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ST HELENA UTILITIES REGULATORY AUTHORITY

DIRECTION UNDER SECTION 5(1)(C) OF THE UTILITY SERVICES ORDINANCE, 2013

Pursuant to section 5(1) of the Utility Services Ordinance, 2013 the Utilities Regulatory Authority hereby makes the following Directive which is effective from the **1st of July 2025**.

Electricity

Electricity Unit Costs

The tariff for Electricity shall be divided into the following heads of costs:

- i. Fuel costs;
- ii. Employee costs;
- iii. Maintenance costs;
- iv. Depreciation costs; and
- v. Administration costs.

The maximum charge that may be made for Fuel costs per unit is the prevailing cost of fuel for the generation of that unit.

The maximum charge that may be made for Employee costs per unit is £0.06.

The maximum charge that may be made for Maintenance costs per unit is £0.05.

The maximum charge that may be made for Depreciation costs per unit is £0.05.

The maximum charge that may be made for Administration costs per unit is £0.08.

For the first 1000 units used by domestic customers the maximum charge that may be levied is:

- a. the total of all heads of costs chargeable as above (the ‘tariff’);
- b. less the subsidy provided by Saint Helena Government applicable to the customer; and
- c. a discount of £0.05.

For domestic users over 1000 units, commercial, government and 3 phase the maximum charge that may be levied is:

- a. the total of all heads of costs chargeable as above (the ‘tariff’);
- b. less the subsidy provided by Saint Helena Government applicable to the customer; and
- c. an uplift of £0.06

Customer bills must contain the prices charged for each head of cost, the discount or uplift applied and the amount of subsidy that the customer has benefitted from.

Customer bills shall contain details of the percentage of electricity generated by renewable energy during the period covered by the bill.

There is a prohibition on cross subsidy between heads of costs.

There is a prohibition on income from electricity cross subsidising any other aspect of the provider’s business.

Electricity Other Costs

Empty Property Standing Charges.

An ‘**empty property**’ means any property that has used less than 10 kWh of electricity in the three months immediately prior to the date of the relevant bill for electricity services; and ‘**empty properties**’ shall be interpreted accordingly.

For empty properties the following standing charges shall apply in addition to any other fees or charges payable by the consumer:

CONSUMER	STANDING CHARGE PER QUARTER
Domestic	£45
Commercial	£60
Government	£60

Connection and Disconnection Charges.

For all consumers the connection and disconnection charges are as follows:

Disconnection	£45
Connection/Reconnection	£45
Reconnection within 6 months after a voluntary disconnection	£90
Reconnection from 6 months after a voluntary disconnection	£200

Water

The tariff for water shall uprate each year commencing 1st July 2025 by 10% from the rate applicable during the period 1st July 2024 to 30th June 2025 until the first of the following events:

- i. the tariff for water and the cost of production are the same; or
- ii. the Authority directs otherwise.

There is a prohibition on income from water cross subsidising any other aspect of the provider's business.

Bills shall contain the following information:

- i. details of the heads of costs for water production and supply per unit, and the cost applied to each head;
- ii. the value of the subsidy applied to the bill;
- iii. any shortfall in income;
- iv. the percentage of water loss across the network as a whole; and
- v. where applicable the percentage of water loss in the District Metered Area in which the customer resides.

Sewerage and Drainage

Quarterly Drainage Standing Charges

The drainage standing charges payable per quarter shall be:

Domestic	£23.96
Commercial/Government	£37.83

Sewerage Other Charges per Visit

The following charges shall be applied:

Connection	£44.24
Disconnection	£44.24
Reconnection	£44.24
Emptying of septic tank - domestic	£89.82
Emptying of septic tank - commercial/government	£144.28
Unblocking private sewer line - domestic	£89.82
Unblocking domestic sewer line - commercial/government	£144.28

By the **30th of April 2026** the provider shall submit to the Authority a report on the progress of connecting customers to the Rupert's Sewerage Plant. Should the plant not be in operation by the 31st of March 2026, the provider shall submit to the Authority proposals for closure of the plant and detail the efforts made to seek sources of income to maintain the plant that do not impact upon the provider's customers.

Annual Review of Tariffs

An annual review of tariffs shall take place before the 1st of July of each year. The provider shall submit a report to the Authority by the **30th of April** of each year on the tariff structure. This report shall include (but is not limited to):

- i. efforts made to reduce costs under each head of cost, including fuel costs;
- ii. efforts made to increase the use of renewable energy sources that supply the network;
- iii. details of where the money set aside for depreciation has been used;
- iv. the balance of any money set aside for depreciation; and
- v. any other matters that the Authority requires of the provider.

Duncan Cooke
Chairman, Utility Regulatory Authority

11 June 2025