WATER NEUTRALITY STATEMENT FOR THE PROPOSED DEVELOPMENT AT THE WOODLANDS, GROUSE ROAD, HORSHAM, WEST SUSSEX, RH13 6HT.

Planning Reference: TBD
H2Ogeo Reference: 20240226P2
Date: 12 April 2024

Version: FINAL v2.0

H2Ogeo
Hydrogeology & Environmental Consultancy
Tel: 07787 231455
Email: info@h2ogeo.co.uk
www: www.h2ogeo.co.uk

Statement of Limitations

The report will be prepared in accordance with the scope of work outlined within this proposal and is subject to the applicable cost, time and other constraints. It has been prepared for the sole use of the Client and H2Ogeo accepts no liability as a result of the use or reliance of this report by any other parties.

The advice and opinions in the report should be read and relied on only in the context of the report as a whole. As with any environmental appraisal or investigation, the conclusions and observations are based on limited data. The risk of undiscovered environmental impairment of the site cannot be ruled out. H2Ogeo cannot therefore warrant the actual conditions or LPA responses for the site and advice given is limited to those conditions for which information is held by H2Ogeo at the time. The findings are based on the information made available to H2Ogeo at the date of the report and will have been assumed to be correct.

This report will be provided to the Client and should they wish to release this report to any other third party for that party's reliance, H2Ogeo accepts no responsibility to any third party to whom this report or any part thereof is made known. H2Ogeo accepts no responsibility for any loss or damage incurred as a result, and the third party does not acquire any rights whatsoever, contractual or otherwise, against H2Ogeo except as expressly agreed with H2Ogeo in writing.

The findings will not purport to include any manner of legal advice or opinion. New information or changes in conditions and regulatory requirements may occur in future, which may change the conclusions presented.

H2Ogeo will perform the services on behalf of the Client in a manner consistent with the normal level of care and expertise exercised by members of the environmental profession. No warranties, expressed or implied, are made. Except as otherwise stated, H2Ogeo's assessment is limited strictly to the scope of work outlined in the Scope of Work section and does not evaluate structural or geotechnical conditions of any part of the Site (including any buildings, equipment or infrastructure) or outside the Site boundary.

All conclusions and recommendations made in the report are the professional opinions of H2Ogeo personnel involved with the project and, while normal checking of the accuracy of data has been conducted, H2Ogeo assumes no responsibility or liability for errors in data obtained from external sources, regulatory agencies or any other external sources, nor from occurrences outside the scope of this project.

H2Ogeo is not engaged in environmental consulting and reporting for the purpose of advertising, sales promoting, or endorsement of any client interests, including raising investment capital, recommending investment decisions, or other publicity or investment purposes.

This report has been prepared for the sole use of Client. The report may not be relied upon by any other party without the express written agreement of H2Ogeo. The provision of a copy of this report to any third party is provided for informational purposes only and any reliance on this report by a third party is done so at their own risk and H2Ogeo disclaim all liability to such third party to the extent permitted by law.

Any use of this report by a third party is deemed to constitute acceptance of this limitation.

This report does not constitute legal advice.

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

2.1.1 Existing Fixtures and Fittings 5

2.2 Proposed Development 5

2.2.1 Proposed Fixtures & Fittings 5

3 Baseline Water Consumption 7

3.1 Existing Demand 7

3.1.1 Flow Testing 7

4 Proposed Demand 9

4.1 Consumption Summary 9

5 Water Neutrality – Efficiencies & Mitigation 10

5.1 Mitigation Measures 10

6 Conclusion 11

7 Figures 12

Figure 1 Sussex North WRZ 13

Figure 2 Site Location 14

Figure 3 & 4 Photolog 15

8 Annexes 17

Annex A - Planning Drawings 18

Annex B – Water Bills 22

Annex C - Part G Calculations 28

Table 1 Existing Fixtures and Fittings 5

Table 2 Proposed Development's Fixtures and Fittings 5

Table 3 Water Bill Summary 7

Table 4 Flow Testing 7

Table 5 Efficiency of the Proposed Fixtures and Fittings 9

Table 6 Summary of Mains Water Consumption 9

Table 7 Performance Level 3 BREEAM 10

Table 8 Water Neutrality Conclusion 11

Executive Summary

H2Ogeo provided this Water Neutrality Statement to accompany a planning application for a proposed conversion of a large garage into a one-bedroom annexe at The Woodlands, Grouse Road, Colgate, RH13 6HT.

The Water Neutrality Statement demonstrates that the proposed development with mitigation in The Woodlands main property can achieve water neutrality.

Fixtures and fittings in the cottage will be upgraded to achieve Performance Level 3 of BREEAM providing an offset in excess of that required to achieve neutrality, these are:

- Kitchen Tap;
- Utility Tap;
- D/S Bathroom Wash-Hand Basin;
- Family Bathroom Wash-Hand Basin;
- Family Bathroom – Bath; and
- Master Bedroom - Wash-Hand Basin.

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 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 conversion of a large detached garage to a residential annexe for the main house. The annexe will consist of one bedroom, dressing room, master bathroom, study, lounge room, kitchenette, WC and store rooms.

The 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 23.5km south west of the proposed site that lies in the northern 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 The Woodlands, Grouse Road, Horsham, West Sussex, RH13 6HT.

The proposed conversion is centred on National Grid Reference: TQ23052 30616 (Easting: 523052, Northing: 130616) and presented in Figure 2.

2.1 Existing Site

The existing site consists of the main property, a five-bedroom detached property, a tennis court, large garage, garden areas and a gated driveway.

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	***5-Bedroom Detached House***	***Garage***
WC	3	-
Taps (excluding kitchen/utility room taps)	6	-
Bath (where shower also present)	1	-
Shower (where bath also present)		-
Bath Only	1	-
Shower Only	1	-
Kitchen/Utility room sink taps	2	1
Washing Machine	1	-
Dishwasher	1	-
Outside Tap	-	1

All the existing fixtures and fittings were flow tested by H2Ogeo on the 1 March 2024 and photos are presented in Figure 3.

2.2 Proposed Development

The proposed development for the conversion of the garage will provide a one-bedroom residential property on site as an annexe to the existing five-bedroom detached dwelling.

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	***Proposed Annexe***
WC	2
Taps (excluding kitchen/utility room taps)	2
Bath (where shower also present)	0
Shower (where bath also present)	0
Bath Only	0

Fixture	*Proposed Annexe*
Shower Only	1
Kitchen/Utility room sink taps	1
Washing Machine	1
Dishwasher	1

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 20 September 2018 to 25 September 2023 and are summarised below:

Table 3 Water Bill Summary

From	*To*	*m3*	*Days*	*Litres/Day*
20/09/2018	26/03/2019	99.484	187	532
01/10/2019	14/09/2020	165.426	349	474
14/09/2020	30/09/2021	167	381	438
30/09/2021	20/09/2022	144	355	406
20/09/2022	25/09/2023	122	370	330
			Max	532
			Min	330
			Average	436

The average consumption over this period, for the whole site, is 436 Litres/day, with a maximum of 532 Litres/Day and a minimum of 330 Litres/Day.

3.1.1 Flow Testing

The existing fixtures and fittings on site were flow tested by H2Ogeo on the 1 March 2024 and the results are summarised in the table below:

Table 4 Flow Testing

Room	*Fixtures/Fittings*	*Result*	*Unit*
Kitchen	Kitchen Tap	20	Litres/Minute
	Dishwasher	0.77	Litres/Place Setting
Utility Room	Utility Tap	20	Litres/Minute
	Washing Machine	11.25	Litres/Dry kg
Downstairs Bathroom	WC	6	Litres/Minute
	WHB	10	Litres/Minute
	Shower Rainfall	0	Litres/Minute
Family Bathroom	WHB	10	Litres/Minute
	Bath	20	Litres/Minute
	WC	6	Effective Flush
Master Bathroom	WHB	10	Litres/Minute
	Bath	20	Litres/Minute
	Shower	12	Litres/Minute
	WC	6	Effective Flush

Assuming the figures measured in the above table, the Part G Water Calculator has been used to assess the average amounts of water used in The Woodlands on a daily basis.

