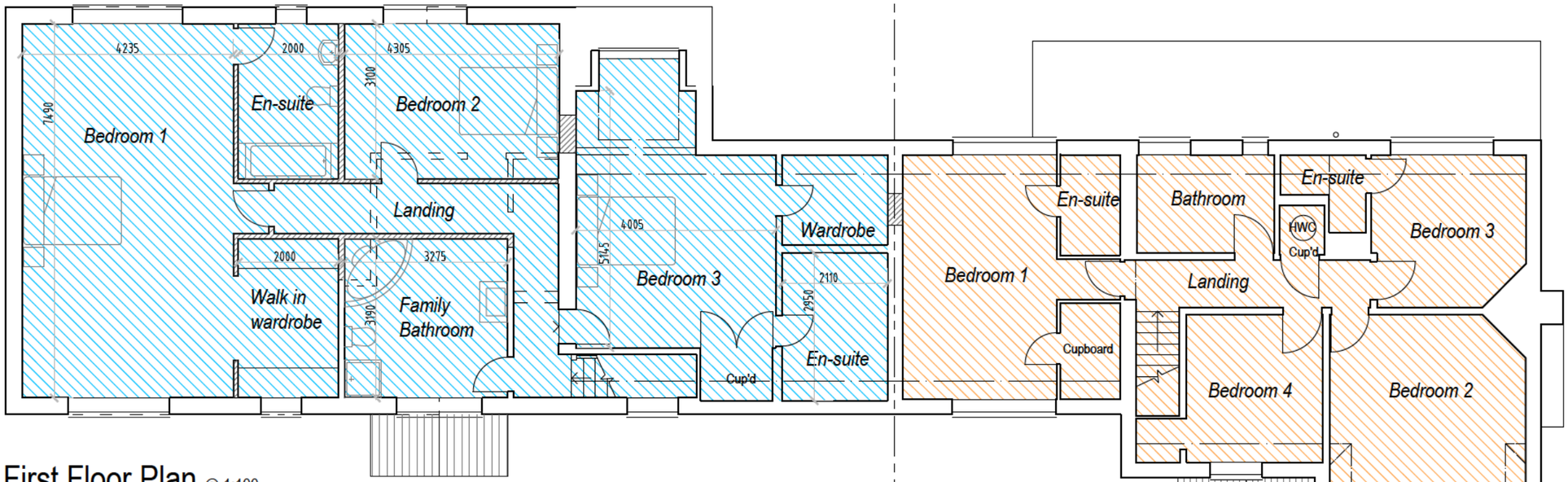
Rev	Description	Date

Job Reference	Client
House Subdivision Sandgate House, Water Lane Storrington, RH20 3LY	Mr & Mrs Dunn
Drawing Title	**Drawing No** / **Rev**
Existing Plans	ADC 1538/02

Date	Scale	Dwg Size	Plot Style	Drawn	Checked
14.08.23	1:200	A3	ADCgreyscale	CW	

All dimensions to be checked on site and do not scale from this drawing. This drawing should be approved by Local Authority Building Control or other appropriate checking authority prior to commencement of work. This drawing should not be reproduced without the prior consent of the author.

ADC Alistair Dodd Consulting
Architectural Services
Citibase Brighton. 95 Ditchling Road
Brighton . East Sussex . BN1 4ST
Tel: 01273 558330
Email: info@adcbrighton.co.uk
www.adcbrighton.com

