

1. Alan Waring

6 November 2025 at 14:50:00

The 'keeps on taking' needs that extra emphasis

2. Alan Waring

6 November 2025 at 14:51:00

Maybe a naff term but universally recognized. What about Quadruple??

DRAFT 7

The Great Southern Water Customer Bills Scam

- Southern Water – the Company that Just Keeps On Taking and Taking
- Colossal Bill Increases, Now and Yearly Into the Future
- The Southern Water Triple Whammy – Multiple Hikes to Your Bills
- Ofwat Discredited, Non-Existent Regulation, Absent Official Concern or Action
- Southern Water, the Price Gouging Supremo
- Southern Water's Criminal Rap Sheet
- Mega Remedial Costs Hidden in Price Gouging
- Director Salaries and Bonuses – A Bloodsucker Culture
- Corporate Governance – or Lack of It
- What YOU Can Do NOW: Urgent Action Required

3. Alan Waring

7 November 2025 at 13:31:00

Can't justify 'the major'.

4. Alan Waring

6 November 2025 at 14:56:00

This para is evocative but is it necessary? Is it gilding the lilly?

Southern Water – the Company That Just Keeps On Taking and Taking

Wondering why you and your family are having to drastically cut foreign holidays, why your savings are dwindling, why you've had to close your kids' college fund, why routine purchases have become luxuries, why a night down the pub once a week is beyond your wallet, why for the first time you've considered using food banks, why you are now robbing-Peter-to-pay-Paul with your utility bills, buying food and paying your Council Tax?

3 If you are a Southern Water customer, a major cause of this unwelcome belt tightening is likely to be your Southern Water bill – which this year 2025-6 has shot up by a staggering **55-65% (so far)** and with more to come year by year.

Southern's senior executives are like a flock of greedy seagulls. They zoom down from a great height, screaming, squawking and crapping over everyone, snatching your lunch out of your hand, filching your wages out of your pocket,

4 and then flying off to enjoy their ill-gotten spoils.

AND THEY'RE NOT FINISHED WITH YOU YET – NOT BY A LONG CHALK!!

Colossal Bill Increases, Now and Yearly Into the Future

The soon-to-be-replaced Ofwat regulator and other government sources quote artificially low 'guide figures' of a typical 47% increase in Southern Water's Ofwat-approved bills for its 4.8million wastewater customers and 2.7million water supply customers. The Ofwat PR24 Final Determination for Southern Water was that this increase (eye-watering in itself at 2.5 times core inflation rate) would be reached in 2030 i.e. **spread over 5 years** (i.e not in one go).

<insert redacted copies of 2025 bill versus 2024 bill>

Real, actual bills for 2025-6 alone show instead a typical 55-65% increase **in one go**. On top, following its appeal to the Competition and Markets Authority, Southern Water is now approved to add **a further 3%**. With zero trust in Southern Water, its monopoly position (for wastewater services), a crippled regulator, and a compromised CMA and CCW, customers are terrified that the company will simply impose whatever increases it likes year-after-year.

<insert table of projected bill increases to 2030>

THIS MUST NOT BE ALLOWED TO HAPPEN

SOUTHERN WATER CUSTOMERS!!!! DON'T BE A QUIET VICTIM!!!! FIGHT BACK AGAINST THE SPIVS-IN-SUITS!!!!

<https://www.ofwat.gov.uk/wp-content/uploads/2024/12/Overview-of-Southern-Waters-PR24-final-determination-V2.pdf>

<https://www.statista.com/statistics/1317058/uk-core-inflation-rate/>

<https://www.fairobservers.com/world-news/spivs-in-suits-corporate-greed-and-customer-abuse-in-rip-off-britain/>

<https://www.portsmouth.co.uk/news/politics/southern-water-accused-of-price-gouging-after-56-per-cent-bill-hike-in-portsmouth-5230063>

<https://www.theguardian.com/business/2025/oct/09/millions-of-households-face-jump-in-water-bills-after-regulator-backs-more-price-rises>

5. Alan Waring

6 November 2025 at 15:07:00

Still think Whammy is the right evocation here. Should it be Quadruple rather than Triple??

5 The Southern Water Triple Whammy – Multiple Hikes to Your Bills

Don't imagine that the staggering and ongoing rises to your **direct** domestic water bills are the only threat. Every local authority in Southern's catchment area is also being hit.

