

YOUR CHARGES

EXPLAINED

2021/22

Charges for household customers
and other non-licensed activities



**Scottish
Water**

Trusted to serve Scotland

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If you have any queries about any of our charges, or if you need more information about them, please contact our **Customer Helpline on 0800 0778778.**



SECTION 1

INTRODUCTION TO OUR CHARGES

This document contains the charges for household customers and other non-licensed activities provided by Scottish Water, that apply from 1 April 2021 until 31 March 2022.

The services covered by Scottish Water are:

- Water and waste water services provided to household properties. These are generally household properties on the Council Tax Register.
- Other services provided directly by Scottish Water on request. These services are provided to household customers and to occupiers of non-household properties, where these services are not provided by your Licensed Provider.

If you occupy a non-household property, your Licensed Provider will charge you directly for the water-related services that they provide to your property.

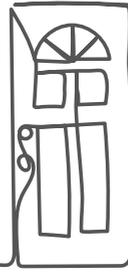
The charges in this document have been approved by the Water Industry Commission for Scotland.

What we charge you for:

Our main charges are:

- **Water charges** – you pay these if your property is connected to the public water supply.
- **Waste water charges** – you pay these if your property is connected to the public sewer either to drain waste water from inside your property or to drain rainwater from your property. Waste water charges also apply at properties that benefit from facilities which drain to a public sewer or drain, or where an overflow from a septic tank is connected to a public sewer or drain.
- **Other charges** – you pay these for other services that we provide, such as:
 - de-sludging private septic tanks
 - provision of standpipe licences
 - connecting properties to our public water and waste water networks.

SECTION 2 HOUSEHOLD CHARGES



Type of Charge	Has the property got a water meter?	What do I pay?
Household Water	No	A charge based on the property's Council Tax band.
	Yes	<ul style="list-style-type: none"> a) An annual fixed charge based on the size of your meter to cover our fixed costs; and b) A charge, based on the size of your meter, for every 1,000 litres of water you use.
Household Waste Water	No	A charge based on the property's Council Tax band.
	Yes	<ul style="list-style-type: none"> a) An annual fixed charge based on the size of your meter to cover our fixed costs; b) A charge, based on the size of your meter for every 1,000 litres of waste water from the property; c) A Property Drainage charge based on the property's Council Tax band.

If you have a private water supply you will not pay any water charges to Scottish Water. If you are connected to the public sewers for either waste water or property drainage you will need to pay water charges. If your private supply has a water meter on it and we are satisfied about the reliability of the meter, the metered waste water charges will apply. If we are not satisfied with your meter, unmetered

waste water charges will apply, and you will receive a waste water bill based on the Council Tax band of your home.

If the pipes supplying water to your home also supply another property and the combined water supply is metered, such as a flat above a shop, or a janitor's house attached to a school, and the water you use is included in another metered bill, then Property Drainage Charges will apply.

These charges will be based on the Council Tax band of your property, and will apply if any of the waste water or property drainage from your home enters the public sewers.

For more information about water meters, please contact our **Customer Helpline** on **0800 0778778**.

1. If your home doesn't have a water meter

Unmetered charges are based on the Council Tax band of your house.

The unmetered household charges for the financial year 2021/22 are as follows:

Council Tax Band	Water Supply	Waste Water Collection	Combined Services
Band A	£141.66	£164.46	£306.12
Band B	£165.27	£191.87	£357.14
Band C	£188.88	£219.28	£408.16
Band D	£212.49	£246.69	£459.18
Band E	£259.71	£301.51	£561.22
Band F	£306.93	£356.33	£663.26
Band G	£354.15	£411.15	£765.30
Band H	£424.98	£493.38	£918.36

These charges are applied to every household which has a connection to the public water supply, the public waste water system or both. If your Council Tax bill includes services that you believe your home is not connected to, please contact our Customer Portal through our website at www.scottishwater.co.uk/ChargesFAQ

Generally Council Tax discounts and exemptions continue to be applied to unmetered household water and waste

water charges. There are however some differences from those that are applied to Council Tax charges and these are listed below.

Council Tax Exemptions

The Council Tax exemptions for unmeasured charges for applicable occupied premises such as dwellings lived in only by full-time students continue to be applied.

If your property has been altered to meet the needs of a disabled person, you may be entitled to Disabled Banding Reduction on the charges you pay for your property.

Your local Council bills and collects these charges on our behalf and you can find details of how to pay on your Council Tax bill. If you are in receipt of the Council Tax Reductions that replaced Council Tax Benefits from April 2013 you are still responsible for the payment of the water and waste water charges part of your Council Tax bill, subject to any reductions which you may be entitled to under the Water Charges Reduction Scheme.

Please contact your local Council for further information.

Water Charges Reduction Scheme

Council Tax Reduction is not applied to your water and waste water charges. As the result of changes made by Scottish Government to extend the support provided by the Water Charges Reduction Scheme (WCRS) from April 2021, dwellings which receive Council Tax Reduction may receive a reduction of up to 35% on the full water and waste water charges for the dwelling. Where a reduction is applied to the council tax banding of the dwelling for disability, the full charge referred to above is for the reduced banding.

Water Charges Discounts on Second Homes and Empty Dwellings

Water charges discounts for all second homes and empty dwellings, were abolished by the Scottish Government as of 1 April 2006.

