

ELECTRICITY														
FINANCIAL YEAR	2013/14		2014/15		2015/16		2016/17		2017/18		2018/19		2019/20	
	Full Year		Full Year		Full Year		Full Year		Full Year		Full Year		Full Year	
Tariff Charges & Average Bills														
Bands														
Standing Charge (1 Phase)	£/quarter	£ 11.00	£ 11.50	£ 11.79	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -
Standing Charge (3 Phase)	£/quarter	£ 33.00	£ 34.50	£ 35.36	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -
Tariff Low User Band (up to 400)	£/kWh	£ 0.212	£ 0.22	£ 0.23	£ 0.30	£ 0.30	£ 0.30	£ 0.30	£ 0.30	£ 0.30	£ 0.30	£ 0.30	£ 0.30	£ 0.30
Tariff Medium User Band (401 - 1000)	£/kWh	£ 0.363	£ 0.38	£ 0.39	£ 0.30	£ 0.30	£ 0.30	£ 0.30	£ 0.30	£ 0.30	£ 0.30	£ 0.30	£ 0.30	£ 0.30
Tariff High User Band (1,000+)	£/kWh	£ 0.396	£ 0.42	£ 0.43	£ 0.46	£ 0.46	£ 0.46	£ 0.46	£ 0.46	£ 0.46	£ 0.46	£ 0.46	£ 0.46	£ 0.46
Average Tariff														
Domestic	£/kWh	£ 0.296	£ 0.309	£ 0.320	£ 0.314	£ 0.309	£ 0.308	£ 0.308	£ 0.308	£ 0.308	£ 0.308	£ 0.308	£ 0.307	£ 0.307
Commercial / Government	£/kWh	£ 0.407	£ 0.432	£ 0.441	£ 0.460	£ 0.460	£ 0.460	£ 0.460	£ 0.460	£ 0.460	£ 0.460	£ 0.460	£ 0.460	£ 0.460
Overall	£/kWh	£ 0.354	£ 0.370	£ 0.382	£ 0.392	£ 0.393	£ 0.393	£ 0.393	£ 0.393	£ 0.393	£ 0.393	£ 0.393	£ 0.389	£ 0.389
Total Tariff Revenue	£	3,077,699	3,280,403	3,621,883	3,841,496	3,877,731	4,001,124	4,001,124	4,001,124	4,001,124	4,001,124	4,001,124	4,001,124	1,044,861
Average Domestic Daily Bill	£/day	£ 1.47	£ 1.58	£ 1.66	£ 1.59	£ 1.51	£ 1.48	£ 1.48	£ 1.48	£ 1.48	£ 1.48	£ 1.48	£ 1.42	£ 1.42
Average Domestic Annual Bill	£/annum	£ 536	£ 577	£ 605	£ 580	£ 551	£ 540	£ 540	£ 540	£ 540	£ 540	£ 540	£ 519	£ 519
Average Overall Daily Bill	£/day	£ 3.17	£ 3.20	£ 3.52	£ 3.67	£ 3.69	£ 3.76	£ 3.76	£ 3.76	£ 3.76	£ 3.76	£ 3.76	£ 3.36	£ 3.36
Average Overall Annual Bill	£/annum	£ 1,155	£ 1,168	£ 1,286	£ 1,340	£ 1,346	£ 1,374	£ 1,374	£ 1,374	£ 1,374	£ 1,374	£ 1,374	£ 1,225	£ 1,225
Numbers of Customers and Units Billed														
Consumer Meters														
Domestic	Number	2,377	2,398	2,441	2,462	2,498	2,547	2,562	2,547	2,547	2,547	2,547	2,562	2,562
Commercial	Number	248	254	253	294	302	316	297	302	302	316	316	297	297
Government	Number	133	133	132	120	119	120	118	119	119	120	120	118	118
Total	Number	2,758	2,785	2,826	2,876	2,919	2,983	2,977	2,968	2,968	2,983	2,983	2,977	2,977
Billed														
Domestic Low User	kWh	2,683,694	2,762,432	2,847,301	2,859,848	2,884,869	2,959,217	2,809,533	2,884,869	2,884,869	2,959,217	2,959,217	2,809,533	2,809,533
Domestic Medium User	kWh	1,273,362	1,304,215	1,358,977	1,296,669	1,307,689	1,278,564	1,290,306	1,307,689	1,307,689	1,278,564	1,278,564	1,290,306	1,290,306
Domestic High User	kWh	351,256	407,036	410,463	392,208	259,003	224,332	199,697	259,003	259,003	224,332	224,332	199,697	199,697