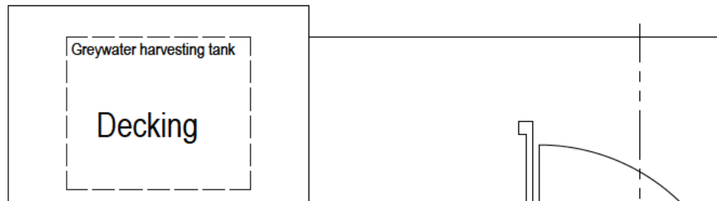


First Floor Plan @ 1:100

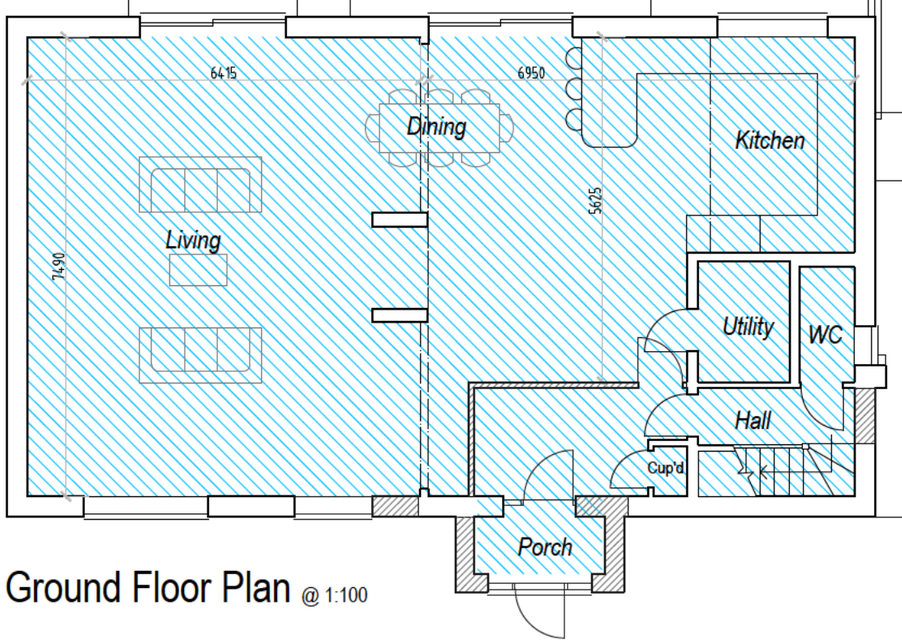
3 bed house: area = 219.2m²

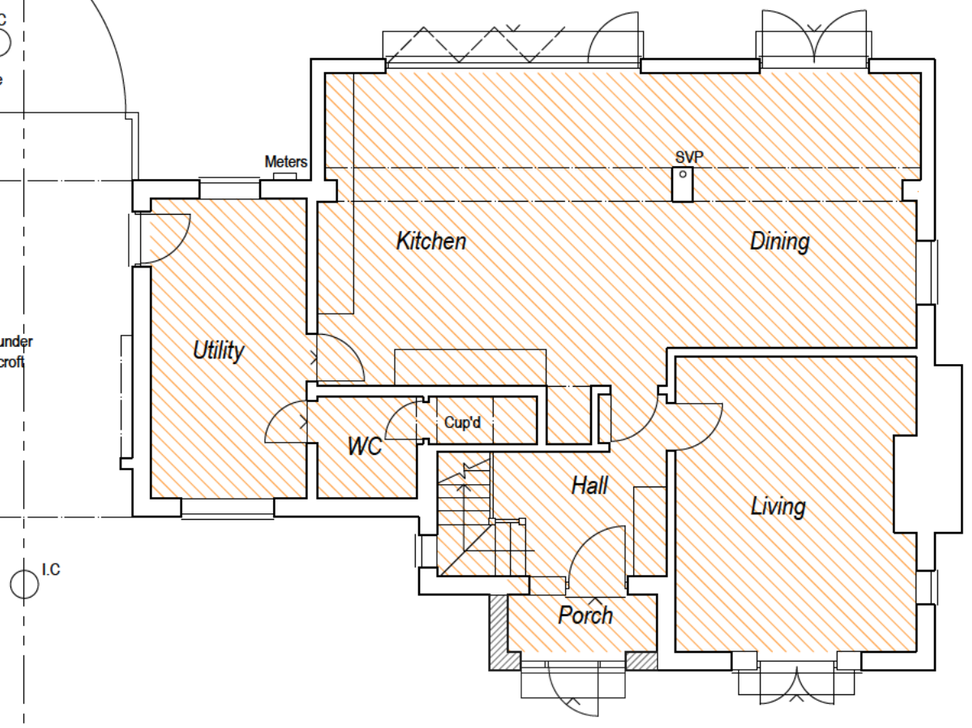
4 bed house: area = 174.9m²





Patio





Ground Floor Plan @ 1:100

0 1 2 3 5m

Scale 1:100

Rev	Description	Date
B	Walk in wardrobe and family bathroom added	03.10.23
A	Porch added and side entrance door reinstated	20.09.23

Job Reference	Client
House Subdivision Sandgate House, Water Lane Storrington, RH20 3LY	Mr & Mrs Dunn

Drawing Title	Drawing No	Rev
Proposed Plans	ADC 1538/04	B

Date	Scale	Dwg Size	Plot Style	Drawn	Checked
14.08.23	1:200	A3	ADCgreyscale	CW	

All dimensions to be checked on site and do not scale from this drawing. This drawing should be approved by Local Authority Building Control or other appropriate checking authority prior to commencement of work. This drawing should not be reproduced without the prior consent of the author.

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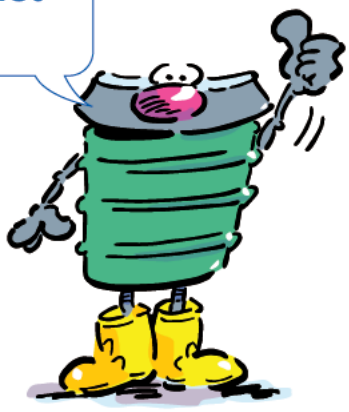
Architectural Services

Citibase Brighton. 95 Ditchling Road
Brighton . East Sussex . BN1 4ST
Tel: 01273 558330
Email: info@adcbrighton.co.uk
www.adcbrighton.com

Annex B – Water Bills

Southern Water

We're helping you adjust to metered billing



[redacted]
SANDGATE HOUSE
WATER LANE
STORRINGTON
PULBOROUGH
RH20 3LY

385B

50841FWWB00105/133/B

21 February 2017

It's been six months since we turned on your water meter

With a meter you pay for the water you use, it's a fairer way to charge.

