



UTILITIES TARIFFS COMMENCING 01 JANUARY 2024

The Utilities Regulatory Authority (URA) has authorised increases of 15% in electricity charges and 10% in water and sewerage charges. These changes will take effect from 01 January 2024 and will apply for a 6 month period.

In August 2023, Connect Saint Helena Limited (Connect) submitted a tariff proposal to the URA. The key driver behind this was to raise revenues to close the funding gap created by the significant increases in the cost of goods that Connect uses to provide electricity, water and sewerage services, particularly the cost of fuel as a consequence of worldwide events such as the war in Ukraine.

Following public consultation and a review by the URA, the tariff proposal was originally rejected by the URA. However, the URA sought further proposals from Connect in the meantime.

Connect noted that electricity tariffs were last adjusted in 2016 and water and sewerage tariffs were last adjusted in 2021. It is clear that Connect's revenues have not been able to keep pace with increasing prices and that the funding gap continues to grow. The recent fuel price increase announced in December 2023 has worsened this picture.

To address this, the URA has given approval for a 15% increase in electricity tariffs and a 10% increase in water and sewerage tariffs to take effect from 1 January 2024 up to and including 30 June 2024.

By setting a 6 month deadline, the URA and Connect recognise that there is more work to be done on tariffs. Further review is planned to give consumers certainty as to how external forces will impact costs and to ensure that Connect is on a stable financial footing so that it can plan for the future in the knowledge that incomes will be at a certain level.

During the same period, Connect will also continue work under its *Energy Delivery Plan* to increase the proportion of electricity generated through renewable energy. This work is now entering final design stage.

Further details on the decision taken by the URA can be found in the *URA Report Tariffs 2023* on the Connect website www.connect.co.sh. A *Utilities Tariff Calculator* can be found at <http://www.connect.co.sh/tariffs-and-other-charges.html> for those consumers wishing to calculate their utilities bills from January 2024.

For any queries regarding the new tariffs or utilities bills, please contact our Billing Section on telephone number 22255 or email enquiries@connect.co.sh

13 December 2023





UTILITIES TARIFFS COMMENCING 1st JANUARY 2024

WATER	RATES PER QUARTER		
	DOMESTIC	AGRICULTURAL	COMMERCIAL
	<i>Consumption</i>		
	Treated water:	Treated water: £2.44 per m ³	Treated water: £4.81 per m ³
	First 15m ³ £1.86 per m ³		
	16-25 m ³ £2.44 per m ³		
	Over 25m ³ £4.81 per m ³		
	Untreated water: £1.22 per m ³	Untreated water: £1.22 per m ³	
<i>Standing Charge</i>			
£13.75	£13.75	£40.05	
<i>Connection / Disconnection / Reconnection (per visit)</i>			
			£38.78

ELECTRICITY	RATES PER QUARTER		
	DOMESTIC	COMMERCIAL	
	<i>Single Phase meter</i>		
	Units 1 - 1000	£0.35 kWh	£0.53 kWh
	Units in excess of 1000	£0.53 kWh	£0.53 kWh
	<i>3 Phase meter</i>		
		£0.53 kWh	£0.53 kWh
	<i>Connection / Disconnection / Reconnection (per visit)</i>		£44.75

SEWERAGE	DOMESTIC	COMMERCIAL
	<i>Standing Charge</i>	
	£23.96 per quarter	£37.83 per quarter
	<i>Emptying of septic tank</i>	
	£89.82 per visit	£144.28 per visit
	<i>Unblocking private sewer line</i>	
	£89.82 per visit	£144.28 per visit
	<i>Connection / Disconnection fee (per visit)</i>	

NOTE: Interest is charged at a rate of 0.75% per month (or part of) for overdue balances.

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