

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 22 October 2025 18:55  
**To:** [REDACTED]  
**Subject:** Unfair double impact of CMA approved bill increases for South East Water and Souther Water customers

[REDACTED] [REDACTED]

Dear Sir or Madam,

We are writing to express serious concern on behalf of customers who receive water services from South East Water and wastewater services from Southern Water. These households are now being unfairly penalised twice following the CMA's recent decision to allow both companies an additional average 3% increase in customer bills.

Because these two companies serve overlapping areas of southern England, thousands of customers – including those in Kent, East Sussex, West Sussex and parts of Hampshire – receive combined bills from both. The CMA's decision therefore exposes these customers to two price rises for the same regulatory period, despite their household income and service quality being no different from customers elsewhere.

This outcome is inconsistent with the stated aim of both Ofwat and the CMA to ensure that:

- price determinations are fair, proportionate and in the consumer interest, and
- customers are not disadvantaged because of regulatory overlap or company structure.

Furthermore:

- Both South East Water and Southern Water have poor performance records on supply interruptions, leakage and sewage discharges;
- Yet customers are being asked to pay more before seeing credible service improvements;
- Those billed by both companies now face a compound increase well above the national average, at a time of significant cost-of-living pressure.

We therefore ask that the CMA and Ofwat review the distributional impact of the recent price determination to ensure that:

1. Dual-billed customers are not disproportionately affected;
2. Any additional revenue allowed to these companies is strictly ring-fenced for service and environmental improvement, not for dividends or debt servicing this should include making sure cash is not pooled across the group. Even if the accounting source is "non-appointed," the money often relies on the same liquidity as the regulated business. This still affects the company's financial resilience; and
3. Future determinations explicitly consider overlap zones, so that households are not charged twice for companies' separate appeals.

Please confirm whether the CMA's final decision will include any mitigation or rebate mechanism for affected customers, and how Ofwat will ensure consistent treatment across the industry.

Thank you for your attention to this issue. Customers in overlapping supply areas deserve fairness and transparency in water pricing decisions. I would appreciate an acknowledgement of this letter and a response outlining how these concerns will be addressed.

Yours faithfully,



(on behalf of customers affected by South East Water and Southern Water price determinations)

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