All these other customers will almost certainly have to pass on their water bill rises to their residential and business customers. Town and city councils and all their premises and operations are significant consumers of water supplies and wastewater services. This means your Council Tax will go up a notch.

Businesses and employers will also need to pass on the cumulative increase in **both** their own direct water bill increases **and** their water bill-driven Council Tax increases. Every local purchase you make, every local service you use, will now cost more. You will pay not only your direct customer bill from Southern but also get whacked indirectly by price rises solely provoked by Southern Water's rapacious bills to local authorities, businesses and employers.

**SOUTHERN WATER'S GROSSLY INFLATED BILLS HAVE
BECOME A TOXIC THREAT TO THE ENTIRE ECONOMY AND
POPULATION OF SOUTHERN ENGLAND.**

Ofwat Discredited, Non-Existent Regulation, Zero Official Concern and Action

The recent (2025) Cunliffe Report by the Water Commission confirmed what most people have known for years, namely that the existing regulator Ofwat (which is supposed to ensure customers are treated fairly) is totally ineffective. The present government has declared that Ofwat will be replaced by a more powerful and effective regulator – but this will not happen until 2027 at the earliest. Meanwhile, Southern Water can carry on its cavalier rip-off unchecked.

Few of the supposed protectors of citizens and consumers, such as local MPs, government ministers, Ofwat, the CMA, the Consumer Council for Water (CCW), Serious Fraud Office, corporate fraud investigators etc have deigned to utter even a word of concern about the Great Southern Water Bills Rip-Off. Indeed, they all appear to endorse it! Some MPs claim to be “working tirelessly” (really!!) on this matter, yet few MP public statements for action, fewer still questions in Parliament, no demands for a Public Inquiry, no demands for a criminal investigation. Rather, local MPs eyeing popular support against polluters are only too keen to talk about Southern Water’s environmental profile (mainly bad), while studiously ignoring the ‘elephant in the room’ of the bills rip-off.

To be fair, some MPs have protested at Southern’s latest gob smacking pay-and-bonuses awards to Southern’s CEO, Lawrence Gosden in August 2025. **BUT, HARDLY A MURMUR ABOUT THE ONGOING BILLS RIP-OFF.**

When pressed, one MP asserted that “MPs are limited in how they can hold these companies to account”. Not so. An MP with any backbone and gumption would by now have already been **DEMANDING AND INSISTING ON MINISTERIAL, INVESTIGATORY AND PROSECUTORIAL ACTION FORTHWITH**. In such a crisis for customers, how an MP acts will define their political future. Voters who are Southern customers are unlikely to forgive or

forget if their MPs fail to be **SEEN TO BE** in the vanguard of protecting the mass of citizens from the parasitic predation of this private company. Where are the forceful public statements from frontline MPs on this matter or questions raised in Parliament or demands for ministerial action or prosecution? This is not the issue or the time for 'shrinking violets' or 'lack of moral fibre'.

THEIR SILENCE IS COMPLICITY.

Southern Water, the Price Gouging Supremo

'Price gouging' is the term used when companies artificially increase prices way beyond any inflationary or reasonable justification, as in the Southern Water case. Other UK water companies may also be accused of price gouging but Southern is by far the worst.

Price gouging is a form of fraud by deception and typically involves coercion or extortion, especially by a monopoly supplier where customers have no other choice (in this case, wastewater removal).

There are very real and justifiable fears that, unchecked, Southern Water will price gouge each and every year, taking typical annual bills to £2,000+ (not £642) by 2029-30.

So, what is their claimed justification? Southern argues that it now requires exceptionally high capital investment to upgrade aging and decrepit infrastructure (engineering, pipework, water treatment, sewage treatment, environmental controls etc etc). Few would disagree. However, let's just examine their rationale for why customers should foot this bill. Southern claims that over some years the company has failed to factor such needs sufficiently into its customer bills and now has to rectify this shortfall.

Ahem! It seems that they are arguing that (a) customers must foot the bill for the company's historical incompetence and financial shortfall, since (b) the normal conventional sources of capital finance (banks, the markets, private equity, rights issues etc) are already weary and wary of Southern's poor performance and resistant to risking any more of their money. So, the mass of Southern's customers, abandoned by Ofwat, the CMA, Consumer Council for

Water, government Ministers, and MPs are left defenceless to face the rapacious bills onslaught by Southern Water.