Your water usage

Meter reading when we turned on your meter	05 Sep 2016	285
Meter reading after three months		
Meter reading after six months	25 Jan 2017	362
Total volume of water used (1m³ = 1,000 litres)		**77m³**

Since we turned on your meter, the average daily water usage for your household = 538 litres.

We enclose your first half-yearly bill for this period of £105.81*

*This amount excludes any transfers, adjustments and payments.

If you keep using the same amount of water your spend for the year will be around £270.

To help you compare, if you were still getting your old bill it would be £421 for the year.

Trouble paying? Can you afford it?

Will you find it hard to pay this? If the answer is yes, go to **www.southernwater.co.uk** or call **0333 200 3015** for advice about saving water and reducing your water and energy bills.

If you still think you can't reduce the amount of water you use by much and are unable to pay, please turn over for more details on how we can help you adjust to your new bill amount with our 'changeover' tariff.

Turn over for more details ➤

Customer number:
[redacted]

Meter payment reference number:
[redacted]

About your new meter

You can find your meter:
outside your property

Serial number:
9029031

Supply address
SANDGATE HOUSE
WATER LANE
PULBOROUGH RH20 3LY

Any questions about your new meter, your account, or your payments?

Just call
0333 200 3015

Opening hours
8am - 7pm Monday to Friday
8.30am - 2pm on Saturdays

Or go to

www.southernwater.co.uk/metering

Southern Water, PO Box 41,
Worthing BN13 3NZ

Southern Water Services Limited,
Registered Office – Southern House,
Yeoman Road, Worthing BN13 3NX

Registered in England No. 2366670

BILL_N 2267 IVC B_UK 77063 10614.4.1

Southern Water

Have you read my top 10 tips at www.southernwater.co.uk?



Customer Number:
[redacted]

Payment reference number:
[redacted]

Bill Date:
21 February 2017

Supply address:
SANDGATE HOUSE
WATER LANE
PULBOROUGH RH20 3LY

[redacted]
SANDGATE HOUSE
WATER LANE
STORRINGTON
PULBOROUGH
RH20 3LY

Your metered statement

For 05 September 2016 to 25 January 2017

Your account summary	£
What you've paid since your last bill	70.20 Credit
Returned Payments	11.70
Transfer From account 4047943516	10.31 Credit

Charges this period	£
Metered water charges	105.81

See page 2 for full details ➤

Total	£37.00

We have carried out a review of your payment scheme. Based on your current consumption the amounts you have to pay have been amended to £29.80 monthly from 05 Apr 2017.

This is your first metered bill. For your first four metered bills, when your metered amount is higher than your old bill, you can go on our 'changeover' tariff - call 0333 200 3015 to go on this tariff. Please note your new payment reference.

Managing your water

How do you compare?

This period you've used an average of **538 litres** of water per day. Have a look at this table to see how efficient your water usage is based on the size of your household.

Efficient total daily water use (litres)

1 person	Flat	163
	House/garden	178
2 people	Flat	259
	House/garden	274
3 people	Flat	355
	House/garden	370
4 people	Flat	423
	House/garden	438
5 people	Flat	478
	House/garden	493
6 people	Flat	533
	House/garden	548

Your usage is the same as an efficient six person household without a garden

BILL_N 2267 IVC B_UK 77065 10614.4.2

How to pay your bill

Direct Debit – please fill out the enclosed form if you prefer to pay by Direct Debit or visit our website **www.southernwater.co.uk**

Debit and credit cards – Pay online at **www.southernwater.co.uk** or you can ring our automated line on **0330 303 1263** (available 24 hours a day)

Home or telephone banking – please quote your payment reference number. Our bank sort code is 57 70 63 and our bank account number is 00000000.

Payment card – ring our 24 hour automated service on **0330 303 1263** to apply for a payment card. This can be used at all Post Offices and Paypoint outlets. We can offer weekly, fortnightly or monthly payment options to help you budget.

PayPoint – cash payments can be made anywhere you see the PayPoint sign. Please take your bill or your payment card with you.

At the bank or Post Office – payments can be made at most banks or post office branches using the payment slip provided. This service is free of charge if paid at the post office, any branch of your own bank or at a NatWest bank (excludes Santander and Halifax)

By post – complete and tear off the payment slip and send it with your cheque made payable to Southern Water at PO Box 41, Worthing, West Sussex BN13 3NZ. Please note, we do not issue receipts for cheques or postal orders unless you send us the bill.

! 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 a complaint or repeat problem about our service

If you are not happy with any element of our service, please tell us - we are always eager to put things right therefore do contact our helpful Customer Services Team on 0330 303 0277 who will take ownership to get the problem resolved.