Commercial	kWh	3,702,535	3,429,332	3,860,216	4,250,821	4,356,120	4,492,906	4,256,579	4,356,120	4,356,120	4,492,906	4,492,906	4,256,579	4,256,579
Government	kWh	895,215	786,089	926,221	917,889	1,103,056	1,344,854	1,191,345	1,103,056	1,103,056	1,344,854	1,344,854	1,191,345	1,191,345
Street Lighting (Government)	kWh	102,503	104,563	104,776	107,189	91,513	82,374	59,768	91,513	91,513	82,374	82,374	59,768	59,768
Used in Production (Power Station)	kWh	567,672	594,545	515,034	476,237	499,129	484,028	467,146	499,129	499,129	484,028	484,028	467,146	467,146
Total	kWh	9,576,237	9,388,212	10,022,988	10,300,861	10,501,379	10,866,275	10,274,374	10,501,379	10,501,379	10,866,275	10,866,275	10,274,374	10,274,374
Annual Average Consumption														
Domestic	kWh	1,812	1,866	1,891	1,848	1,782	1,752	6,713	1,782	1,782	1,752	1,752	6,713	6,713
Commercial	kWh	14,930	13,501	15,258	14,459	14,424	14,218	57,328	14,424	14,424	14,218	14,218	57,328	57,328
Government	kWh	7,502	6,697	7,811	8,542	10,038	11,894	42,411	10,038	10,038	11,894	11,894	42,411	42,411
Combined	kWh	3,266	3,158	3,364	3,416	3,427	3,480	13,177	3,427	3,427	3,480	3,480	13,177	13,177
Daily Average Consumption														
Domestic	kWh	5.0	5.1	5.2	5.1	4.9	4.8	18.4	4.9	4.9	4.8	4.8	18.4	18.4
Commercial	kWh	40.9	37.0	41.8	39.6	39.5	39.0	157.1	39.5	39.5	39.0	39.0	157.1	157.1
Government	kWh	20.6	18.3	21.4	23.4	27.5	32.6	116.2	27.5	27.5	32.6	32.6	116.2	116.2
Combined	kWh	8.9	8.7	9.2	9.4	9.4	9.5	36.1	9.4	9.4	9.5	9.5	36.1	36.1
Electricity Generation														
Generation														
Diesel	kWh	9,593,636	8,619,989	8,038,875	8,490,816	8,708,038	8,943,645	8,965,414	8,708,038	8,708,038	8,943,645	8,943,645	8,965,414	8,965,414
Wind	kWh	1,008,245	2,336,690	2,453,329	2,144,789	1,974,134	2,069,749	1,841,978	1,974,134	1,974,134	2,069,749	2,069,749	1,841,978	1,841,978
Solar	kWh	68,080	106,341	801,608	861,761	894,891	997,219	996,974	894,891	894,891	997,219	997,219	996,974	996,974
Other	kWh	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	kWh	10,669,961	11,063,020	11,293,812	11,497,366	11,577,063	12,010,613	11,804,366	11,577,063	11,577,063	12,010,613	12,010,613	11,804,366	11,804,366
Generation % by Source														
Diesel	%	89.9%	77.9%	71.2%	73.9%	75.2%	74.5%	75.9%	75.2%	75.2%	74.5%	74.5%	75.9%	75.9%
Wind	%	9.4%	21.1%	21.7%	18.7%	17.1%	17.2%	15.6%	17.1%	17.1%	17.2%	17.2%	15.6%	15.6%
Solar	%	0.6%	1.0%	7.1%	7.5%	7.7%	8.3%	8.4%	7.7%	7.7%	8.3%	8.3%	8.4%	8.4%
Other	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Fuel Used														
Quantity	kilolitre	2,448	2,208	2,086	2,147	2,218	2,027	2,017	2,218	2,218	2,027	2,027	2,017	2,017
Cost	£M	1.767	1.471	1.137	1.141	1.383	1.703	1.837	1.383	1.383	1.703	1.703	1.837	1.837