The water consumption, based on the efficiency of the existing fixtures and fittings, is 154.1 Litres/Person/Day.

The Woodlands is a five-bed property with a population of 3.09 people (based on extrapolated 2021 Horsham District Census data) therefore has a total consumption of 476.17 Litres/Day.

The existing population of The Woodlands is 2 adults.

4 Proposed Demand

The fixtures and fittings in the Annexe will meet BREEAM Performance Level 3, these are presented below in Table 5:

Table 5 Efficiency of the Proposed Fixtures and Fittings

Fixture	***Number***	***Performance Level 3***	***Unit***
WC	2	3.75	Effective Flush
Taps (excluding kitchen/utility room taps)	2	5	Litres/Minute
Shower Only	1	6	Litres/Minute
Kitchen/Utility room sink taps	1	6	Litres/Minute
Washing Machine	1	5.00	Litres/kg
Dishwasher	1	0.92	Litres/Place Setting

A Part G Calculation has been used to assess the mains water consumption in the proposed new Annexe and is presented in Annex C.

The anticipated consumption in the annexe would be: 83.7 Litres/Person/day and or 110.48 Litres/Day (83.7*1.32[2]).

The anticipated occupancy of the Annexe is one adult, therefore the calculation above is considered to be a conservative approach.

4.1 Consumption Summary

The table below identifies the existing and proposed water consumption:

Table 6 Summary of Mains Water Consumption

Existing Demand (L/Day)	***Proposed Demand (Litres/Day)***	***Deficit (L/Day)***	***Water Neutral***
436	546.48 (436+110.48)	110.48	NO

[2] Extrapolated 2011 Horsham District Population Census Data

5 Water Neutrality – Efficiencies & Mitigation

5.1 Mitigation Measures

To offset the 110 Litres/Day required by the proposed Annexe development mitigation is required.

It is proposed to improve the efficiency of fixtures and fittings inside the main property on site.

The table below presents which existing fixtures and fittings in The Woodlands main house would be upgraded to Performance Level 3:

Table 7 Performance Level 3 BREEAM

Room	***Fixtures/Fittings***	***Flow/Volume***	***Unit***
Kitchen	Kitchen Tap	6	Litres/Minute
Utility Room	Utility Tap	6	Litres/Minute
D/S Bathroom	Wash Hand Basin	5	Litres/Minute
Family Bathroom	Wash Hand Basin	5	Litres/Minute
	Bath	140	Litres to overflow
Master Bedroom	Wash Hand Basin	5	Litres/Minute

A Part G Calculation has been carried out on this scenario, Annex C, and indicates the mains consumption would reduce to 108.3 Litres/Person/Day, 334.65 Litres/Day in The Woodlands.

This provides a reduction in mains water use more than the proposed Annexe development and therefore provides adequate mitigation.

6 Conclusion

The proposed development, with mitigation measures incorporated in the form of upgrading fixtures and fittings in The Woodlands five-bedroom house, would be water neutral.

Table 8 Water Neutrality Conclusion

Billed Existing Range (L/Day)	***Proposed Demand (Litres/Day)***	***Deficit (L/Day)***	***With Mitigation (L/Day)***	***Water Neutral***
330 – 436 – 532	546.48	110.48	445.13	**YES**

The maximum consumption on site has been as high as 532 Litres/Day and the modelled average (Annex C) is 476 Litres/Day. The mitigated water consumption is less than both these figures and therefore within the range of the property.

Through improving the efficiency of the following fixtures and fittings Water Neutrality will be achieved:

- Kitchen Tap;
- Utility Tap;
- D/S Bathroom Wash-Hand Basin;
- Family Bathroom Wash-Hand Basin;
- Family Bathroom – Bath; and
- Master Bedroom - Wash-Hand Basin.

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

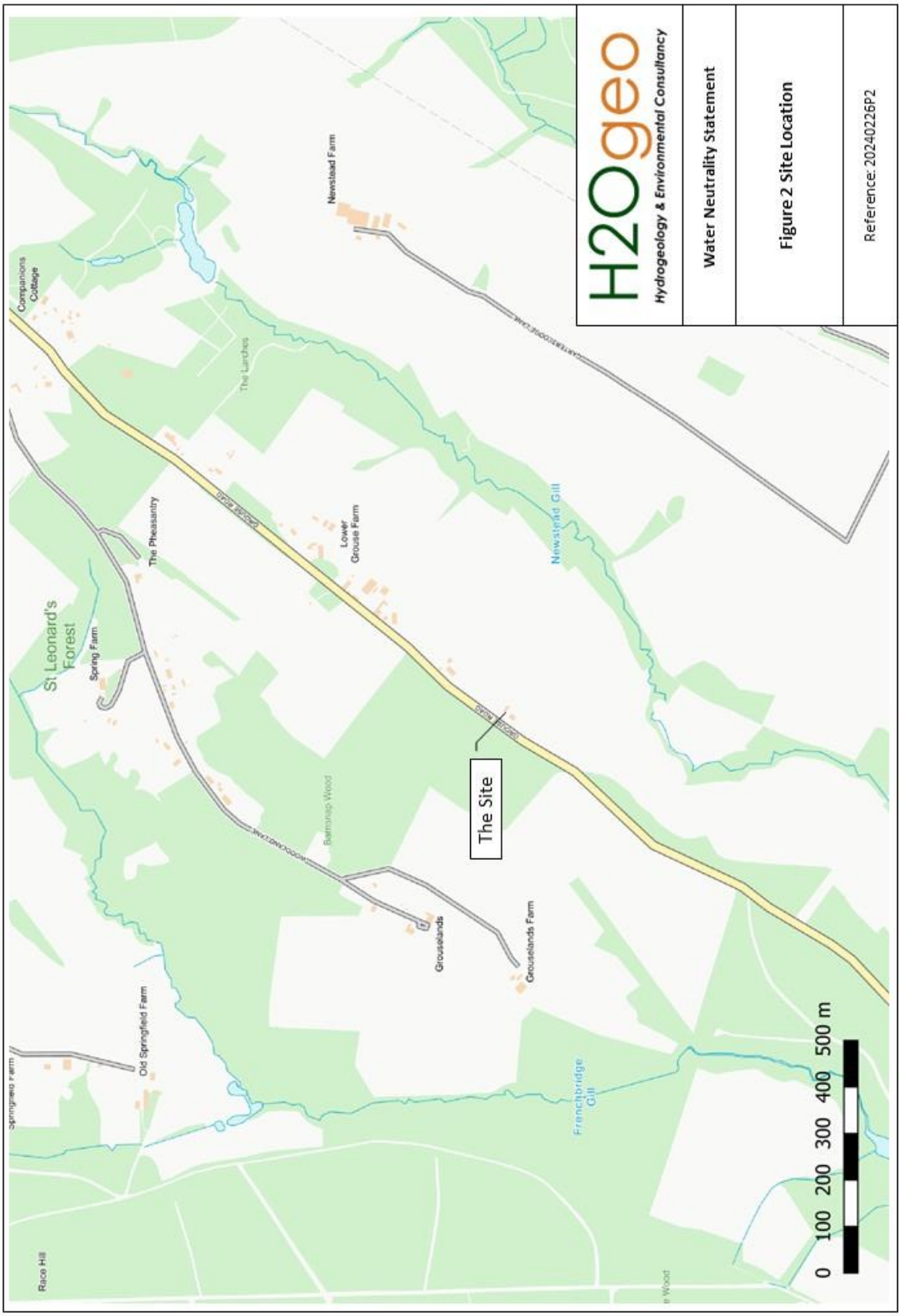
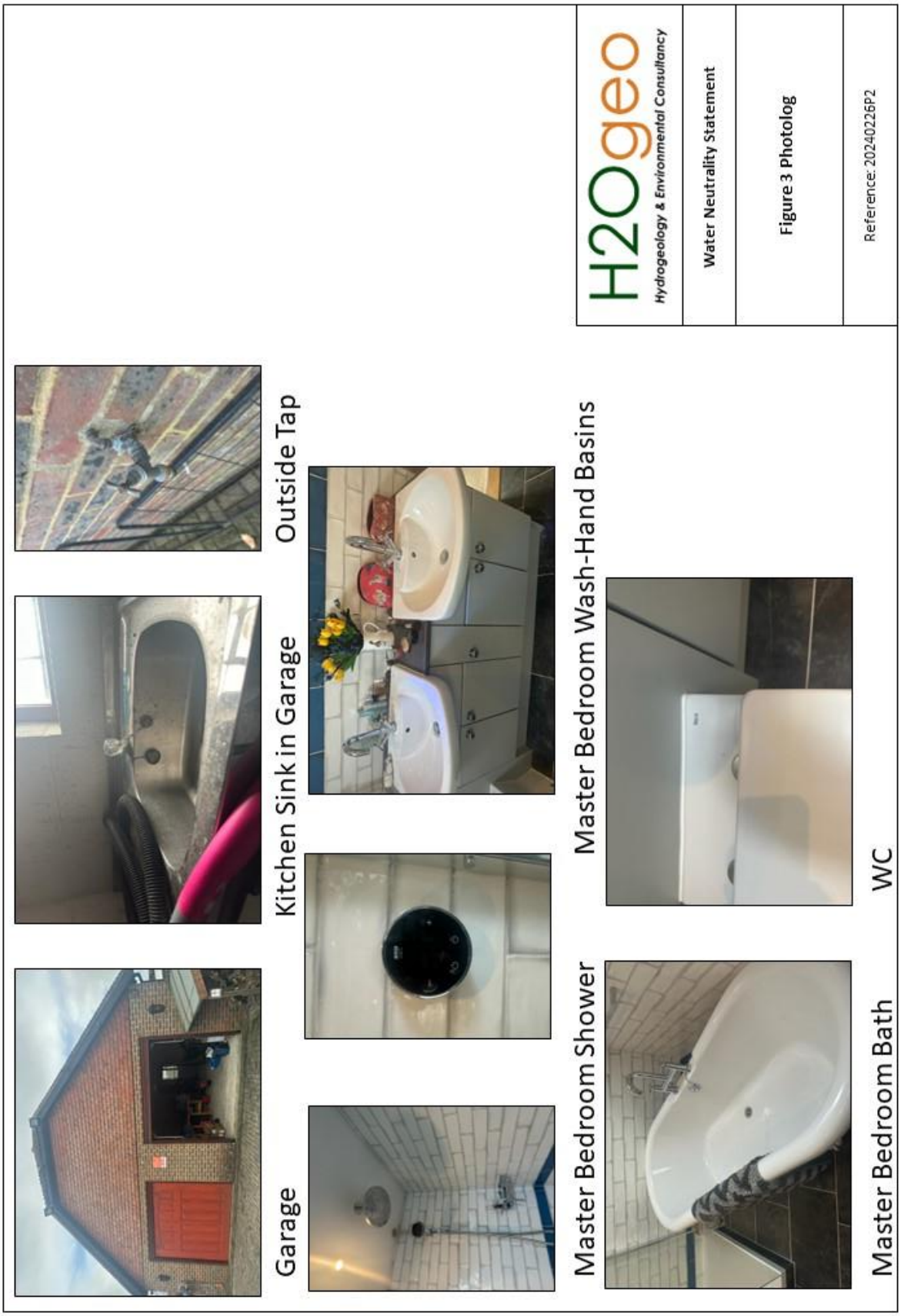