.....

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

How to contact us

Please quote your customer number.

Visit our website at
www.southernwater.co.uk/metering

24 hour automated line: 0330 303 1263
To pay your bill, tell us you are moving, set up a Direct Debit or apply for a payment card

Spotted a leak? Call 0800 820 999 (24 hr freephone)

Water supply or sewerage problem?
Call 0330 303 0368 open 24 hrs for emergencies
otherwise Mon - Fri 8am - 7pm, Sat 9am - 1pm

Questions about your bill? Call 0333 200 3015
Mon - Fri 8am - 7pm, Sat 8.30am - 2pm

Use a text phone? Call 0330 303 1265
(Mon - Fri 8am - 7pm, Sat 8.30am - 2pm)

Write to us at PO Box 41, Worthing BN13 3NZ
or fax us on 0203 047 9147

You must give us at least 2 days notice if you are moving

Did you know?

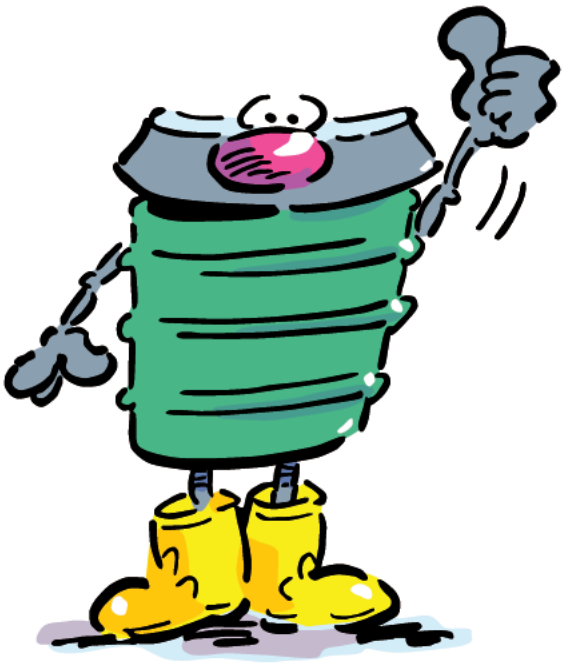
The average person in Britain uses 150 litres of water every day and a lot of that water is wasted. By making a few simple changes to your daily life, you can save water, save energy and, in turn, save money.

Water saving tips for the garden

Water your plants early in the morning and late afternoon when it is coolest and evaporation rates are lower.

Use a bucket and sponge to wash your car and use a tenth of the water you would use compared to washing with a hosepipe.

Your roof collects enough water to fill about 450 water butts every year. You can use this for your garden, house plants and washing your car.



BILL_N 2267 IVC B_UK 77067 10614.4.3

Southern Water

www.southernwater.co.uk

Customer Number:
[redacted]

Payment reference number:
[redacted]

[redacted]
SANDGATE HOUSE
WATER LANE
STORRINGTON
PULBOROUGH
RH20 3LY

385B

50841XPFI00071/167/B

Bill Date:
04 September 2017

Supply address:
SANDGATE HOUSE
WATER LANE
PULBOROUGH RH20 3LY

Your metered statement

For 26 January 2017 to 18 August 2017

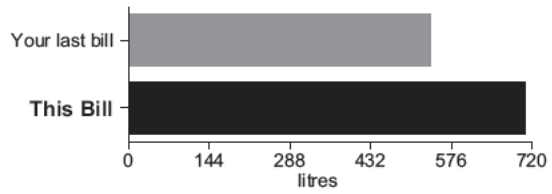
Your account summary	£
Balance brought forward	37.00
What you've paid since your last bill	190.50 Credit

Charges this period	£
Metered water charges	200.45
See page 2 for full details ➤	
Total	**£46.95**

We have carried out a review of your payment scheme. Based on your current consumption the amounts you have to pay have been amended to £32.50 monthly from 05 Oct 2017.

Managing your water

Your average daily water usage (707 litres)





Read Mr Save It's top ten tips at www.southernwater.co.uk

BILL_N 2406 IVC B_UK 23545 3890.3.1

How to pay your bill

Direct Debit – please fill out the enclosed form if you prefer to pay by Direct Debit or visit our website **www.southernwater.co.uk**

Debit and credit cards – Pay online at **www.southernwater.co.uk** or you can ring our automated line on **0330 303 1263** (available 24 hours a day)

Home or telephone banking – please quote your payment reference number. Our bank sort code is 57 70 63 and our bank account number is 00000000.

Payment card – ring our 24 hour automated service on **0330 303 1263** to apply for a payment card. This can be used at all Post Offices and Paypoint outlets. We can offer weekly, fortnightly or monthly payment options to help you budget.

PayPoint – cash payments can be made anywhere you see the PayPoint sign. Please take your bill or your payment card with you.