<https://www.portsmouth.co.uk/news/politics/southern-water-accused-of-price-gouging-after-56-per-cent-bill-hike-in-portsmouth-5230063>

Southern Water's Criminal Rap Sheet

How has Southern Water evolved into becoming such a modern day 'robber baron'?

The answer lies in its many years of persistent negligent and/or intentional discharges of raw sewage into waterways and coastal areas, for which it has been prosecuted, convicted and heavily fined. By 2024, for its environmental crimes Southern had been fined a total of more than £216m, plus an Ofwat penalty of £31.9m. In one case alone in 2021, Southern was fined £90m, the judge remarking that Southern's finances were "labyrinthine", implying that its financial affairs were so hard to penetrate and so opaque as to suggest a deliberate attempt to hide financial irregularities.

Somehow, Southern has had to find ways to finance the colossal costs of remedying all that enviro damage and preventing it happening again. Cue the 'polluter pays' principle. But, who were the polluters? It certainly was **not** Southern's customers!!

NB. Customers did not know of, approve of, agree to, or participate in, any of Southern Water's decisions or actions for which it has been criminally convicted, nor in its lack of transparency.

<https://www.ofwat.gov.uk/pn-21-19-ofwat-confirms-southern-water-will-pay-126m-following-investigation/>

<https://www.gov.uk/government/news/record-90m-fine-for-southern-water-following-ea-prosecution>

<https://www.petersandpeters.com/case/criminal-fine-for-pollution-by-water-company/>

Mega Remedial Costs Hidden in Price Gouging

Why are Southern Water's capital funding requirements so huge? Southern portrays these as needed for innocently sounding 'infrastructure renewal', 'upgraded treatment works' and 'environmental projects'. Indeed, such legitimate needs are sure to exist.

But, and it's a **BIG BUT**: Is the scale of its capital needs **ONLY** covering legitimate **NEW** requirements, or does it also include the **LEGACY REMEDIAL COSTS OF ALL ITS ENVIRO CRIMES** for which it has been convicted?

It is estimated that a large chunk of Southern's £8billion new capital requirements will go towards those remedial costs. In other words, through price gouging, Southern Water appears to be seeking to get defenceless customers to pay towards the legacy remedial costs of the **COMPANY'S** enviro crimes in which they had no part and no liability to underwrite.

Such apparent sleight-of-hand in palming off its remedial costs onto customers, hidden under bland terminology and legitimate sounding purposes, would be gaining dishonest financial advantage by deception, and that would amount to fraud. In view of the millions of customers deceived, it would be **MASS CORPORATE FRAUD**.

IF IT LOOKS LIKE A DUCK, WALKS LIKE A DUCK, AND QUACKS LIKE A DUCK – MOST PROBABLY IT'S A DUCK.

Director Salaries and Bonuses – a Bloodsucker Culture

One of the most appalling and disgusting features of the Great Southern Water Bills Rip-Off is the way in which Southern Water's directors and senior executives have, for many years, awarded themselves not only vast salaries but also humungous bonuses. And all over the years while they mismanaged Southern's operations and finances which led to their current rip-off programme against customers.

If that self-reward build-up over years was not bad enough, they have fought tooth-and-nail to ensure Southern's boardroom largesse continues. When finally in 2025 the government was embarrassed politically enough by Southern Water's bloodsucker culture, public anger and savage media commentary, it got Ofwat to force Southern to suspend annual bonuses for its top executives – but only for one year!!! Moreover, the temporary block was actually in response to yet another Southern Water pollution case in 2024 and not specifically against the bonuses obscenity.

Southern Water's reaction to having its director bonuses temporarily blocked? In August 2025, it simply raised the Chief Executive's annual salary from £580,000 to £687,000 and his annual bonus from £184,000 to £691,000. So, after his 1-year bonus suspension, he will have not really been punished financially at all, far from it.

<https://www.bbc.co.uk/news/articles/cp90335j0eeo>

<https://www.dailyecho.co.uk/news/25332203.southern-water-southampton-mps-slam-ceos-massive-payout/>

<https://www.theguardian.com/business/2025/jul/17/southern-water-nearly-doubles-ceo-pay-to-14m-despite-bonus-ban>

Corporate Governance – or Lack of It

Just look at the line-up of Southern Water's board on the company's website. Every individual looking intelligent, earnest, upright and wholesome. A wealth of expertise, the PR blurb tells us. All paragons of virtue, rectitude and integrity. Or only some, or perhaps none?