Figure 3 & 4 Photolog







Downstairs Shower, WC and Wash-Hand Basin







Washing Machine



Dishwasher



Kitchen Tap



Family Bathroom Bath



WC



Family Bathroom Wash-Hand Basin

H2Ogeo

Hydrogeology & Environmental Consultancy

Water Neutrality Statement

Figure 4 Photolog

Reference: 20240226P2

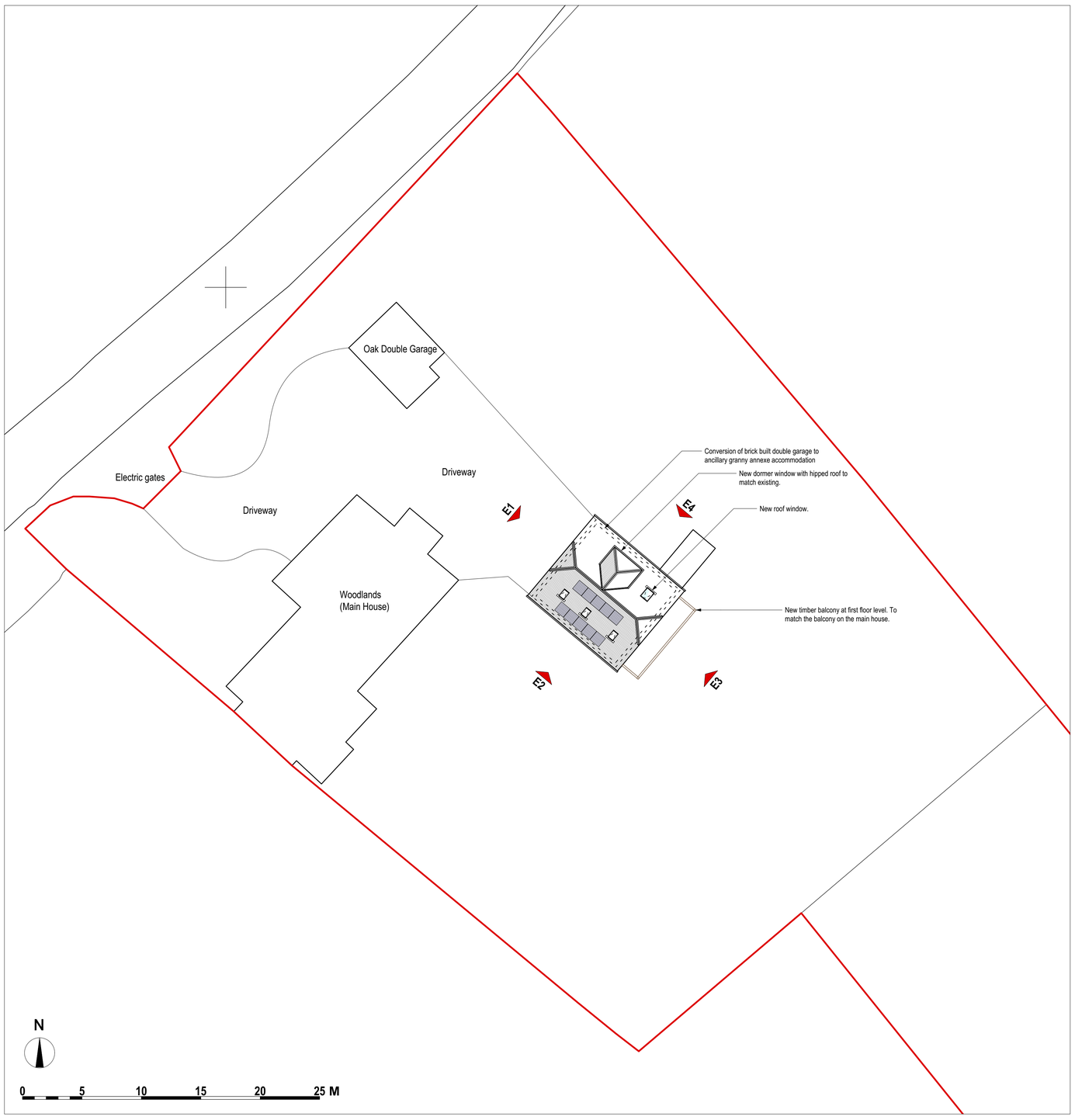
8 Annexes

Annex A - Planning Drawings

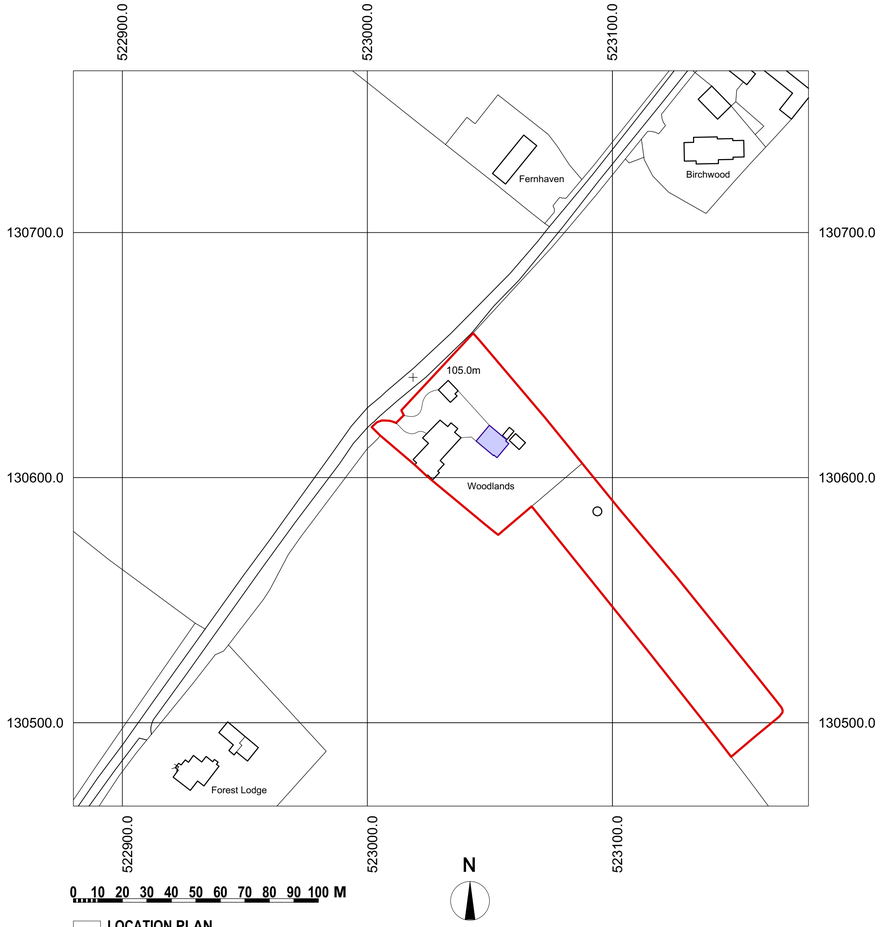
Annex B – Water Bills

Annex C – Part G Calculations

Annex A - Planning Drawings



BP **BLOCK PLAN**
Scale: 1:200



LP **LOCATION PLAN**
Scale: 1:1250

© MAJ Architects LLP.
Copyrights reserved.
Use figured dimensions only.
Do not scale from this drawing.
All levels and dimension to be checked on site by contractor. Any discrepancy to be verified by the Architect before proceeding.
Drawing to be read in conjunction with all relevant MAJ drawings and specification clauses.