At the bank or Post Office – payments can be made at most banks or post office branches using the payment slip provided. This service is free of charge if paid at the post office, any branch of your own bank or at a NatWest bank (excludes Santander and Halifax)

By post – complete and tear off the payment slip and send it with your cheque made payable to Southern Water at PO Box 41, Worthing, West Sussex BN13 3NZ. Please note, we do not issue receipts for cheques or postal orders unless you send us the bill.

! 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 a complaint or repeat problem about our service

If you are not happy with any element of our service, please tell us - we are always eager to put things right therefore do contact our helpful Customer Services Team on 0330 303 0277 who will take ownership to get the problem resolved.

.....

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

How to contact us

Please quote your customer number.

Visit our website at
www.southernwater.co.uk/metering

24 hour automated line: 0330 303 1263
To pay your bill, tell us you are moving, set up a Direct Debit or apply for a payment card

Spotted a leak? Call 0800 820 999 (24 hr freephone)

Water supply or sewerage problem?
Call 0330 303 0368 open 24 hrs for emergencies
otherwise Mon - Fri 8am - 7pm, Sat 9am - 1pm

Questions about your bill? Call 0333 200 3015
Mon - Fri 8am - 7pm, Sat 8.30am - 2pm

Use a text phone? Call 0330 303 1265
(Mon - Fri 8am - 7pm, Sat 8.30am - 2pm)

Write to us at PO Box 41, Worthing BN13 3NZ
or fax us on 0203 047 9147

You must give us at least 2 days notice if you are moving

Did you know?

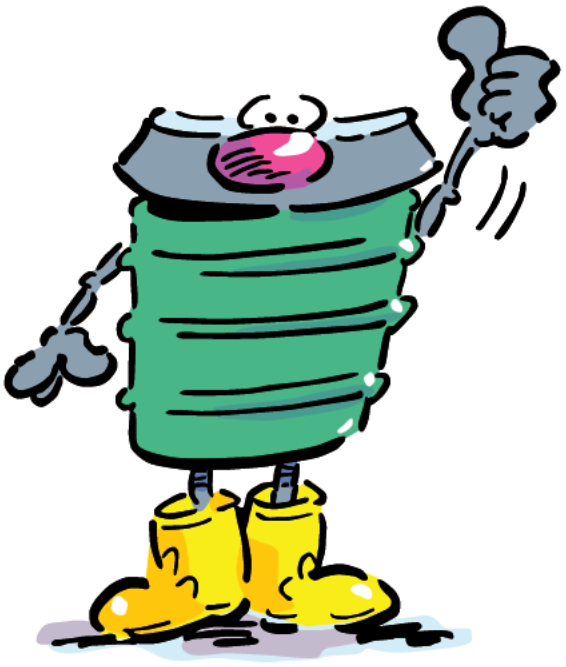
The average person in Britain uses 150 litres of water every day and a lot of that water is wasted. By making a few simple changes to your daily life, you can save water, save energy and, in turn, save money.

Water saving tips for the garden

Water your plants early in the morning and late afternoon when it is coolest and evaporation rates are lower.

Use a bucket and sponge to wash your car and use a tenth of the water you would use compared to washing with a hosepipe.

Your roof collects enough water to fill about 450 water butts every year. You can use this for your garden, house plants and washing your car.



BILL_N 2406 IVC B_UK 23547 3890.3.2

Southern Water

www.southernwater.co.uk

Customer Number:
[redacted]

Payment reference number:
[redacted]

[redacted]
SANDGATE HOUSE
WATER LANE
STORRINGTON
PULBOROUGH
RH20 3LY

385B

50841RRHC00055/76/B

Bill Date:
06 March 2018

Supply address:
SANDGATE HOUSE
WATER LANE
PULBOROUGH RH20 3LY

Your metered statement

For 19 August 2017 to 21 February 2018

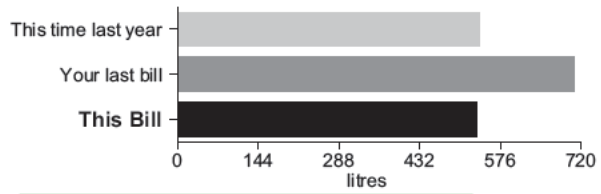
Your account summary	£
Balance brought forward	46.95
What you've paid since your last bill	195.00 Credit

Charges this period	£
Metered water charges	142.94
See page 2 for full details ➤	
Total	**£5.11 Credit**

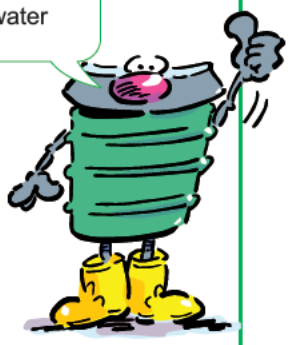
We have carried out a review of your payment scheme. Based on your current consumption the amounts you have to pay have been amended to £27.10 monthly from 05 Apr 2018.

