CHANGES TO UTILITY CHARGES – WHAT YOU NEED TO KNOW

Connect Saint Helena Ltd (Connect) would like to inform customers of changes to utility charges that take effect from today and other factors that may affect future bills.

The increases to water and sewerage charges have been approved by the Utilities Regulatory Authority as part of the regulated tariff framework that helps ensure the long-term sustainability of St Helena's essential services. The approved charges will be implemented by Connect in line with regulatory requirements.

Sewerage Charges

From today, **1 July 2026**, sewerage standing charges will increase by **10%** in accordance with the Utilities Regulatory Authority **Gazette 57 of 2026**. This adjustment supports the ongoing operation, maintenance, and eventual replacement of wastewater infrastructure.

Water Charges

In accordance with the Utilities Regulatory Authority **Gazette 62 of 2025**, water tariffs are scheduled to increase by **10% each year** until the full cost of supplying water is reflected in the tariff, or until otherwise directed by the Utilities Regulatory Authority.

The next increase will take effect on **1 August 2026**, and will be reflected in bills issued from that date onwards.

These increases support the continued operation, maintenance, and long-term sustainability of St Helena's water supply.

Electricity Charges

Unlike water and sewerage charges, electricity tariffs are influenced by the cost of diesel fuel used for power generation.

Global fuel prices have fluctuated significantly in recent months and may continue to do so. As a result, future adjustments to electricity tariffs may be necessary. Any changes will be made in accordance with the approved regulatory framework, and customers will be notified before they take effect.

Our Commitment

We recognise that increases in utility charges place additional pressure on household and business budgets. Connect remains committed to operating efficiently, delivering reliable services, and investing in the infrastructure needed to support the long-term sustainability of St Helena's electricity, water and wastewater services.

We also remain focused on improving operational efficiency and delivering value for money, while ensuring that essential infrastructure is maintained and renewed to provide safe and reliable services for the community.

Queries and Support

If you have any questions about your bill or these upcoming changes, please get in touch with the Connect Saint Helena Billing Team, who will be happy to assist. The Billing Team can be reached by telephone at 22341 or by email at Accounts.support@connectonline.co.sh.

01 July 2026