The Contractor and relevant fabricated products to be built to current British and European Standards.
This drawing must not be used for Land Transfer unless stated as 'Conveyance'

This drawing and its subject matter are the confidential property of MAJ Architects LLP and shall not be copied, reproduced, used or disclosed to others without the prior written authority of MAJ Architects LLP.

Notes:

Health & Safety notes:

rev	revision details	by	date
1	Issued for Planning	mj	12/12/23

status: **PLANNING**

client:
Mrs Woodlock
Woodlands Grouse Road
Horsham RH13 6HT

project:
Garage Conversion to create granny annexe
Woodlands Grouse Road

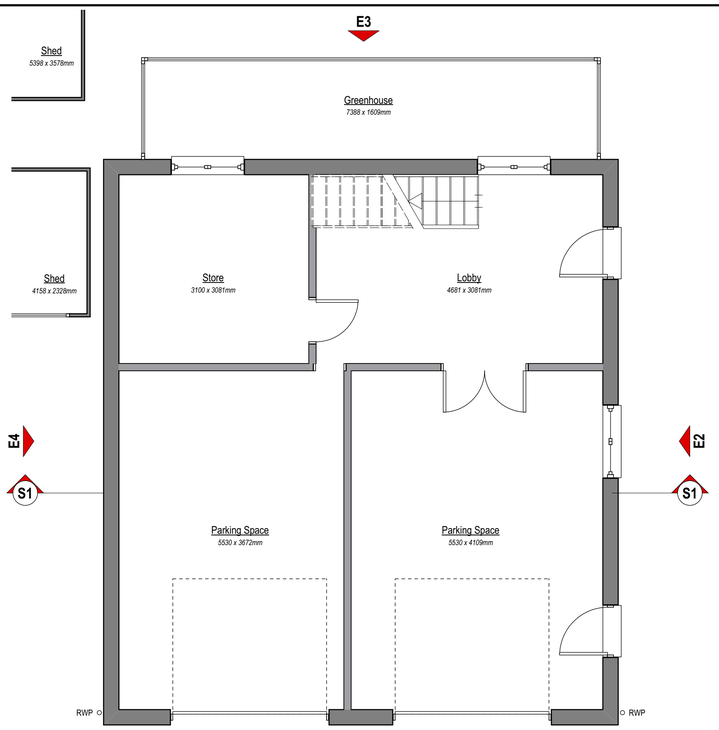
title:
LOCATION AND BLOCK PLAN

scale: **1:200/1250 @ A1**

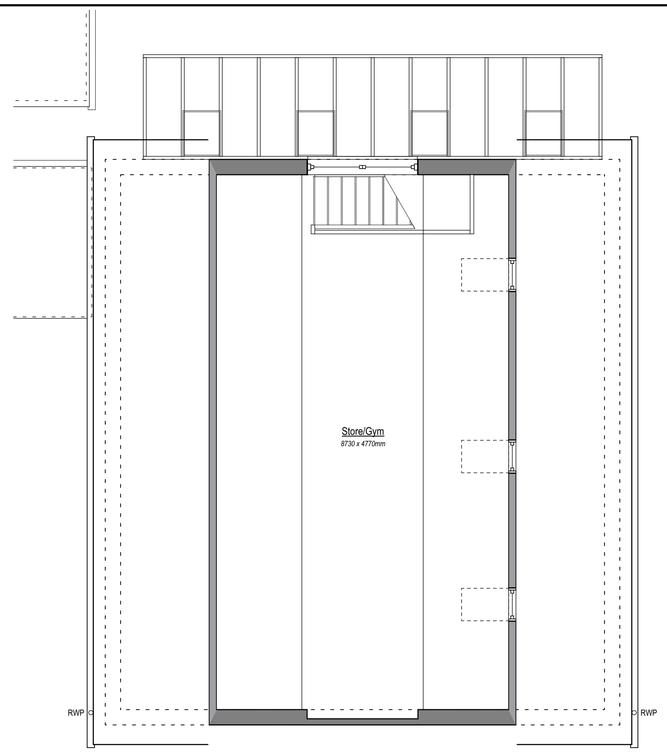
checked:	mj	*date:*	12/12/23
originated:	mj	*date:*	6/12/23

MAJ ARCHITECTS
Andreas, Mill Lane, Felbridge, East Grinstead, RH19 2PE
Tel: 01342 323441
email: info@majarchitects.co.uk
web: www.majarchitects.co.uk