Managing your water

Your average daily water usage (535 litres)



When making a hot drink, boil only the amount of water you need to save water and energy.



Read Mr Save It's top ten tips at www.southernwater.co.uk

BILL_N 2537 IVC B_UK 14225 2955.2.1

How to pay your bill

Direct Debit – please fill out the enclosed form if you prefer to pay by Direct Debit or visit our website **www.southernwater.co.uk**

Debit and credit cards – Pay online at **www.southernwater.co.uk** or you can ring our automated line on **0330 303 1263** (available 24 hours a day)

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Payment card – ring our 24 hour automated service on **0330 303 1263** to apply for a payment card. This can be used at all Post Offices and Paypoint outlets. We can offer weekly, fortnightly or monthly payment options to help you budget.

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otherwise Mon - Fri 8am - 7pm, Sat 9am - 1pm

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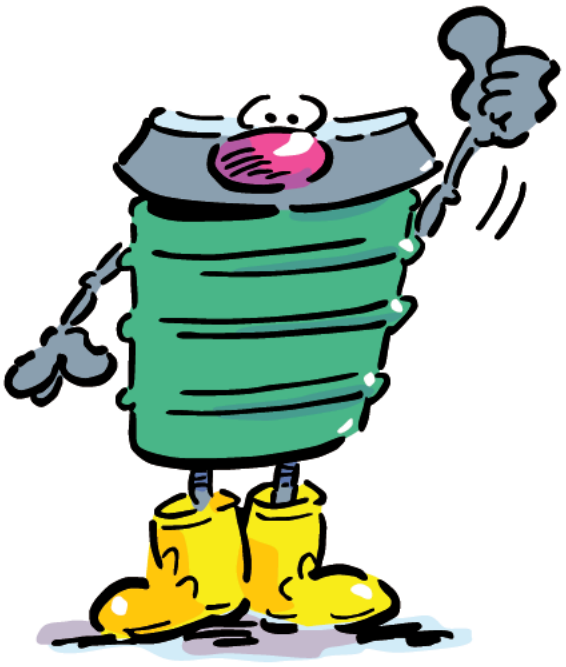
The average person in Britain uses 150 litres of water every day and a lot of that water is wasted. By making a few simple changes to your daily life, you can save water, save energy and, in turn, save money.

Water saving tips for the garden

Water your plants early in the morning and late afternoon when it is coolest and evaporation rates are lower.

Use a bucket and sponge to wash your car and use a tenth of the water you would use compared to washing with a hosepipe.

Your roof collects enough water to fill about 450 water butts every year. You can use this for your garden, house plants and washing your car.



BILL_N 2537 IVC B_UK 14227 2955.2.2

Southern Water

Need to get in touch? go to

southernwater.co.uk
0330 303 0277

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

385B

[redacted]
SANDGATE HOUSE
WATER LANE
STORRINGTON
PULBOROUGH
RH20 3LY

50841CCLB00025/109/B

Your customer number
[redacted]

Payment reference
[redacted]

Date 08 Feb 2019

Your metered bill for 23 August 2018 to 07 February 2019

This is a summary of your bill for water supplied to your property.

Your account summary

Balance brought forward	£8.43
What you've paid since your last bill	£154.60 Credit
What you've been charged for From 23 August 2018 to 07 February 2019	£130.16
Account Balance	**£16.01 Credit**

About your payments

Your next Direct Debit payment 05 March 2019

£25.50

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

Your previous Direct Debit

£25.50

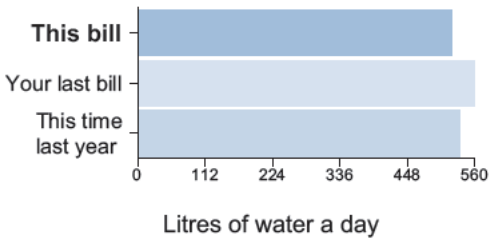
You do not need to pay your account balance. Your payments have been reviewed and remain unchanged.

Thank you for paying by Direct Debit.

2784 IVC B_UK 16541 3034.3.1

Your water use

Over the last six months your household used on average **521** **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

Southern Water

Need to get in touch? go to

southernwater.co.uk
0330 303 0277

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

385B

[redacted]
SANDGATE HOUSE
WATER LANE
STORRINGTON
PULBOROUGH
RH20 3LY

50841VXII00039/67/B

[redacted]

Payment reference
[redacted]

Date 05 Sep 2019

Your metered bill for 08 February 2019 to 03 September 2019

This is a summary of your bill for water supplied to your property.