WASTE WATER

FINANCIAL YEAR	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
	Full Year	Full Year	Full Year	Full Year	Full Year	Full Year	Full Year

Tariff Charges & Average Bills							
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Bands															
Standing Charge (Domestic)	£/quarter	£	10.45	£	11.50	£	11.79	£	12.50	£	15.00	£	18.00	£	18.00
Standing Charge (Comm & Gov)	£/quarter	£	16.50	£	18.15	£	18.61	£	19.73	£	23.68	£	28.43	£	28.43

Total Sewage Tariff Revenue	£		39,490		46,504		57,345		63,294		69,298		90,167		25,119
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Average Domestic Daily Bill	£/day	£	0.11	£	0.13	£	0.13	£	0.14	£	0.16	£	0.20	£	0.20
Average Domestic Annual Bill	£/annum	£	42	£	46	£	47	£	50	£	60	£	72	£	72

Average Overall Daily Bill	£/day	£	0.12	£	0.13	£	0.14	£	0.14	£	0.17	£	0.21	£	0.21
Average Overall Annual Bill	£/annum	£	44	£	49	£	50	£	53	£	64	£	77	£	77

Numbers of Customers							
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Sewage															
Domestic Connections	Number		1,087		1,093		1,111		1,119		1,124		1,124		1,130
Commercial Connections	Number		65		68		68		71		79		86		91
Government Connections	Number		45		46		49		50		52		54		53