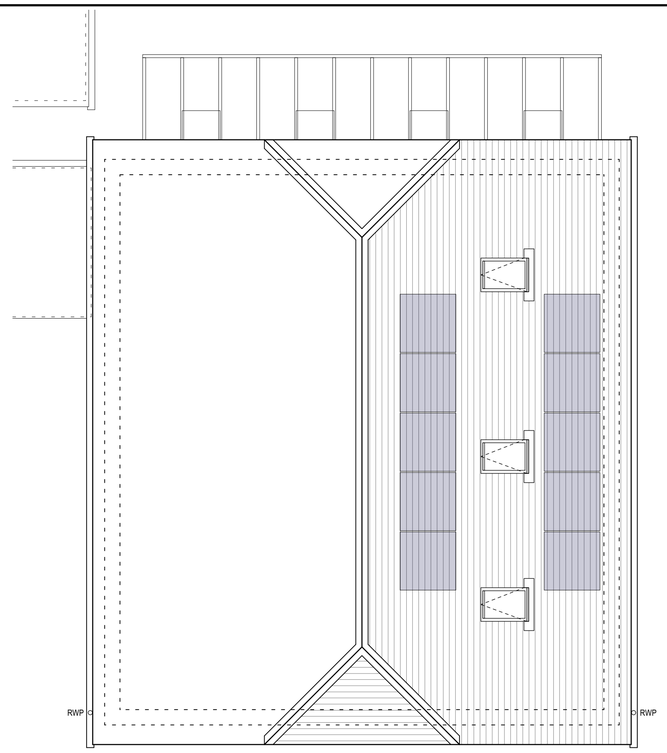
drawing number:	*revision:*
D23166_A_1000	P1



GF GROUND FLOOR PLAN
Scale: 1:50



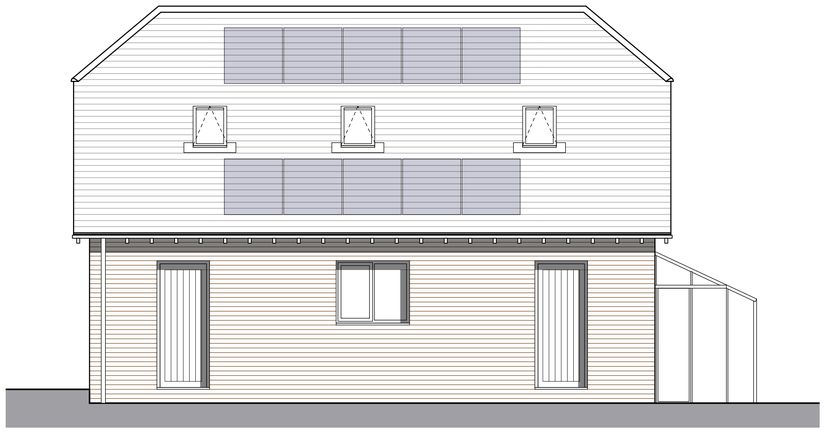
1F FIRST FLOOR PLAN
Scale: 1:50



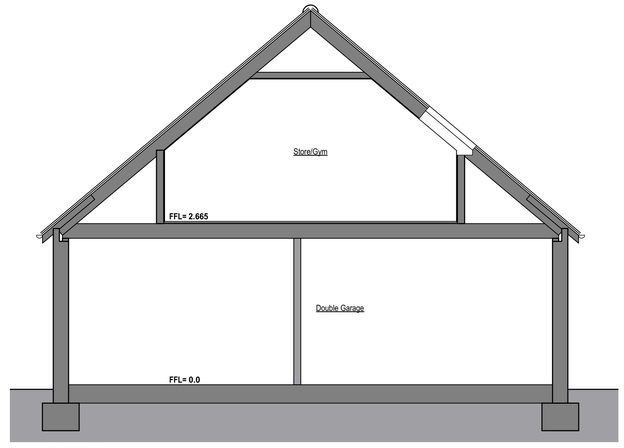
RP ROOF PLAN
Scale: 1:50



E1 ELEVATION - Northwest
Scale: 1:50



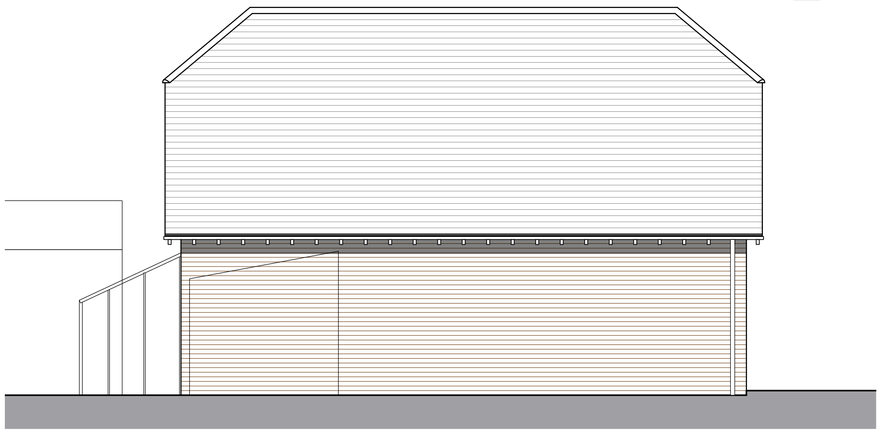
E2 ELEVATION - Southwest
Scale: 1:50



S1 SECTION
Scale: 1:50



E3 ELEVATION - Southeast
Scale: 1:50



E4 ELEVATION - Northeast
Scale: 1:50

© MAJ Architects LLP.
Copyrights reserved.
Use figured dimensions only.
Do not scale from this drawing.
All levels and dimension to be checked on site by contractor. Any discrepancy to be verified by the Architect before proceeding.
Drawing to be read in conjunction with all relevant MAJ drawings and specification clauses.
The Contractor and relevant fabricated products to be built to current British and European Standards.
This drawing must not be used for Land Transfer unless stated as 'Conveyance'.

This drawing and its subject matter are the confidential property of MAJ Architects LLP and shall not be copied, reproduced, used or disclosed to others without the prior written authority of MAJ Architects LLP.

Notes:

Health & Safety notes:

rev	revision details	by	date
1	Issued for Planning	mj	12/12/23

status: **PLANNING**

client:
Mrs Woodlock
Woodlands Grouse Road
Horsham RH13 6HT

project:
Garage Conversion to create granny annexe
Woodlands Grouse Road

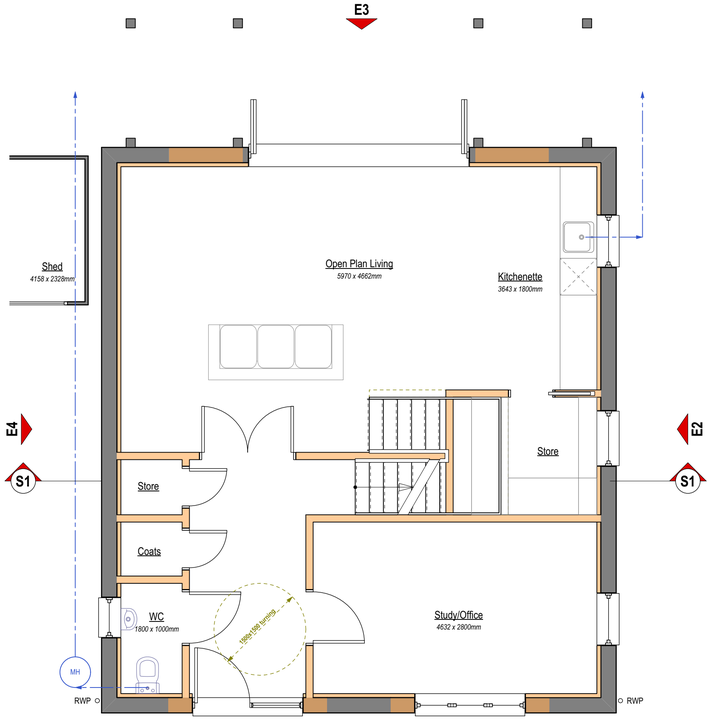
title:
EXISTING PLANS AND ELEVATIONS

scale: 1:50 @ A1

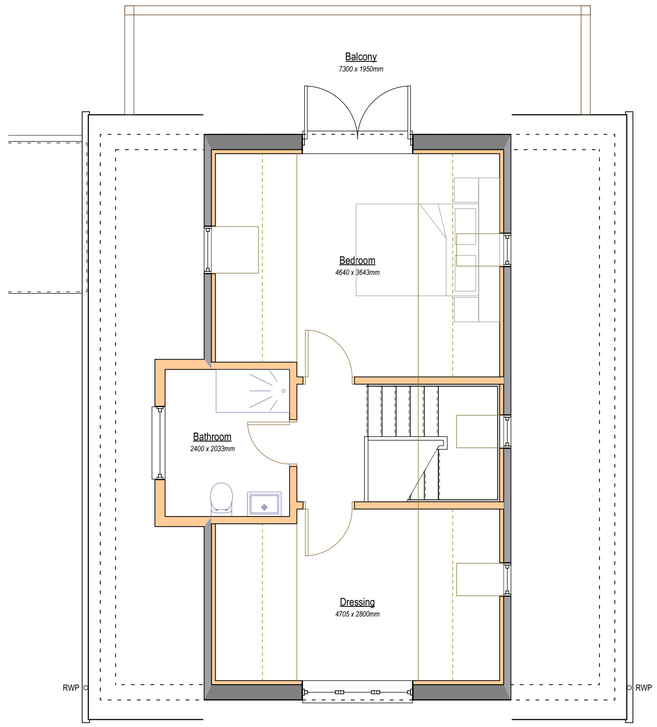
checked:	date:
mj	12/12/23
originated:	date:
mj	6/12/23

MAJ ARCHITECTS
Andreas, Mill Lane, Felbridge, East Grinstead, RH19 2PE
Tel: 01342 323441
email: info@majarchitects.co.uk
web: www.majarchitects.co.uk

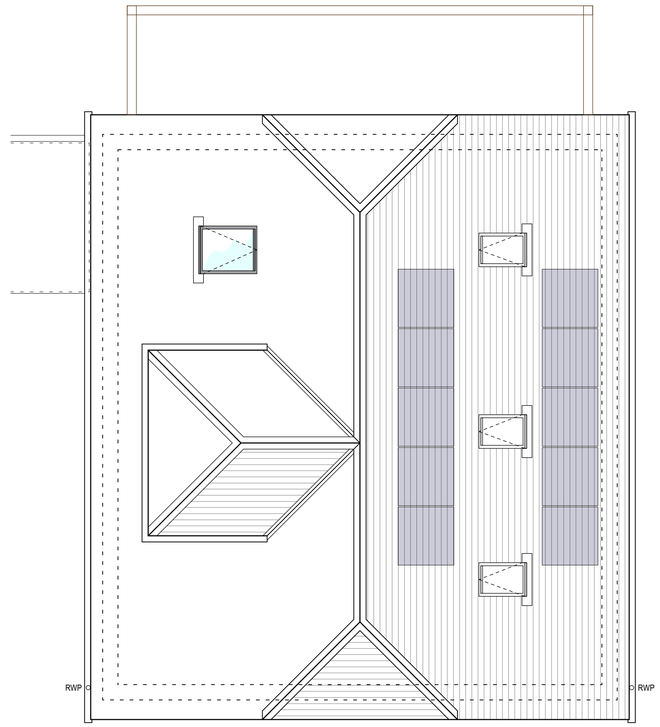
drawing number: D23166 _A_ 1001
revision: P1



GF GROUND FLOOR PLAN
Scale: 1:50



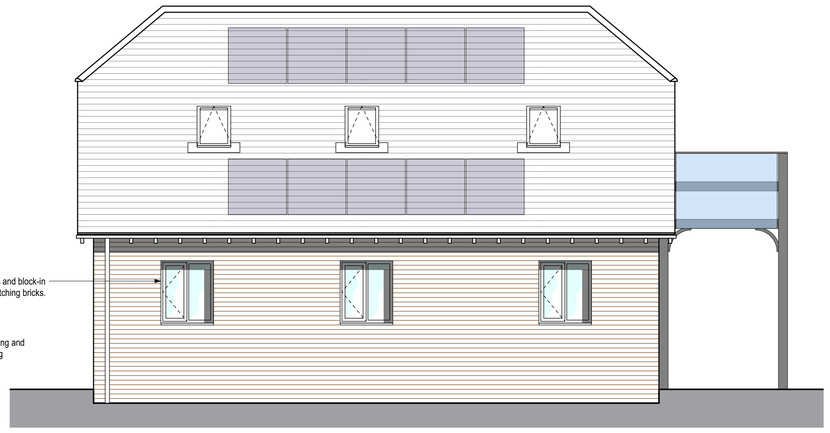
1F FIRST FLOOR PLAN
Scale: 1:50



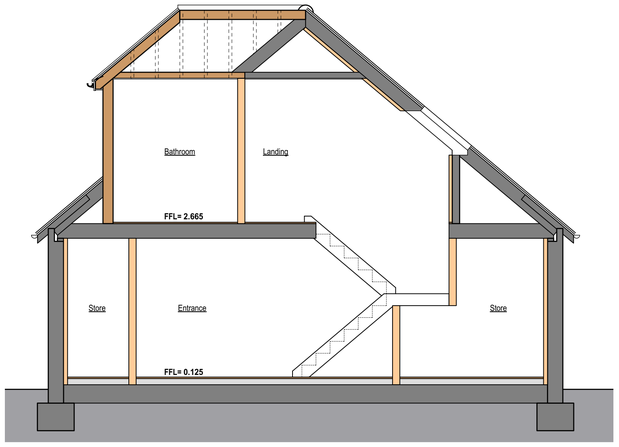
RP ROOF PLAN
Scale: 1:50



E1 ELEVATION - Northwest
Scale: 1:50



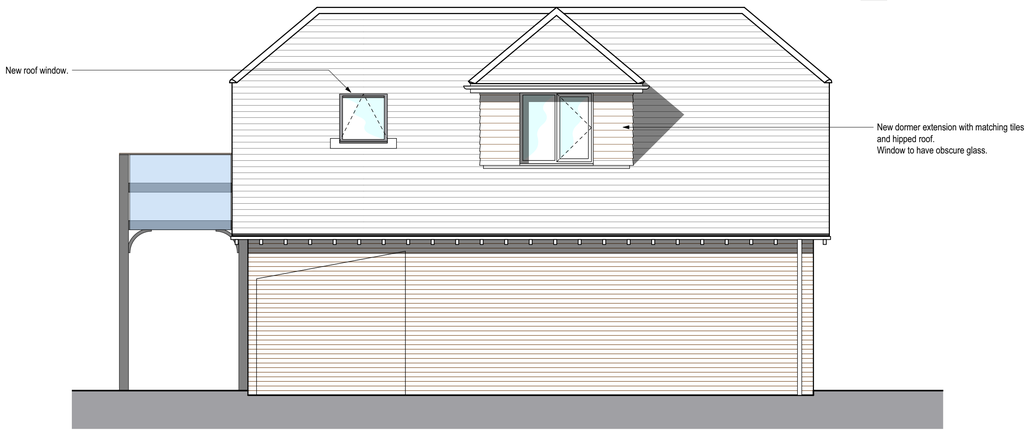
E2 ELEVATION - Southwest
Scale: 1:50



S1 SECTION
Scale: 1:50



E3 ELEVATION - Southeast
Scale: 1:50



E4 ELEVATION - Northeast
Scale: 1:50

© MAJ Architects LLP.
Copyrights reserved.
Use figured dimensions only.
Do not scale from this drawing.
All levels and dimension to be checked on site by contractor. Any discrepancy to be verified by the Architect before proceeding.
Drawing to be read in conjunction with all relevant MAJ drawings and specification clauses.
The Contractor and relevant fabricated products to be built to current British and European Standards.
This drawing must not be used for Land Transfer unless stated as 'Conveyance'

This drawing and its subject matter are the confidential property of MAJ Architects LLP and shall not be copied, reproduced, used or disclosed to others without the prior written authority of MAJ Architects LLP.

