



UTILITIES TARIFFS COMMENCING 1 JULY 2024 TO 30 JUNE 2025

The Utilities Regulatory Authority (URA) has authorised increases of 15% in electricity charges and 10% in water charges with effect from 01 July 2024 up to 30 June 2025. There are no changes to sewerage charges at this time.

Tariffs were last changed on 01 January 2024, covering the period up to and including 30 June 2024. These were temporary tariffs implemented for the six-month period whilst Connect Saint Helena Ltd (Connect) was requested to provide an updated tariffs proposal. Prior to that, electricity tariffs had been revised in 2016 and water and sewerage tariffs were revised in 2021. This reflects a considerable period where there had been no adjustment to utility prices whilst costs have escalated.

In April 2024, the URA commenced consultation on tariff proposals. Three options were considered, two from Connect and a third that the URA had derived.

Following public consultation and review, the URA adopted Option 2 for electricity. This means that electricity charges will increase by 15%. The current tariff structure has been retained whereby domestic usage below 1000 units per quarter is charged at a lower rate. Domestic usage above 1000 units per quarter as well as commercial and three-phase usage will be charged at a higher rate.

Water charges have been increased by 10%. The current tariff structure has been retained. For example, for domestic consumers, there is a standing charge as well as three bands for treated water usage.

In addition to setting electricity and water charges for the period 1 July 2024 to 30 June 2025, the URA has provided guidance on plans for tariffs from 1 July 2025. We will cover these in a separate update.

The agreed increases are necessary in light of cost escalations, not only in the current operating environment but also historically given the length of time that had elapsed prior to tariffs being adjusted in 2024. Connect encourages all concerned customers to speak to our Billing Section.

Further details on the decision taken by the URA can be found in the *URA Report on Tariffs from 1 July 2024* 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 July 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

19 June 2024





UTILITIES TARIFFS COMMENCING 1st JULY 2024

WATER	RATES PER QUARTER		
	DOMESTIC	AGRICULTURAL	COMMERCIAL
	<i>Consumption</i>		
	Treated water:	Treated water: £2.68 per m ³	Treated water: £5.29 per m ³
	First 15m ³ £2.05 per m ³		
	16-25 m ³ £2.68 per m ³		
	Over 25m ³ £5.29 per m ³		
	Untreated water: £1.34 per m ³	Untreated water: £1.22 per m ³	
	<i>Standing Charge</i>		
	£15.13	£15.13	£44.06
<i>Connection / Disconnection / Reconnection (per visit)</i>			
			£38.78

ELECTRICITY	RATES PER QUARTER		
	DOMESTIC	COMMERCIAL	
	<i>Single Phase meter</i>		
	Units 1 - 1000	£0.40 kWh	£0.61 kWh
	Units in excess of 1000	£0.61 kWh	£0.61 kWh
	<i>3 Phase meter</i>		
		£0.61 kWh	£0.61 kWh
<i>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 / Reconnection (per visit)</i>		£44.24

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

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