Is all that glitters always gold? What do Southern Water's long-suffering customers think? Customers? You know, people like you, who Southern insist should be grateful to be paying rip-off bills so that its directors can enjoy the high life.

According to corporate governance rules and good practice, the structure and composition of a corporate board should reflect both the strategic (e.g. finance) and main operational areas of the business (e.g. production, sales) but there is no hard-and-fast prescription for the set of executive directors. In addition to a chairperson and executive directors and perhaps the company secretary, it is regarded as imperative that the board should also include a number of non-executive directors (NEDs). A NED's role is to review, constructively challenge and advise both the CEO and the Chair on any matter relevant to ensuring the corporation's continuity, wellbeing, integrity, ethical conduct, law abidance, reputation, risk management, and resilience. Ideally, most NEDs should be INEDs – totally independent outsiders having no potential conflicts of interest.

Typically, a board will comprise 75-80% executive directors and 20-25% NEDs. In Southern's case, the main board comprises the Chair, the CEO, the Chief Finance Officer and Company Secretary/General Council..... Plus **SEVEN** NEDs. Three of the seven NEDS are INEDS, while two NEDs are representatives of Southern's controlling owner, the Australian private equity company Macquarie. Perhaps the customer bills rip-off is all down to Macquarie sweating

6. Alan Waring

7 November 2025 at 13:52:00

Got to get the kleptocracy word in somewhere!!

Southern for profits. The driving force for the Southern Water kleptocracy has to be credibly explained.

Corporate kleptocracy refers to a corporation whose key actors use their positions and power deviously, for example, to inflate customer bills and siphon off the excess money for corporate and/or their own personal gain (e.g. enlarged salaries and bonuses). While some argue that such kleptocracy should only refer to stealing shareholders' money, in Southern Water's case it is clear that it is the major shareholders of Greensands Holdings (Macquarie Asset Management, JP Morgan, UBS Asset Management and Hermes Infrastructure) who benefit ultimately from the extra cash inflow from inflated customer bills. Presumably, they have all fully approved Southern's hyper-inflated customer bills.

Oddly, John Penicud, the Managing Director of Southern's Wastewater business (pivotal in the ongoing sewage-and-bills scandal) is not a main board member. Nor is the Corporate Affairs Director, George Eykyn, who infamously wailed that "water companies are seen as the bad guys" and blamed customers for the company's woes. Does he seriously think that predators like Southern are the good guys?!

Why this extraordinary director imbalance with so many NEDs? Perhaps it reflects doubts about the executive directors' judgement or that they can be trusted to act with full propriety. Or, perhaps it's just 'window dressing' to make it look as if Southern takes corporate governance seriously but with little real intent. So far, their governance line-up has produced no noticeable fall in Southern's predatory bills rip-off – if anything, it is getting worse.

Whatever the case, for Southern's customers the 'proof of the pudding' is in the eating, not the recipe, or the chef and sous-chefs, or their advisers, or their CVs, or any manner of artful PR drive!!

<https://www.thetimes.com/uk/article/water-firms-painted-as-the-bad-guy-southern-water-boss-complains-nnqrmjz8>

<https://www.frc.org.uk/library/standards-codes-policy/corporate-governance/uk-corporate-governance-code/>

<https://www.southernwater.co.uk/about-us/corporate-governance/>

<https://www.iod.com/resources/company-structure/what-is-the-role-of-the-non-executive-director/>

<https://www.taylorfrancis.com/books/mono/10.4324/9781315574318/corporate-risk-governance-alan-waring>

What YOU Can do NOW: Urgent Action Required

- Write/email your MP and relevant Ministers demanding they act (questions in Parliament, formal requests to Ministers, demanding criminal investigations and prosecutions by SFO etc, demanding ECCTA action by Registrar of Companies, proceeds of crime orders against SW and culpable directors, compensation for SW price gouging victims)
- Petition Parliament on above.
- Share this website link with other Southern Water customers, all your family, friends, colleagues, water industry protest groups, your social media friends.
- Sample letter/email template for MPs etc