Notes:

Health & Safety notes:

rev	revision details	by	date
1	Issued for Planning	mj	12/12/23

status: **PLANNING**

client:
Mrs Woodlock
Woodlands Grouse Road
Horsham RH13 6HT

project:
Garage Conversion to create granny annexe
Woodlands Grouse Road

title:
PROPOSED PLANS AND ELEVATIONS

scale: 1:50 @ A1

checked:	date:
mj	12/12/23
originated:	date:
mj	6/12/23

MAJ ARCHITECTS
Andreas, Mill Lane, Felbridge, East Grinstead, RH19 2PE
Tel: 01342 323441
email: info@majarchitects.co.uk
web: www.majarchitects.co.uk

drawing number: D23166 _A_ 1002
revision: P1

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

385C

Mr WOODLOCK
WOODLANDS
GROUSE ROAD
COLGATE
RH13 6HT

50841PDWI00035/121/C

Your customer number
10327902

Payment reference
0004 0528 64254

Date 21 Sep 2020

Your metered bill for 01 October 2019 to 14 September 2020

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

Your account summary

Balance brought forward	£7.48 Credit
What you've paid since your last bill	£294.60 Credit
What you've been charged for From 01 October 2019 to 14 September 2020	£251.71
Account Balance	**£50.37 Credit**

About your payments

Your next Direct Debit payment
15 October 2020

£19.50

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

Your previous Direct Debit
£24.60

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.

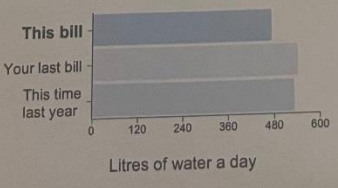
From now on, we'll be sending you one statement instead of two. Your meter will still be read twice so your bills are accurate. All charges are based on yearly use and we'll adjust your direct debit payments annually.

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.

3245 IVC B_UK 24387 4318.3.1

Your water use

Over the last twelve months your household used on average **474** **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

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

MRS GILLIAN WOODLOCK
WOODLANDS
GROUSE ROAD
COLGATE
RH13 6HT

0000001/0000/0011/0000005774276
1414170/0043800/1/002

Your customer number
10327902

Your payment reference
0004 0528 64254

Dear Mrs GILLIAN WOODLOCK,

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

122 m³

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

Meter number: 8459428

Latest reading: 25 Sep 2023

2 1 2 2 . 0 0

Previous reading: 20 Sep 2022

2 0 0 0 . 0 0

Your next meter reading is scheduled to take place by 28 Mar 2024

Previous bill's usage
144.00 m³

Charges

£219.21

Bill date
27 Sep 2023

Billing period
From: 21 September 2022
To: 25 September 2023

Bill type
Metered - Direct Debit

Previous bill's charges
£238.04

Future payments

Next monthly payment

£17.20

16 Oct 2023

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

Struggling to pay? See p. 3

Previous bill's payments
£19.80 monthly

Water

Period: 21 September 2022 to 31 March 2023

Variable Rate	£1.550 x	61.60m³ =	£95.48
Standing Charge		=	£9.89

Period: 01 April 2023 to 25 September 2023

Variable Rate	£1.716 x	60.40m³ =	£103.65
Standing Charge		=	£10.19
Total Water			**£219.21**

Wastewater

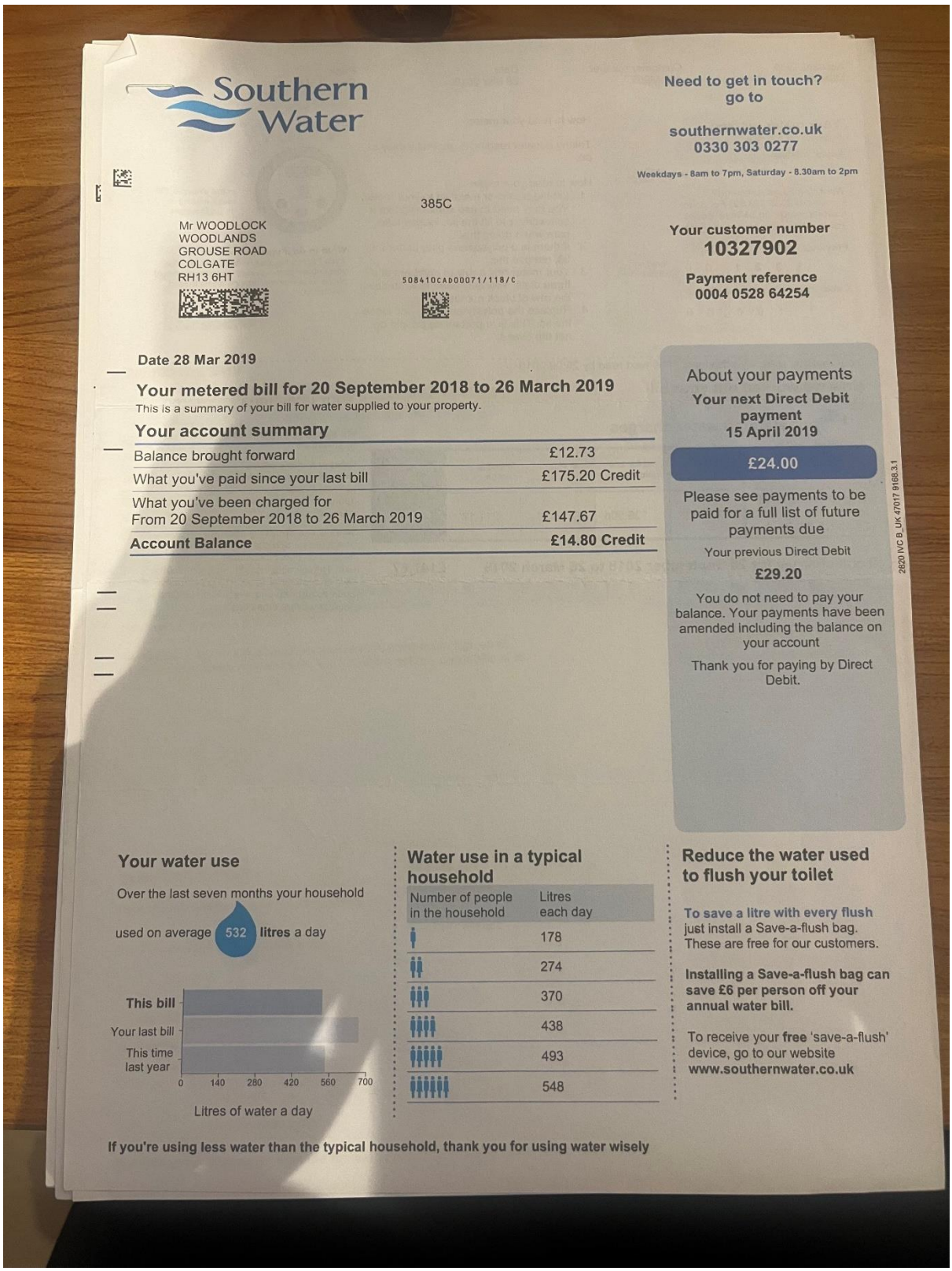
Southern Water only supplies your water – we don't take wastewater away from your property.

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**

1585 - M - Document 1 of 1 - 28092023 - 5774241 - 5774276



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

Mr WOODLOCK
WOODLANDS
GROUSE ROAD
COLGATE
RH13 6HT

508410CAD00071/118/C

Your customer number
10327902

Payment reference
0004 0528 64254

Date 28 Mar 2019

Your metered bill for 20 September 2018 to 26 March 2019

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

Your account summary

Balance brought forward	£12.73
What you've paid since your last bill	£175.20 Credit
What you've been charged for From 20 September 2018 to 26 March 2019	£147.67
Account Balance	**£14.80 Credit**

About your payments

Your next Direct Debit payment 15 April 2019

£24.00

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

Your previous Direct Debit

£29.20

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.