Your account summary

Balance brought forward	£16.01 Credit
What you've paid since your last bill	£178.50 Credit
What you've been charged for From 08 February 2019 to 03 September 2019	£184.38
Account Balance	**£10.13 Credit**

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
07 October 2019

£23.20

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

Your previous Direct Debit

£25.50

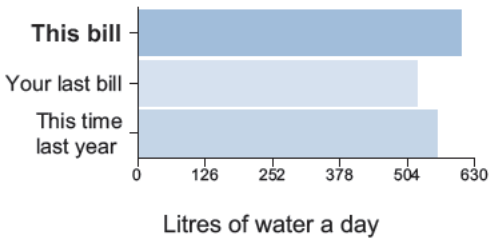
You do not need to pay your balance. Your payments have been amended including the balance on your account and the annual price review that came into effect from 1st April.

Thank you for paying by Direct Debit.

2946 IVC B_UK 24243 4880.3.1

Your water use

Over the last seven months your household used on average **603** **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.

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

WATER for LIFE from Southern Water

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

[redacted]
SANDGATE HOUSE
WATER LANE
STORRINGTON
PULBOROUGH
RH20 3LY

Your customer number [redacted]

Your payment reference [redacted]

Dear [redacted],

Here's your latest bill based on the meter reading we took on 14 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

177 m³

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

Meter number: 9029031

Latest reading: 14 Aug 2021

		1	3	5	7	.	0	0

Previous reading: 3 Aug 2020

		1	1	8	0	.	0	0

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

Previous bill's usage
257.60 m³

Charges

£277.52

Bill date
18 Aug 2021

Billing period
From: 04 August 2020
To: 14 August 2021

Bill type
Metered - Direct Debit

Previous bill's charges
£377.28

Future payments

Next monthly payment

£21.20

6 Sep 2021

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

Struggling to pay? See p. 3

Previous bill's payments
£38.70 monthly

Water

Period: 04 August 2020 to 31 March 2021

Variable Rate	£1.426 x	115.70m³	=	£164.99
Standing Charge			=	£13.37

Period: 01 April 2021 to 14 August 2021

Variable Rate	£1.487 x	61.30m³	=	£91.15
Standing Charge			=	£8.01
Total Water				**£277.52**

Wastewater

Southern Water only supplies your water – we don't take wastewater away from your property.

So, you don't receive any wastewater charges from us.

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

815 - M - Document 1 of 1 - 19082021 - 3497365 - 3497400

WATER for LIFE from Southern Water

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

[redacted]
SANDGATE HOUSE
WATER LANE
STORRINGTON
PULBOROUGH
RH20 3LY

Your customer number [redacted]

Your payment reference [redacted]

Dear [redacted]

Here's your latest bill based on the meter reading we took on 25 July 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

178 m³

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

Meter number: 9029031

Latest reading: 25 Jul 2022

		1	5	3	5	.	0	0

Previous reading: 14 Aug 2021

		1	3	5	7	.	0	0

Your next meter reading is scheduled to take place by 01 Mar 2023

Previous bill's usage
177.00 m³

Charges

£287.46

Bill date
04 Aug 2022

Billing period
From: 15 August 2021
To: 25 July 2022

Bill type
Metered - Direct Debit

Previous bill's charges
£277.52

Future payments

Next monthly payment

£21.70

5 Sep 2022

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

Struggling to pay? See p. 3

Previous bill's payments
£21.20 monthly

Water

Period: 15 August 2021 to 31 March 2022

Variable Rate	£1.487 x	125.70m³	=	£186.92
Standing Charge			=	£13.49
Period: 01 April 2022 to 25 July 2022				
Variable Rate	£1.550 x	52.30m³	=	£81.07
Standing Charge			=	£5.98
Total Water				**£287.46**

Wastewater

Southern Water only supplies your water – we don't take wastewater away from your property.

So, you don't receive any wastewater charges from us.

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

1166 - M - Document 1 of 1 - 05082022 - 4490276 - 4490327

WATER for LIFE from Southern Water

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

0330 303 0277
Weekdays - 8am to 6pm

[redacted]
SANDGATE HOUSE
WATER LANE
STORRINGTON
PULBOROUGH
RH20 3LY

2598-0000348/01/02-H9

Your customer number [redacted]

Your payment reference [redacted]

Dear [redacted]

Here's your latest bill based on the meter reading we took on 17 August 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

162 m³

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

Meter number: 9029031

Latest reading: 17 Aug 2023

1697.00

Previous reading: 25 Jul 2022

1535.00

Your next meter reading is scheduled to take place by 29 Feb 2024

Previous bill's usage
178.00 m³

Charges

£281.72

Bill date
18 Aug 2023

Billing period
From: 26 July 2022
To: 17 August 2023

Bill type
Metered - Direct Debit

Previous bill's charges
£287.46

Future payments

Next monthly payment

£19.10

5 Sep 2023

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

Struggling to pay? See p. 3

Previous bill's payments
£21.70 monthly

1547 - M - Document 1 of 1 - 21082023 - 5657206 - 5657252

Water

Period: 26 July 2022 to 31 March 2023

Variable Rate	£1.550 x	102.80m³ =	£159.34
Standing Charge		=	£12.83

Period: 01 April 2023 to 17 August 2023

Variable Rate	£1.716 x	59.20m³ =	£101.59
Standing Charge		=	£7.96
Total Water			**£281.72**

Wastewater

Southern Water only supplies your water – we don't take wastewater away from your property.

