

**WRITTEN QUESTION TO THE MINISTER FOR TREASURY AND RESOURCES
BY DEPUTY K.F. MOREL OF ST. LAWRENCE
QUESTION SUBMITTED ON MONDAY 22nd FEBRUARY 2021
ANSWER TO BE TABLED ON MONDAY 1st MARCH 2021**

Question

In her role as Shareholder Representative, will the Minister provide an annual breakdown of the increases in water charges levied by Jersey Water for each year since 2015, providing also a comparison with R.P.I. Low Income for each year?

Answer

Jersey Water is committed to keeping any price increase to a minimum and has applied a policy of maintaining price increases at or below the cost of living (as measured by the Retail Price Index, RPI) in all but 2 of the previous 20 years.

Over the past ten years, allowing for the effects of RPI, the price of water in Jersey has decreased by 5.6% (6.5% against low income RPI) representing a reduction on average household bills for water consumption of £20.24 per year (£24.07 per year against low income RPI).

Year (effective 1 April)	Measured Water unit price £/m ³	Low income Inflation adjusted 2010 price	Inflation adjusted 2010 price	RPI Low income (prior Sept)	RPI (prior Sept)	Tariff Increase
2010	2.3300	2.3300	2.3300	2.7%	-0.60%	0.00%
2011	2.3300	2.3789	2.3801	2.1%	2.15%	0.00%
2012	2.3900	2.5050	2.5086	5.3%	5.40%	2.58%
2013	2.4400	2.5802	2.5789	3.0%	2.80%	2.09%
2014	2.4644	2.6266	2.6098	1.8%	1.20%	1.00%
2015	2.5075	2.6818	2.6594	2.1%	1.90%	1.75%
2016	2.5577	2.6818	2.6621	0.0%	0.10%	2.00%
2017	2.6089	2.7274	2.7153	1.7%	2.00%	2.00%
2018	2.6806	2.8174	2.7995	3.3%	3.10%	2.75%
2019	2.7825	2.9244	2.9198	3.8%	4.30%	3.80%
2020*	2.7825	3.0005	2.9987	2.6%	2.70%	2.70%
2021	2.8576	3.0575	3.0257	1.9%	0.90%	0.00%

* increase delayed to October

In March 2020, in order to help mitigate the impact of COVID-19 restrictions on Jersey Water customers and avoid any anxiety that increased charges might cause over the lockdown period the Company delayed the planned tariff increase to October 2020. The Company have also confirmed there will be no further increase in the price of water until January 2022.

Following the introduction of COVID-19 restrictions in March 2020, Jersey Water encouraged any customer concerned about paying their bill to contact them to discuss their individual circumstances. The Customer Services Team worked closely with each customer to create a tailored payment plan and will continue to work with all customers in financial hardship caused by the pandemic.