2620 IVC B_UK 47017 9168.3.1

Your water use

Over the last seven months your household used on average **532 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

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

MRS GILLIAN WOODLOCK
WOODLANDS
GROUSE ROAD
COLGATE
RH13 6HT

0000/01/0000/0100/0000/3636820
10315201/005102/001/002

Your customer number
10327902

Your payment reference
0004 0528 64254

Dear Mrs GILLIAN WOODLOCK,

Here's your latest bill based on the meter reading we took on 30 September 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

167 m³

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

Meter number: 8459428

Latest reading: 30 Sep 2021

		1	8	5	6	.	0	0

Previous reading: 14 Sep 2020

		1	6	8	9	.	0	0

Your next meter reading is scheduled to take place by 28 Mar 2022

Previous bill's usage
166.00 m³

Charges

£264.94

Bill date
04 Oct 2021

Billing period
From: 15 September 2020
To: 30 September 2021

Bill type
Metered - Direct Debit

Previous bill's charges
£251.71

Future payments

Next monthly payment

£19.50

15 Oct 2021

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

Struggling to pay? See p. 3

Previous bill's payments
£19.50 monthly

Water

Period: 15 September 2020 to 31 March 2021

Variable Rate	£1.426 x	85.30m³	=	£121.64
Standing Charge			=	£11.03

Period: 01 April 2021 to 30 September 2021

Variable Rate	£1.487 x	81.70m³	=	£121.49
Standing Charge			=	£10.78
Total Water				**£264.94**

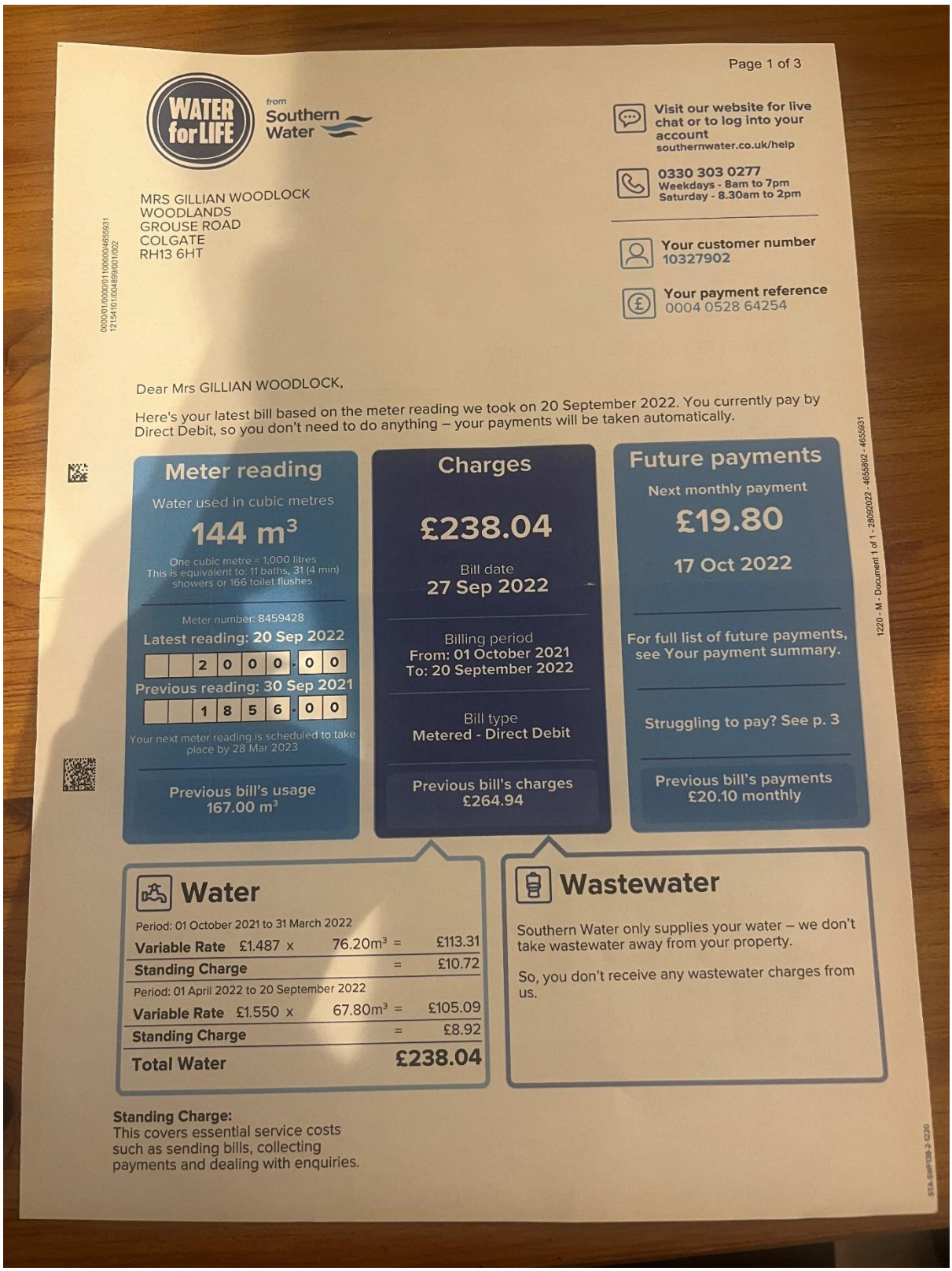
Wastewater

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.

862 - M - Document 1 of 1 - 05102021 - 3636796 - 3636820



Page 1 of 3

WATER for LIFE from Southern Water

MRS GILLIAN WOODLOCK
WOODLANDS
GROUSE ROAD
COLGATE
RH13 6HT

0000010000011000004655931
1215410100489900100 2

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
10327902

Your payment reference
0004 0528 64254

Dear Mrs GILLIAN WOODLOCK,

Here's your latest bill based on the meter reading we took on 20 September 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

144 m³

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

Meter number: 8459428

Latest reading: **20 Sep 2022**

2 0 0 0 . 0 0

Previous reading: **30 Sep 2021**

1 8 5 6 . 0 0

Your next meter reading is scheduled to take place by 28 Mar 2023

Previous bill's usage
167.00 m³

Charges

£238.04

Bill date
27 Sep 2022

Billing period
From: 01 October 2021
To: 20 September 2022

Bill type
Metered - Direct Debit

Previous bill's charges
£264.94

Future payments

Next monthly payment

£19.80

17 Oct 2022

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

Struggling to pay? See p. 3

Previous bill's payments
£20.10 monthly

Water

Period: 01 October 2021 to 31 March 2022

Variable Rate	£1.487 x	76.20m³ =	£113.31
Standing Charge		=	£10.72

Period: 01 April 2022 to 20 September 2022

Variable Rate	£1.550 x	67.80m³ =	£105.09
Standing Charge		=	£8.92
Total Water			**£238.04**

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.

1220 - M - Document 1 of 1 - 28092022 - 4655932 - 4655931

Annex C - Part G Calculations

The Woodlands - Part G Calculations Flow Testing

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)	6.00	4.42	0.00	26.52
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)	10.00	1.58	1.58	17.38
Bath (where shower also present)	Capacity to overflow(litres)	200.00	0.11	0.00	22.00
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)	20.00	0.44	10.36	19.16
Washing Machine	(Litres/kg dry load)	11.25	2.1	0.00	23.63
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)			163.90
	(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)			149.15
	(10)	External water use			5.0
	(11)	Total water consumption (Building Regulation 17.K) =(9)+(10)(litres/person/day)			154.1

Click here to fill in details before printing:

The Annexe – Part G Performance Level 3 BREEAM

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)		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)	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)			86.47
	(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)			78.69
	(10)	External water use			5.0
	(11)	Total water consumption (Building Regulation 17.K) =(9)+(10)(litres/person/day)			83.7

Click here to fill in details before printing:

Woodlands with Performance Level 3 Fixtures and Fittings

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)	7.00	1.58	1.58	12.64
Bath (where shower also present)	Capacity to overflow(litres)	170.00	0.11	0.00	18.70
Shower (where bath also present)	Flow Rate(litres / minute)	9.00	4.37	0.00	39.33
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)			113.52
	(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)			103.30
	(10)	External water use			5.0
	(11)	Total water consumption (Building Regulation 17.K) =(9)+(10)(litres/person/day)			108.3

Click here to fill in details before printing: