PRESS RELEASE

UPCOMING TARIFF CHANGES

Connect Saint Helena Ltd would like to inform its valued customers of changes to water and electricity tariffs which will come into effect on 1 July 2025. The planned changes were originally mandated in the Utility Regulatory Authority (URA) Directive issued on 1 July 2024 and have now been confirmed in the URA Directive issued on 11 June 2025. These adjustments are part of efforts to ensure long-term sustainability, cost recovery, and efficient service delivery.

Water Tariff Adjustment

Water tariffs will increase by 10% from 1 July 2025. This adjustment reflects the rising costs of maintaining and improving water infrastructure, ensuring the continued delivery of safe, reliable water services for all customers.

Electricity Tariff Adjustment

The electricity tariff is made up of a combination of fuel costs and other costs (e.g. administration, maintenance, etc). Effective from 1 July 2025, the electricity tariff will vary based on changes in the price of fuel. All other costs per unit of electricity will remain unchanged. The electricity tariff could go either up or down, depending on whether the fuel price is increasing or decreasing. This fuel price adjustment mechanism ensures that fluctuations in global fuel prices are transparently passed through to customers.

Purpose of the Tariff Changes

These changes are designed to:

Support Financial Sustainability: Ensure sufficient revenue to maintain and upgrade water and electricity infrastructure while meeting operational costs.

Improve Transparency: Provide customers with a clearer understanding of how global fuel prices impact electricity tariffs.

Enhance Service Delivery: Enable continued investment in infrastructure improvements and operational efficiency.

Impact on Customers

The 10% increase in water tariffs will result in an additional cost of £0.21 per cubic meter, plus an additional £1.51 in standing charges per quarter. On average, a household using 15 cubic meters per quarter can expect an increase of around £4.66 per quarter (or £1.56 per month).

Electricity tariff changes will depend on global fuel price movements. Customers will see the fuel cost component itemised on their bills for transparency.

Customer Support and Assistance

We understand the impact these changes may have on our customers and are committed to minimising the burden. For households experiencing financial difficulty, we encourage you to reach out to us to discuss available support options, including flexible payment plans. For further details about the tariff changes or

how to manage your usage effectively, please visit our website at www.connect.co.sh or contact our customer service team at 22255 or enquiries@connect.co.sh.

More Information

The URA Directives are available via the St Helena Government website at: https://www.sainthelena.gov.sh/wp-content/uploads/2024/07/EX-GAZ-51-Utilities-Regulatory-Authority-Directive-amended.pdf and https://www.sainthelena.gov.sh/wp-content/uploads/2025/06/EX-GAZ-62-St-Helena-Utilities-Regulatory-Authority-Directive.pdf

We thank you for your understanding and continued support as we work to ensure reliable, high-quality water and electricity services for all residents of St. Helena.

UTILITY TARIFF COMMENCING 1ST JULY 2025			
	Rates per quarter		
	CURRENT TARIFF	**PROPOSED TARIFF**	**Increase**
WATER TARIFF CHARGES			
Quarterly Standing Charges			
Domestic	£15.13	£16.64	£1.51
Commercial	£44.06	£48.47	£4.41
Agricultural	£15.13	£16.64	£1.51
Domestic Use			
Treated Water first 15 cubic metres	£2.05	£2.26	£0.21
Treated Water 16 – 25 cubic metres	£2.68	£2.95	£0.27
Treated Water above 25 cubic metres	£5.29	£5.82	£0.53
Untreated	£1.34	£1.47	£0.13
Other Use			
Commercial	£5.29	£5.82	£0.53
Agricultural treated	£2.68	£2.95	£0.27
Agricultural untreated	£1.22	£1.34	£0.12
WATER OTHER CHARGES			
Connection	£38.78	£38.78	Nil
Disconnection	£38.78	£38.78	Nil
Reconnection	£38.78	£38.78	Nil
DRAINAGE TARIFF CHARGES			
Domestic Standing	£23.96	£23.96	Nil
Commercial Standing	£37.83	£37.83	Nil

	CURRENT TARIFF	TARIFF FROM 1 JULY 2025	Change
DRAINAGE OTHER CHARGES			
Empty private septic tank (domestic)	£89.82	£89.82	Nil
Empty private septic tank (commercial)	£144.28	£144.28	Nil
Unblock private sewer line (domestic)	£89.82	£89.82	Nil
Unblock private sewer line (commercial)	£144.28	£144.28	Nil
Connection	£44.24	£44.24	Nil
Disconnection	£44.24	£44.24	Nil
ELECTRICITY TARIFF CHARGES TO TAKE EFFECT ON 1 JULY 2025			
Usage Charges	**Commercial, Government and 3 Phase**	**Domestic**	
		Below 1000 units	**Above 1000 units**
Fuel Component	£0.33	£0.33	£0.33
Other costs	£0.24	£0.24	£0.24
	£0.57	£0.57	£0.57
Less: Subsidy	(£0.06)	(£0.06)	(£0.06)
Add: Uplift	£0.06	-	£0.06
Less: Discount	-	(£0.05)	-
Total	£0.57	£0.46	£0.57
Expected Unit Tariff	**£0.57**	**£0.46**	**£0.57**
Current Unit Tariff	**£0.61**	**£0.40**	**£0.61**
Increase/(Decrease) per unit	**(£0.04)**	**£0.06**	**(£0.04)**
Note: The expected unit charge is based on the current wholesale price of diesel, which is £1.36, but will change if the wholesale price changes			
	CURRENT TARIFF	**TARIFF FROM 1 JULY 2025**	**Change**
ELECTRICITY OTHER CHARGES			
Disconnection	£44.75	£44.75	Nil
Reconnection	£44.75	£44.75	Nil
Empty Property Quarterly Standing Charge (Domestic)	£45.00	£45.00	Nil
Empty Property Quarterly Standing Charge (Commercial and Government)	£60.00	£60.00	Nil

12 June 2025