So, you don't receive any wastewater charges from us.

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**

Annex C – H2Ogeo Flow Testing Results

Existing Property	*Room*	*Fixture*	*Flow 6secs/Litre*	*Flow Rate*	*Unit*
Four-Bed Property	Uility Room 1	Mixer Kitchen Tap	4	15	Litres/Minute
		Washing Machine		5	Litres/Kg
	D/S WC	Mixer Tap	0.85	8.5	Litres/Minute
		WC Dual Flush	4.5	4.5	Effective Flush
	Kitchen 1	Mixer Kitchen Tap	1	10	Litres/Minute
		Dishwasher	0.77	0.77	Litres/Place Setting
	U/S Main Bathroom	WC Dual Flush	4.5	4.5	Effective Flush
		Mixer Tap	1	10	Litres/Minute
	Bedroom	Separate Taps	1	10	Litres/Minute
		WC Dual Flush	4.5	4.5	Effective Flush
		Shower	12	12	Litres/Minute
	Bedroom	Mixer Tap	4	15	Litres/Minute
		WC Dual Flush	4.5	4.5	Effective Flush
		Shower	12	12	Litres/Minute
Three-Bed Property	Bedroom	Bath	200	200	Litres to Overflow
		Mixer tap	0.5	5	Litres/Minute
		WC Dual Flush	4.5	4.5	Effective Flush
		Shower	12	12	Litres/Minute
	Bedroom	WC Dual Flush	4.5	4.5	Effective Flush
		Mixer Tap	5	12	Litres/Minute
		Shower	12	12	Litres/Minute
	D/S Bathroom	Mixer Tap	4	15	Litres/Minute
		WC Dual Flush	4.5	4.5	Effective Flush
	Kitchen 2	Mixer Kitchen Tap	0.7	7	Litres/Minute
		Dishwasher	0.77	0.77	Litres/Place Setting
	Utility Room 2	Washing Machine	5	5	Litres/Kg

Annex D - Part G Calculations

Existing 4-Bed Modelled Water Consumption

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)	6	1.46	0.00	8.76
	Part flush Volume (litres)	4	2.96	0.00	11.84
WC (multiple fittings)	Average effective flushing Volume (litres)		4.42	0.00	0
Taps (excluding kitchen/utility room taps)	Flow rate (litres/min)	11.00	1.58	1.58	18.96
Bath (where shower also present)	Capacity to overflow(litres)		0.11	0.00	0
Shower (where bath also present)	Flow Rate(litres / minute)		4.37	0.00	0
Bath Only	Capacity to overflow(litres)		0.50	0.00	0
Shower Only	Flow Rate (litres/minute)	12.00	5.60	0.00	67.20
Kitchen/Utility room sink taps	Flow rate (litres/minute)	12.50	0.44	10.36	15.86
Washing Machine	(Litres/kg dry load)	5.00	2.1	0.00	10.50
Dishwasher	(Litres/place setting)	0.77	3.6	0.00	2.77
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)			135.89
	(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)			123.66
	(10)	External water use			5.0
	(11)	Total water consumption (Building Regulation 17.K) =(9)+(10)(litres/person/day)			128.7

Click here to fill in details before printing:

Proposed Three-Bed Property Mains Water Consumption

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)	3.75	4.42	0.00	16.58
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)		4.42	0.00	0
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)	0.77	3.6	0.00	2.77
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)			93.95
	(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)			85.49
	(10)	External water use			5.0
	(11)	Total water consumption (Building Regulation 17.K) =(9)+(10)(litres/person/day)			90.5

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Proposed 4-Bed Modelled Water Consumption – With Mitigation

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)	6	1.46	0.00	8.76
	Part flush Volume (litres)	4	2.96	0.00	11.84
WC (multiple fittings)	Average effective flushing Volume (litres)		4.42	0.00	0
Taps (excluding kitchen/utility room taps)	Flow rate (litres/min)	11.00	1.58	1.58	18.96
Bath (where shower also present)	Capacity to overflow(litres)		0.11	0.00	0
Shower (where bath also present)	Flow Rate(litres / minute)		4.37	0.00	0
Bath Only	Capacity to overflow(litres)		0.50	0.00	0
Shower Only	Flow Rate (litres/minute)	6.00	5.60	0.00	33.60
Kitchen/Utility room sink taps	Flow rate (litres/minute)	12.50	0.44	10.36	15.86
Washing Machine	(Litres/kg dry load)	5.00	2.1	0.00	10.50
Dishwasher	(Litres/place setting)	0.77	3.6	0.00	2.77
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)			102.29
	(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)			93.08
	(10)	External water use			5.0
	(11)	Total water consumption (Building Regulation 17.K) =(9)+(10)(litres/person/day)			98.1

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