WATER								
FINANCIAL YEAR		2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
		Full Year	Full Year	Full Year	Full Year	Full Year	Full Year	Full Year
Tariff Charges & Average Bills								
Bands								
Standing Charge (Dom & Agri)	£/quarter	£ 6.60	£ 7.00	£ 7.18	£ 7.18	£ 8.61	£ 10.33	£ 10.33
Standing Charge (Comm & Gov)	£/quarter	£ 19.80	£ 21.00	£ 21.53	£ 21.53	£ 25.83	£ 31.00	£ 31.00
Treated up to 15m ³	£/m ³	£ 0.86	£ 0.90	£ 0.93	£ 0.97	£ 1.16	£ 1.39	£ 1.39
Treated above 15m ³	£/m ³	£ 1.14	£ 1.20	£ 1.23	£ 1.28	£ 1.53	£ 1.84	£ 1.84
Commercial	£/m ³	£ 2.24	£ 2.35	£ 2.41	£ 2.51	£ 3.10	£ 3.61	£ 3.61
Untreated	£/m ³	£ 0.57	£ 0.60	£ 0.62	£ 0.64	£ 0.77	£ 0.92	£ 0.92
Average Tariff								
Domestic	£/m ³	£ 1.32	£ 1.38	£ 1.42	£ 1.48	£ 1.79	£ 2.12	£ 2.19
Commercial Treated	£/m ³	£ 2.48	£ 2.74	£ 2.75	£ 2.86	£ 3.61	£ 4.29	£ 5.07
Government Treated	£/m ³	£ -	£ -	£ 2.51	£ 2.78	£ 3.14	£ 3.64	£ 3.64
Untreated	£/m ³	£ 1.02	£ 1.15	£ 1.15	£ 1.25	£ 1.46	£ 1.69	£ 1.69
Agricultural	£/m ³	£ 0.92	£ 0.84	£ 0.82	£ 0.94	£ 1.19	£ 1.42	£ 1.56
Combined	£/m ³	£ 1.57	£ 1.53	£ 1.57	£ 1.67	£ 1.98	£ 2.34	£ 2.37
Total Water Tariff Revenue	£	397,642	441,562	468,813	440,769	458,271	458,271	585,384
Average Domestic Daily Bill	£/day	£ 0.29	£ 0.31	£ 0.32	£ 0.31	£ 0.36	£ 0.45	£ 0.40
Average Domestic Annual Bill	£/annum	£ 106	£ 115	£ 117	£ 113	£ 131	£ 164	£ 146
Average Overall Daily Bill	£/day	£ 0.43	£ 0.40	£ 0.43	£ 0.41	£ 0.44	£ 0.55	£ 0.47
Average Overall Annual Bill	£/annum	£ 155	£ 145	£ 157	£ 148	£ 162	£ 201	£ 171
Number of Customers and Units Billed								
Consumer Meters								
Domestic Treated	Number	2,129	2,172	2,200	2,223	2,261	2,301	2,301
Commercial Treated	Number	229	236	238	218	167	169	158
Government Treated	Number	2	2	3	22	85	90	95
Untreated	Number	293	294	298	297	285	282	273
Agricultural	Number	202	257	265	267	280	297	297
Total	Number	2,855	2,961	3,004	3,027	3,078	3,139	3,124
Billed								
Domestic Treated to 15m ³	m ³	90,428	94,859	97,084	94,029	93,652	99,720	22,851
Domestic Treated above 15m ³	m ³	80,040	85,453	84,189	75,219	71,404	78,178	15,432
Commercial Treated	m ³	75,318	50,736	59,454	53,868	33,984	30,898	3,351
Government Treated	m ³	-	-	110	319	9,782	16,504	5,255
Untreated	m ³	17,109	14,909	16,103	13,898	14,240	15,218	3,652
Agricultural	m ³	15,408	30,490	38,198	25,468	23,039	24,362	4,771
Total	m³	278,303	276,447	295,138	262,801	246,101	264,880	55,312
Annual Average Consumption								
Domestic Treated	litre	80,070	83,017	82,397	76,135	73,001	77,313	66,550
Commercial Treated	litre	328,900	214,983	249,807	247,101	203,497	182,828	84,835
Government Treated	litre	-	-	36,667	14,500	115,082	183,378	221,263
Untreated	litre	58,392	50,711	54,037	46,795	49,965	53,965	53,509
Agricultural	litre	76,277	118,638	144,143	95,386	82,282	82,027	64,256
Combined	litre	97,479	93,363	98,248	86,819	79,955	84,384	70,822
Daily Average Consumption								
Domestic Treated	litre	219	227	226	209	200	212	182
Commercial Treated	litre	901	589	684	677	558	501	232
Government Treated	litre	0	0	100	40	315	502	606
Untreated	litre	160	139	148	128	137	148	147
Agricultural	litre	209	325	395	261	225	225	176
Combined	litre	267	256	269	238	219	231	194
Average Quarterly Billed								
Domestic Treated	m ³	20.0	20.8	20.6	19.0	18.3	19.3	16.6
Commercial Treated	m ³	82.2	53.7	62.5	61.8	50.9	45.7	21.2
Government Treated	m ³	-	-	9.2	3.6	28.8	45.8	55.3
Untreated	m ³	14.6	12.7	13.5	11.7	12.5	13.5	13.4
Agricultural	m ³	19.1	29.7	36.0	23.8	20.6	20.5	16.1
Combined	m³	24.4	23.3	24.6	21.7	20.0	21.1	17.7
Water Supply								
Source								
Redhill	m ³	127,597	159,343	167,896	148,480	165,065	166,061	129,745
Hutts Gate	m ³	103,968	110,399	120,490	122,722	128,144	136,799	120,008
Jamestown	m ³	71,645	91,271	91,205	100,631	105,571	90,419	80,497
Levelwood	m ³	19,599	24,919	25,982	34,356	50,340	50,340	69,027
Untreated	m ³	63,310	45,582	68,567	43,762	70,601	73,388	60,345
Total	m³	386,119	431,514	474,140	449,951	519,721	517,007	459,622
Supply % by Source								
Redhill	%	33.0%	36.9%	35.4%	33.0%	31.8%	32.1%	28.2%
Hutts Gate	%	26.9%	25.6%	25.4%	27.3%	24.7%	26.5%	26.1%
Jamestown	%	18.6%	21.2%	19.2%	22.4%	20.3%	17.5%	17.5%
Levelwood	%	5.1%	5.8%	5.5%	7.6%	9.7%	9.7%	15.0%
Untreated	%	16.4%	10.6%	14.5%	9.7%	13.6%	14.2%	13.1%
Non Revenue Water								
Treated	m ³	77,023	154,884	164,736	182,754	240,298	218,319	352,388
Untreated	m ³	30,793	183	14,266	4,396	33,322	33,808	51,922