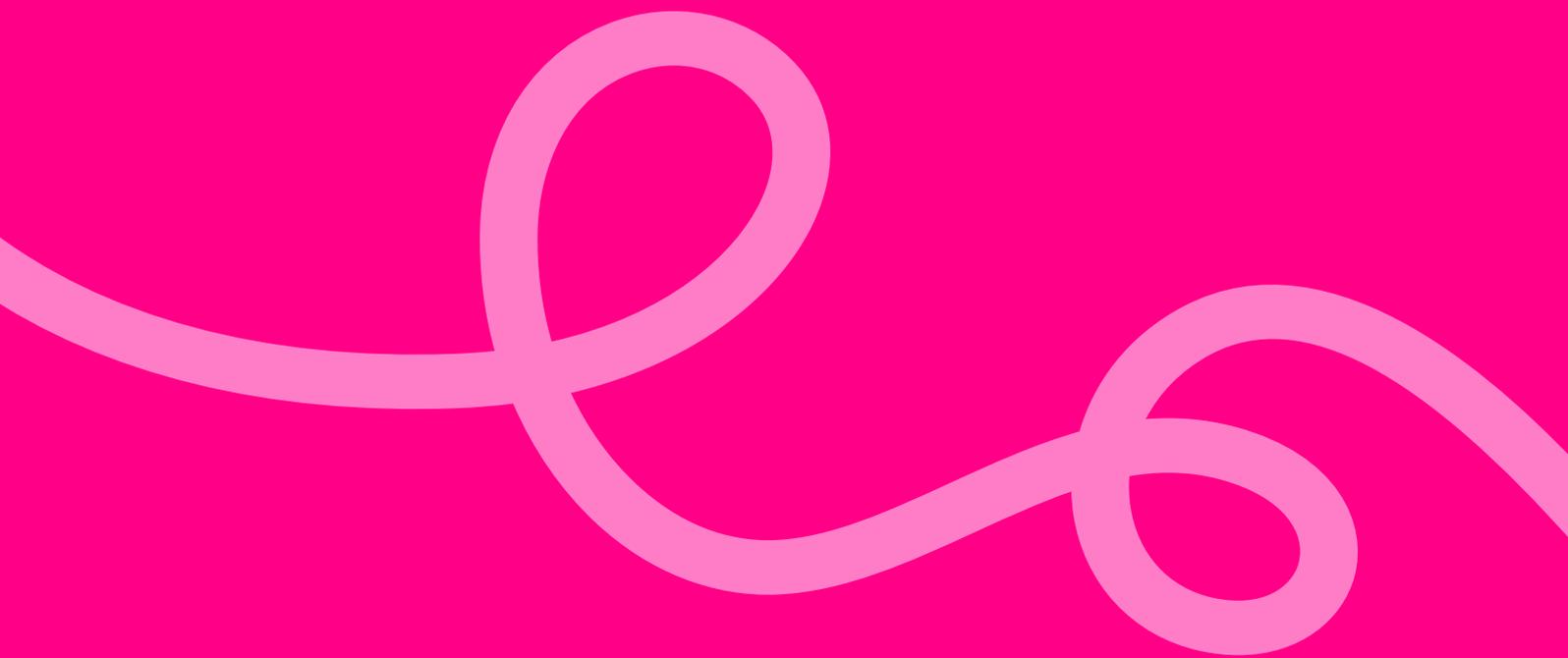


everflow
water

Charging Statement



Welcome to Everflow Water

Our charging statement sets out our default tariff rates for your primary water and wastewater services with Everflow Water.

Our Charging Statement should be read in conjunction with our Standard Conditions and your Contract Schedule.

Understanding your charges

At Everflow Water we believe customers should be able to see that they're getting good value for the services utility retailers provide.

Therefore, we give you full visibility of the wholesale prices you pay, separate to the retail fee we add for the things we do, which include:

- Consolidated billing
- Wholesaler management
- Customer service
- Customer portal access
- Meter reading

Your overall bill = **fixed price retail cost + wholesale charges**

Retail fee

The retail fee we charge you allows us to provide you with the above services.

It will be clearly shown on your contract schedule and will remain fixed throughout the duration of your Fixed Term Contract with us.

If you wish to add any new sites to your account during your contract you will benefit from the same low-cost retail fee rate per supply point.

Default 'out of contract' retail fees

If you decide to terminate your contract with us at any point, without switching away, your retail fee will switch to our default tariff in accordance with our [Standard Conditions](#).

Wholesale costs

We pass these costs through to you without a mark-up, (our retail fee is kept separate, as mentioned above). We do this so you can be sure you're getting great value rates with Everflow Water.

Each retailer pays wholesalers the same amount for the water supplied to you, you can find out more about the difference between wholesalers and retailers [here](#).

Will my wholesale prices change?

Wholesalers update their prices on an annual basis, the change is usually minimal, and we always draw your attention to the update before the updated tariff rates go live.

You can find your wholesaler's charging statement with the respective tariff rates [here](#).

High volume & trade effluent customers

If you use over 100,000m³ of water a year or have trade effluent services we will always provide you with a bespoke tariff, ensuring you get the best value for your water and wastewater services.