Water meter

You can choose to have a water meter fitted. If you don't own the property you must have the owner's permission to do this. For more information about water meters call our **Customer Helpline** on **0800 0778778**.

2. If your home has a water meter

One of our key aims is to make charges reflect as closely as possible, the cost of the services we provide. When we send your invoice it may consist of the following elements, depending on which Scottish Water services you receive:

- Annual Fixed Charges
- Metered Charges
- Property Drainage

Communal dwellings, such as care homes, boarding/guest houses other such properties as per Water (Scotland) Act 1980, will always be supplied through a water meter.

Annual fixed charges and Property Drainage charges apply for the full financial year or, where the period of liability is less than the full year, charges shall be apportioned on a daily basis. Council Tax reductions and discounts, including the Disability Banding Reduction, do not apply in relation to metered household charges.

We may estimate your metered water consumption on the provision that your meter is read once during any financial or charging year (unless circumstances outwith our control prevent such a reading being taken). You are able to provide your own meter reading direct to us, on receipt of an estimated invoice.

a) Annual Fixed Charges

To get water to your home and remove the waste water, we operate a huge network of pipes, treatment works and pumping equipment.

The cost of providing and maintaining these is largely fixed – they’re the same if you use one cup of water a day or 100;

if you flush a toilet once or a dozen times a day. Fixed charges are the fairest way of accurately charging for these services. All metered households will be charged the minimum metered fixed charges for water and waste water (if connected to the public sewer), provided the meter only serves a house.

If there is any business water use or the property has a swimming pool, fixed charges will be based on the actual size of the water meter serving the property.

For further information on the charges related to larger meters please contact our **Customer Helpline** on **0800 0778778**.

Annual Fixed Charges for metered households:

The annual fixed charges are based on the size of the meter serving your home.

Fixed Charges – based on size of water meter (mm)	Water £/meter	Waste Water £/meter
up to 20mm	£159.53	£163.84
25/30mm	£474.00	£487.00
40mm	£1,342.00	£1,378.00
50mm	£2,983.00	£3,064.00

b) Metered Charges

We charge you for each cubic metre (m³=1,000 litres) of water you use.

Since not all the water you use will come back to our sewer, your waste water volume is assumed to be 95%

of your water volume. If you think that significantly less than 95% of the water that you use ends up in the public sewer, contact our **Customer Helpline** on **0800 0778778** and we'll arrange to discuss the situation with you.

For customers supplied through either a 15mm or 20mm water meter two volumetric rates will apply to the volume of water that you use. One rate will apply to the first 25m³* that you use in the financial year, while a second, lower rate applies to all volumes over 25m³.

This structure is repeated for waste water charges.

Metered Charges for metered households:

The charges are based on the size of your meter and the volume of water recorded on the water meter serving your property.

Volumetric Water Charges £/m ³	
for the first 25m ³ – up to 20mm meters only	£2.5049
for volumes after the first 25m ³ – up to 20mm meters only	£0.9076
Volume charge for larger meters	£0.9076

Volumetric Waste Water Charges £/m ³	
for the first 23.75m ³ – up to 20mm meters only	£3.2388
for volumes after the first 23.75m ³ – up to 20mm meters only	£1.5316
Volume charge for larger meters	£1.5316

c) Property Drainage Charges

Around a third of the water in the public waste water system is rainwater.

Property Drainage is the term that is used for the service of dealing with rainwater drainage from within the boundary of a property, such as roofs, private car parks and private roads that drain to Scottish Water sewers.

If rainwater drains to the public sewer from your property, then Property Drainage Charges will apply. Where Scottish Water deals with no Property Drainage from any part of the property, no Property Drainage Charge will be applied.

Property Drainage Charges for metered households:

The charges for dealing with rainwater from your property for the 2021/22 financial year are as follows:

Council Tax Band	Property Drainage
Band A	£65.76
Band B	£76.72
Band C	£87.68
Band D	£98.64
Band E	£120.56
Band F	£142.48
Band G	£164.40
Band H	£197.28

*This rate has been in effect since April 2004 when the Annual Fixed Charge for 15mm and 20mm meters was reduced by £30 and the volumetric rate increased for the first 25m³. This has the effect that households with 15mm or 20mm meters and low water use (water use below 25m³) see a reduction in their combined fixed and volumetric bill.

SECTION 3

CHARGES FOR OUR OTHER SERVICES



This section describes how we charge for the other services we offer, normally called ‘secondary services’ – that is, everything else except our main water and waste water services. We detail the charges for each of these services within each relevant section.

You normally have to pay charges for these other ‘secondary services’ before we provide the service, except in an emergency.

If we offer to carry out any water or waste water work or services not listed in this booklet, we will agree a charge with you before doing the work.

All charges within this section are quoted exclusive of VAT. VAT will be added where applicable.

1. Provision of information

Scottish Water receives enquiries about the location of our services from a range of organisations and individuals and for a range of purposes. In some instances charges will apply, in other circumstances charges will not apply.

When charges will not apply

- You can arrange to see our plans if you give us three hours notice in advance. Please give us three working days notice if you need us to make several sets of plans available for your visit. There is no charge for inspecting plans at our offices.
- Scottish Water will not charge landowners who ask for copies of plans showing the location of assets on their land.

- Generally there is no charge if the plans requested are to allow Scottish Water's pipelines and other assets to be located in an emergency to avoid damage during site investigation works, excavation or other activities, or to minimise potential safety and operational issues.
- No charges apply in relation to requests raised by Local Authorities or Statutory Undertakers.

When you will need to pay

Charges will apply when organisations or individuals request copy plans of asset locations on land that is not in their ownership. This will include requests from developers, architects and contractors who are seeking information in respect of Scottish Water's assets but have no plans to carry out imminent works.

We will make a charge for any other administration or consultation for this type of service, such as site visits or advice given while inspecting plans. We will also make a charge (Abortive Visit Charge) when we arrive on site to provide information and our services are not required or we cannot complete our work for reasons beyond our control.

In order to obtain copy plans, customers are required to contact our approved providers, Site Investigation Services (UK) Ltd, National One Call, or Cornerstone Projects Ltd, directly. For contact details please refer to Section 6.

Provision of Information	
Provision of information	£59.10 per enquiry

Site visit	Charge	Abortive Visit
Site visit – Standard Hours	£129.90 for the first hour on site plus £86.60 per hour thereafter	£108.30
Site visit – outwith Standard Hours	£172.80 for the first hour on site plus £115.10 per hour thereafter	£144.00
Survey – requiring additional resources	Reasonable costs incurred	Based on 1 hour 15 minutes of reasonable resources

2. Septic tank services

We offer a range of septic tank de-sludging services to customers with private septic tanks, where suitable tanker access is provided. If you meet all of our basic conditions the standard charges shown will apply.

Our criteria include:

- weight and manageability of the lid of your tank (i.e. capable of being moved or lifted by one person).
- position of your tank (i.e. accessibility and/or distance and height from the tanker).
- vehicle access and parking facilities.

If you do not meet all of our basic conditions we may still be able to de-sludge your tank, but not at the standard rates shown. For details of our basic conditions or any further information about septic tanks please call our **Customer Helpline** on **0800 0778778**.

De-sludging service options for all customers

We have a range of de-sludging service options available to meet your needs.

Scheduled service

You can sign a contract with us and we will de-sludge your septic tank at agreed intervals. A planned schedule of regular de-sludging services help to keep your charges – and our costs – down. Under the Scheduled service, tank de-sludging will be charged at the approved rates in operation at the time of each de-sludging service.

Unscheduled service

If you'd rather not sign a contract with us we will endeavour to de-sludge your septic tank within 5 working days of your request where possible. You will be notified of the date for de-sludging your tank before the work is carried out. This service is more expensive to provide than the scheduled service, so the charges are higher.

Urgent response service

If you need your septic tank de-sludged urgently we'll aim to attend within 2 working days of your request where possible. This urgent response service is the most expensive for us to provide and this is reflected in the charge. We may have to charge you the full cost of doing the work.

If we are unable to accommodate the above timescales, you will be notified at the time of booking.

Payment arrangements for septic tank services

For all types of service we may require payment in advance, you will be notified of this when the de-sludging is confirmed by Scottish Water. We will not provide any de-sludging service to a customer who has failed to pay a previous charge for a de-sludging service.

a) Household customers

The standard household charges apply to a single septic tank, serving up to 5 houses, that meets all the basic conditions. If more than 5 houses are connected to your tank, you will be charged at the rates that apply to business customers, as these charges are based on a larger than average tank size. If your tank serves more than 5 houses, if the capacity is greater than 9m³ (9,000 litres) or if your house is connected to more than one tank and you would like more than one tank de-sludged at the same time, we will provide an estimate for de-sludging your tank(s).

Please note, septic tanks that take any waste of a non-household type (such as waste from a business or industrial process) are not covered by this service.

Household charges	
Scheduled	£193.50
Unscheduled	£277.40
Urgent response	£399.10 or actual cost if this is more

b) Business customers

The standard charges are for a single tank up to 9m³, provided the tank does not take industrial waste. If you need to have multiple tanks on your property de-sludged at the same time we will provide an estimate for de-sludging your tanks.

Business charges	
Scheduled	£211.70
Unscheduled	£293.70
Urgent response	£423.80 or actual cost if this is more

c) Other charges

We may impose a charge if we arrive at the property but can't de-sludge the septic tank for reasons beyond our control. This is classed as an abortive visit. There will also be an additional charge where the volume of the tank is greater than 9m³ and this is based per m³ or part thereof.

Other charges	
Charge for abortive visits	£70.40
Additional charges per m ³	£20.40

3. Standpipes

If you have our approval you may take water from hydrants using portable standpipes supplied by Scottish Water. We don't normally charge for the water you use. Properly licensed standpipes can be used throughout the whole of the Scottish Water area.

Standpipes can be hired for an agreed period i.e. 3 months, 6 months, 9 months or annually. Before the last day of this agreement we'll write to let you know when the hire period ends. If you don't return the standpipe within two weeks of the end of the agreed hire period you may have to pay an extra amount equal to the full annual charge.

Water taken from standpipes is not intended as a 'drinking water' and must be boiled prior to drinking.

Refunds for standpipes returned before the end of the hire period are not given, and keys for standpipes are not supplied.

Standpipes	
3 month	£168.40
6 month	£281.80
9 month	£395.10
12 month	£508.40

4. Permanent Disconnection

No survey or disconnection charge will apply in relation to the permanent disconnection of water and/or waste water services to dwellings.

5. Customer Connections

Development in the form of household, business or industrial growth places demands on Scottish Water's assets and resources. To ensure the efficient use of these assets a series of development charges apply. These charges fall into four categories and are payable in advance of the construction phase of the development:

- a) Infrastructure charges
- b) Services to construction sites
- c) Application fees, connection charges and inspection fees
- d) Sewer CCTV Review fees

With the creation of retail competition the route for securing the related services varies depending on the type of development. The table on the next page shows the various options.

This Your Charges Explained booklet provides information relating to the charges for the services provided directly by Scottish Water.

	Self-Build Houses	Commercial House Development	Non-Household Development
Infrastructure charges	Direct from Scottish Water	Direct from Scottish Water	Secured through Licensed Retailer
Services to construction sites	Direct from Scottish Water	Direct from Scottish Water	Secured through Licensed Retailer
Application fees, Connection charges and Inspection fees	Direct from Scottish Water	Direct from Scottish Water	Secured through Licensed Retailer
Sewer CCTV Review fees	Direct from Scottish Water	Direct from Scottish Water	Secured through Licensed Retailer

a) Infrastructure charges

For new dwellings which have not previously been connected to the Scottish Water network you will have to pay a water and waste water infrastructure charge for each new dwelling connected to both our water and waste water networks.

The infrastructure charges may also be applied where a building is being converted into a dwelling or dwellings, for instance an office building being converted to flats.

Where sites are redeveloped, Infrastructure Charges will apply to each dwelling that will be connected to the water and waste water networks and be assigned a separate Council Tax banding at the end of the redevelopment.

Where there is uncertainty regarding the number of dwellings that maybe assigned Council Tax bandings at the end of the development or redevelopment (such as for student halls of residence), Infrastructure Charges will be based on:

- One dwelling or each self-contained unit* with its own kitchen facilities (the unit may have one or more bedrooms), and
- One dwelling for each kitchen that appears to be outwith self-contained unit.

Scottish Water will not provide any connections to our network until the applicable infrastructure charge(s) have been paid.

Infrastructure charges	Per house or flat
Water	£420
Waste water	£420

b) Services to construction sites

Self-Build Houses

Water for building work

i) House building

You will pay a flat rate charge for the water used in the building of all new houses, whether part of a development or a single property. The actual charge will depend on the type of house.

ii) Household extensions, renovations and conversions

For the construction of house extensions, the non-commercial renovation of a

single house and the non-commercial conversion of a property to a single house, the building water charge is based on a percentage of the total estimated cost reported in the planning permission applications and building warrant approvals. The total estimated cost is the total price of the contract less the value of any pre-mixed concrete.

We will charge the actual cost to us of providing and removing a water supply. Where the charge for water used is less than £50 no charge for water will be applied.

Water for building work

i) House building (per property)

Flat	£133.00
Semi-detached, terraced	£163.00
Detached	£209.00
Connection/Disconnection of water supply	Reasonable costs incurred
Abortive visit charge	Based on 1 hour 15 minutes of reasonable resources

ii) Household extensions, renovations and conversions

All traditional work with a contract price of up to £500,000	0.3% of the total estimated cost less the value of the pre-mixed concrete
All traditional work with a contract price greater than £500,000 cost	0.3% for the first £500,000 of the total estimated, 0.15% for the rest of the total estimated cost, less the value of pre-mixed concrete
All non-traditional work, modernisation and cost, rehabilitation contracts.	0.15% of the total estimated less the value of pre-mixed concrete
Connection/Disconnection of water supply	Reasonable costs incurred
Abortive visit charge	Based on 1 hour 15 minutes of reasonable resources

Services to Housing Development Sites

Ground preparation

Water supplies that are used for ground preparation works, such as grouting, will be metered. Standard Water Volumetric Charges and Fixed Charges apply.

Site Accommodation

Where the water and/or waste water supply to site accommodation on a building site is fed from an unmetered mains supply, fixed and volumetric charges will apply. These charges will be in addition to any building water charges. Fixed Charges will apply based on the current 20mm meter based annual charges and the number of weeks the supply has been made available. Volumetric charges will be applied using the current metered volumetric charges and an assessment of the volume of water used. The assessment of the volume of water and waste water used will be calculated using the following formulae:

Water: Number of people using site accommodation x Weeks on site x PCC¹

Waste water: Number of people using site accommodation x Weeks on site x PCC¹ x 95%

Site accommodation - fixed charges	(£/wk)
Water	£3.06
Waste water	£3.14

Water for Building Work

In addition to the services required for site accommodation, building water charges apply to water taken from the public supply for use in construction activities.

A standard charge will be applied for the supply of water used in commercial house building, whether part of a development or a single property and this will depend on the type of house.

Scottish Water will charge the Reasonable Costs Incurred of providing and removing a water supply.

House building (per dwelling provided by the development)

Flat	£133.00
Semi-detached, terraced	£163.00
Detached	£209.00
Connection/ Disconnection of water supply	Reasonable Costs Incurred
Abortive Visit Charge	Based on 1 hour 15 minutes of reasonable resources

¹ Per Capita Consumption (PCC) for Site Accommodation charges will be based on the procedure for calculating volume at re-assessed unmeasurable non-household premises contained within our Wholesale Charges Scheme document.

Further Advice on Building Water for Self Build Houses and Commercial House Development

Scottish Water will not typically complete a permanent connection to a premises until it has received and processed an associated Building Water application for the site and is in receipt of the developers acceptance of the Building Water quotation.

Construction Sites with an Alternative Source of Water

Scottish Water would expect water taken from the public supply to be used in all construction projects.

However, if a developer believes that a construction project will not require the use of any water supply from Scottish Water they must contact us at the outset of the project providing evidence from the quantity surveying stages of the project detailing how this would be achieved. If a developer does not provide sufficient evidence at the outset of the project unmetered building water charges will be applied as above.

Use of Standpipes

Where a developer applies for a standpipe licence as a mechanism for supplying Building Water, normal site specific building water charges will still apply.

c) Application fees, Connection charges and Inspection fees

Application fees

We charge a fee for each application received for connection(s) to the public water supply and waste water network.

Once a Connection Offer has been made the Application fee will apply for any subsequent resubmissions for the same site.

We must inspect and approve all connections to the public water supply and waste water network.

Application fee	
Application fee	£102.50 per application

Repeat design review charges

Scottish Water reviews designs of pipework (water mains and sewers) that will be provided as part of new development. Where a submission is not of an appropriate standard or is technically deficient, the design will be returned to the developer for amendment. Repeat design review charges will apply in situations where the re-submitted details require to be subjected to further technical review.

Type of Review	Description	Charge
Minor review	(Other than corrections) up to 1 hour	£57.70
Standard repeat design review	1 to 3 hours	£173.20
Major repeat design review	More than 3 hours	£86.60 per hour

Water connections

We will connect all new communication pipes, subject to compliance with construction standards set out in Water for Scotland guidelines, for both self-build household construction and business customers to the existing Scottish Water water and waste water infrastructure.

A communication pipe is the pipe between the public water main and the boundary of the road the main is in.

i) Communication pipes with an outside diameter up to 32mm

If the communication pipe has an outside diameter no larger than 32mm we will charge a fixed sum based on the description below.

We provide the labour and material needed to complete the pipe-laying work for the connection to the existing main only.

You will be responsible for:

- arranging all excavation work (or providing suitable ducts, or both);
- filling in and reinstating the footpath and road; and
- providing all materials including water toby (external stopcock) or meter chamber.

Please note, where the work is on a public road or pavement you must obtain a Road Opening Permit from the relevant Local Authority Roads Department.

Water connection charges for tie-ins at mixed development (households and non-households) will be allocated by Scottish Water between the housing developer and the Licensed Provider of the developer of the commercial development.

ii) Communication pipes with an outside diameter over 32mm

As above, but with the addition of:

If the communication pipe has an outside diameter greater than 32mm, or if the connection is to a trunk main, we will charge the actual cost of the work on an individual basis.

We will ask for an advance payment before carrying out any connection.

Connection charges	Part 2 (Non-Trunk main)	Part 3 (Trunk main)	Abortive Visit Charge
Connection to live water mains (32mm outside diameter and below)	£373.80	Reasonable costs incurred	Reasonable costs incurred
Connection to live water mains (greater than 32mm outside diameter)	Reasonable costs incurred	Reasonable costs incurred	Reasonable costs incurred

iii) Changes to connection charges

We can review these charges if:

- our work is delayed for reasons beyond our control;
- we have introduced a new set of charges before you let us know you have laid your supply pipe;
- the work has to be done outwith normal working hours; or
- you have not laid your supply pipe within three months of us setting the charge.

We will make an abortive visit charge when we arrive on site to undertake a survey or work associated with a connection and our services are not required, or we cannot complete our work because of your actions or someone acting on your behalf.

Inspection fees

Scottish Water has a regime to inspect connections to water and waste water infrastructure. Different charges apply depending on whether the inspection requires a site visit or can be done through a desktop inspection.

Inspection fees will apply to all temporary building water connections and permanent water connections. Where temporary building water connection is to be converted into a permanent water connection an additional inspection is required to confirm it is suitable for re-use.

We will charge an inspection fee to approve a sewer connection where you or your contractor has made the sewer connection.

We will make an abortive visit charge when we arrive on site to undertake an inspection of a connection and our services are not required or we cannot complete our work because of your actions or someone acting on your behalf.

Connection Inspection	Charge
Desktop Inspection	£29.10 per connection

Connection Inspection	Charge		Abortive Visit Charge
On-site Connection Inspection during Standard Hours	£129.90	for first hour on site plus	£108.30
	£86.60	per hour thereafter	
On-site Connection Inspection outwith Standard Hours	£172.80	for first hour on site plus	£144.00
	£115.10	per hour thereafter	

d) Sewer CCTV Review fees

Where a development includes the provision of new or enhanced sewers developers are required to provide a CCTV record to prove that there are no faults in the new infrastructure.

A sewer CCTV Review fee will apply when Scottish Water identifies faults in the infrastructure the CCTV records. This fee will only apply if faults are detected.

Sewer CCTV Review fee	
Sewer CCTV Review fee	£130.90

6. Meter services for households

a) Our metering policy

You can opt, at your own cost, to have a meter installed on the water supply to your property. This is subject to the following:

- You need to submit a written request for a meter before Scottish Water will consider metering your property.

- All meter applications will be subject to our guaranteed service standards for household customers.
- Scottish Water will provide the meter only at our expense, all other costs involved in creating the space for the meter to be installed must be met by you, the homeowner.
- The meter will remain the property of Scottish Water.
- The meter will be installed at the preferred location of Scottish Water.
- If we consider it necessary, an outdoor meter reading facility will be installed.
- You are entitled to revert to unmetered household charges, you must notify Scottish Water in writing.

If you don't own the property then you must have the owner's permission to do this. Where the property is not metered or occupied for a full year the charges will be apportioned on a daily basis.

We can provide more information about water meters, please contact our **Customer Helpline** on **0800 0778778**.

b) Changing to a smaller or larger meter

If you ask us to change the size of the water meter that serves your property for one of a different size, or we become aware that a meter exchange is necessary due to an increase or decrease in your water consumption, you will be asked to pay the survey cost and the actual cost of the work.

c) Replacing a damaged meter

If a water meter, which is within your property boundary, is damaged and needs to be replaced, you will have to pay the actual cost of replacing the meter if the damage was caused:

- by anyone other than us, or a representative working on our behalf; or
- by frost.

d) Meter accuracy test

If you think your water meter is not registering accurately we will arrange to have it tested for you.

If the meter is accurate to within tolerances you will be charged a ‘testing’ fee and any applicable survey fees. The standard fee will apply to meters up to and including 50mm diameter. If the meter is not accurate to within tolerances you will not be charged a testing fee.

Survey Charge	Charge	Abortive Visit Charge
Survey during Standard Hours	£129.90	£108.30
Survey outwith Standard Hours	£171.60	£144.00
Survey requiring additional resources	Reasonable cost incurred	Reasonable cost incurred
Survey requiring additional resources – outwith standard hours	Reasonable cost incurred	Reasonable cost incurred

Meter services for households	
a) Meter installation	As per schedule of rates
b) Changing meter size	As per schedule of rates
c) Replacing a damaged meter	As per schedule of rates
d) Meter accuracy test for meters – up to and including 50mm diameter	As per schedule of rates
Meter accuracy test for meters – greater than 50mm diameter	As per schedule of rates

Abortive visit charges will apply if when we arrive at site to undertake a survey or work associated with a water meter and our services are not required, or we cannot complete our work because of the customer's actions.

Abortive Visit Charge	
Abortive Visit Charge	£108.30

7. Byelaws

On-site Byelaws

Compliance Consultation

Site visit charges will apply in situations where Scottish Water is requested to visit a site to carry out a compliance consultation.

Activity	Charge	Abortive Visit Charge
On-site compliance consultation during Standard Hours	£129.90 for the first hour on site plus £86.60 per hour thereafter	£108.30
On-site compliance consultation outwith Standard Hours	£172.80 for the first hour on site plus £115.10 per hour thereafter	£144.00
On-site compliance consultation requiring additional resources during or outwith Standard Hours	Reasonable Cost Incurred	Based on 1 hour 15 minutes of reasonable resources

8. Fire hydrants

In accordance with the Fire Service Act 1947, we are responsible for the provision, fixing, maintenance and/or the removal of hydrants.

The Scottish Fire and Rescue Service will be charged as per the agreed schedule of rates within the service level agreement of 1st April 2005 or any subsequent revisions.

9. Domestic distribution systems investigations

The Public Water Supplies (Scotland) Regulations 2014 allows Scottish Water to recover its reasonable costs where it undertakes water quality failure or customer complaint investigations in premises where drinking water is available to the public (non-employees) and determines that the domestic distribution system or the maintenance of that system is at fault.

These reasonable costs will relate to staff undertaking on-site investigations including, as appropriate, costs of sampling, laboratory analysis, customer notification and preparing reports, as well as the costs of any actions Scottish Water considered it was required to undertake. These charges will only apply where the investigation concludes that the fault is due to the domestic distribution system.

Abortive visit charges will apply if when we arrive at site to undertake a survey or work associated with a domestic distribution systems investigation and our services are not required, or we cannot complete our work because of the customer's actions.

Domestic distribution systems investigation charge

Reasonable costs incurred



All charges listed in this section where Scottish Water would be required to carry out a survey, will have a Survey Charge applied.

Please refer to the individual charge descriptions in Section 3 for an explanation of where a Survey Charge will apply.



SECTION 4

YOUR PAYMENT OPTIONS

Homes with no water meter

If your home doesn't have a water meter your local Council will collect your water charge and, if it applies, your waste water charge. Your Council Tax bill will show the charges you pay, the payment dates and the ways in which you can pay.

Homes with a water meter

We will invoice and collect water and waste water charges directly from householders whose homes have a water meter. Payment options will be detailed on your invoice.

Charges for other services

We will invoice and collect charges from you directly for all our 'other charges', defined in Section 3 charges for our other services. Payment options will be detailed on your invoice.

If you wish to discuss your payment please contact our **Customer Helpline** on **0800 0778778**.

Our services – your rights

Our customers and communities are at the heart of everything we do. We always aim to deliver on our promises and are always looking at how we can improve the service and the value that we provide. It is important that we aim to provide you with a great customer experience – and that when we say we will do something, we do it.

We want you to be aware of our promises and your rights under our service standards. To find out more, visit www.scottishwater.co.uk/ourpromises

SECTION 5

VALUE ADDED TAX (VAT)

Household water and waste water charges

Water charges and waste water charges for households are zero rated for VAT.

Other charges

VAT will be added where applicable. If you have any questions about anything in this section, or about other aspects of VAT and our charges, please contact our **Customer Helpline** on **0800 0778778**.

SECTION 6

CONTACT DETAILS

This Scheme of Charges has been approved by the Water Industry Commission for Scotland.

The Water Industry Commission for Scotland

The Water Industry Commission for Scotland (WICS) is the economic regulator of the water industry in Scotland, approving the levels of our charges. The WICS can be contacted on:

Phone:
01786 430 200

E-mail:
enquiries@watercommission.co.uk

On the web at:
www.watercommission.co.uk

Citizens Advice Scotland

Citizens Advice Scotland (CAS) represents the interests of consumers within Scotland's water industry.

Scottish Citizens Advice Helpline:
0800 028 1456

On the web at:
www.citizensadvice.org.uk/scotland



Scottish Public Services Ombudsman

The Scottish Public Services Ombudsman (SPSO) investigates complaints about public services in Scotland, including Scottish Water, once you have completed the Scottish Water service review process. The SPSO can be contacted on:

Phone:

0800 377 7330

Fax:

0800 377 7331

On the web at:

www.spsa.org.uk

Drinking Water Quality Regulator for Scotland

The Drinking Water Quality Regulator (DWQR) monitors and regulates the quality of the water we deliver to you. The DWQR can be contacted on:

On the web at:

www.dwqr.scot

Phone:

0131 244 0190

The Scottish Environment Protection Agency

The Scottish Environment Protection Agency (SEPA) sets standards for and monitors waste water and other discharges in local streams, rivers and the sea. SEPA can be contacted on:

Phone:

0800 80 70 60

(Pollution Hotline)

0345 988 1188

(Flooding)

On the web at:

www.sepa.org.uk

The appointed agents for Scottish Water copy plans are:

Site Investigation Services (UK) Ltd.

SIS can be contacted on:

Phone:

0333 123 1223

Email:

plans@siteinvest.co.uk

On the web at:

www.siteinvest.co.uk

National One Call

National One Call can be contacted on:

Phone:

0800 0853 865

Email:

swplans@national-one-call.co.uk

On the web at:

www.national-one-call.co.uk/swplans

Cornerstone Projects Ltd

Cornerstone Projects Ltd can be contacted on:

Phone:

0151 632 5142

Email:

enquiries@cornerstoneprojects.co.uk

On the web at:

www.cornerstoneprojects.co.uk/scottishwaterplans/

APPENDIX 1

Water Re-sale

What does water re-sale mean?

If you don't receive a bill for your water and waste water services in your home direct from Scottish Water or through your Council Tax bill this may be because your landlord, factor or mobile-home site owner (known as a water re-seller) receives the overall bill and they may then charge you for these services.

If your landlord or factor receives the bill for water services direct they may then charge you for your share of these services. This is known as water re-sale and there are rules that the re-seller (who could be your landlord or factor) has to comply with. The rules are designed to ensure that you are treated fairly by limiting the amount that you can be charged.

Similar situations can arise at business premises where the business does not receive a bill from a Licensed Retailer for its water and waste water services, or only receives a bill for property drainage. Water re-sale provides the same protections to businesses as it does to householders by placing the same requirements on the re-seller.

Throughout this note the terms affected occupier and affected premises are used to describe the customer of the water re-seller. The terms are fully defined at the end of this Water Re-sale note.

What does water re-sale mean if you are a water re-seller?

The introduction of retail competition in the water industry in Scotland for businesses means that all non-household properties now receive a bill direct from their chosen Licensed Retailer.

As a water re-seller you may wish to pass these charges onto your individual affected occupiers including occupiers of adjacent premises that may be supplied through your metered water supply. If you do re-sale rules will apply. These rules are there to provide you with information and guidance on charging for water and waste water services.

When do re-sale rules apply?

The rules apply to households when a water re-seller bills you direct at your main residence for the water and waste water services that you receive, rather than you being billed from Scottish Water or through your Council Tax bill.

For businesses, these rules apply when a water re-seller bills you for the water and waste water services that you receive, rather than you being billed from a Licensed Retailer.

Are there circumstances when the rules don't apply?

No, water re-sale applies in all situations where a re-seller sells water and waste water services to another affected occupier, either a householder or business.

What are the water re-sale rules?

If you are a water re-seller you can recover no more than the value of the water and waste water invoices you receive from your Licensed Retailer plus administration¹ charges which are also capped.

To invoice for water services a re-seller must:

- decide on a method of allocating the invoices across all supplied properties (households and non-households) including, where appropriate, identification of how services used by the re-seller are dealt with.
- advise each affected occupier of the chosen method and provide examples of how the calculations will be undertaken, including scenarios dealing with changes in circumstances such as changes in occupancy or vacant properties.
- advise each affected occupier of the administration charges that will apply.

The administration charges are:

- for affected premises that do not have a private meter – not more than £6.30 per year.
- for affected premises that have a private meter – not more than £12.50 per year.

For each invoice the re-seller must, provide a summary to each affected occupier, which demonstrates that the invoices have been allocated correctly within the rules and that the sum of the bills is greater than the invoice only by the sum of the administration charges (refer to example shown in Appendix A).

The methods available to re-sellers for allocating invoices across properties include, but are not limited to, one or more of the following:

- the number of affected premises;
- the volume of water through each private meter;
- the total floor space of each affected premises;
- the number of people in each affected premises;
- the Council Tax band or Rateable Value of each affected premises; and
- the number of bedrooms in each household (re-sale to household only).

Can re-sellers provide a better deal?

Competition in the water industry in Scotland means re-sellers have the opportunity to choose which Licensed Retailer to buy water and waste water services from. These benefits of a competitive market will in turn be passed on to the affected occupiers; therefore it is important that re-sellers should be aware of all the options.

Re-sellers are required to test the market regularly and to keep a record of the apparent benefits of switching in order to make an informed decision of whether or not to change Licensed Retailers. Records should be made available to affected occupiers on request.

If affected occupiers believe they can get a better deal they should contact their re-seller. Affected occupiers can seek a court action if the re-seller has not or cannot provide records to show they have tested the market.

What if an affected occupier thinks they are being charged incorrectly?

The re-seller must make information available to affected occupiers about how each individual bill has been calculated. If an affected occupier thinks they are being charged incorrectly then this is a private matter between them and the re-seller.

Scottish Water cannot become involved in any disputes between the affected occupiers and the re-seller.

If the affected occupier thinks they have been overcharged they should firstly bring the matter to the attention of the re-seller. If the affected occupier has paid the bill and then realises that they have been over-charged, and the re-seller does not provide a rebate, they can take the re-seller to the civil courts to recover the amount of overpayment.

If affected occupiers find themselves in this position they may wish to consult Citizens Advice Scotland or a solicitor for advice.

Definitions:

"affected occupier" means where a contractual arrangement for water re-sale is in place the person responsible to the re-seller for payment and in the absence of any contractual arrangement the person having the benefit of the use of the water resold. This can be a household or the occupier of a business premises.

"affected premises" means the household or business premises occupied by an affected occupier.

¹ The administration fee is designed to deal with the administration costs to the re-seller of sub-dividing the water and waste water invoice between affected occupiers, plus the cost of maintaining the water meter(s).

APPENDIX 1A

The following example shows how a re-seller could demonstrate to all the affected occupiers within their development that the water and waste water invoices have been allocated correctly.

This example is based on a development comprising of an office on the ground floor and 6 flats above.

The office and 4 of the flats are supplied through private meters that identify the volume of water used which is recorded in the office and each flat. The two remaining flats are unmetered. The owner of the office receives invoices for the complete development and therefore is the re-seller to the other 6 premises.

Water and waste water invoice total = £1,200 for a 3 month period. This is made up of £350 in fixed charges and £850 in volume related charges based on the amount of water used.

The volume recorded on the main meter serving the complete development is 850 units and the retail rate is £1 per unit.

The total volume recorded for the 3 month period of 850 is then broken down using the volumes recorded on the individual private water meters serving the property; 400 units for the office, 75 units each for 2 of the metered flats and 50 units each for the other 2 metered flats. The remaining balance which is unaccounted for (200 units) is then shared equally between the remaining unmetered flats.

The re-sellers stated allocation method for calculating individual bills is:

- **Fixed charges** – shared equally across each property within development.
- **Volume charges** where the overall development is metered, the volume charges element can be calculated on the volumetric rate recorded on the private meter for the household/tenant. Any remaining balance of the volume charges will be shared equally between unmetered households.

Annual Administration charges are applied quarterly. The annual charge is £12.50 per metered property and £6.30 if there is no meter.

	Volume	Fixed Charges	Volume Charge	Admin.	Total Bill
Volume reported on water and waste water invoices	850 units	£350	£850 = 850 units @ £1 per unit		
Office – metered	400 units	£50	£400	£3.13	£453.13
Flat 1 – metered	75 units	£50	£75	£3.13	£128.13
Flat 2 – metered	75 units	£50	£75	£3.13	£128.13
Flat 3 – metered	50 units	£50	£50	£3.13	£103.13
Flat 4 – metered	50 units	£50	£50	£3.13	£103.13
Total volume of sub-meters	650 units				
Unallocated volume	200 units				
Flat 5 Unmetered	allocated 100 units	£50	£100	£1.58	£151.58
Flat 6 Unmetered	allocated 100 units	£50	£100	£1.58	£151.58
Total recovered		£350	£850	£18.81	£1,218.81

Total paid for development	
Fixed Charges	£350.00
Volume Charges	£850.00
Water and Waste Water Invoice	£1,200.00
Administration	£18.81
Total	£1,218.81

Keeping up to date and getting in touch

Find out more about Scottish Water, our charges, our customer charter, and keep up to date with what we are doing in your area.

Visit

www.scottishwater.co.uk

Follow us

 facebook.com/scottishwater

 [@scottish_water](https://twitter.com/scottish_water)

Email

help@scottishwater.co.uk

Call

Free Customer Helpline
(24 hours a day, seven days a week)

0800 0778778



Alternative formats of this leaflet can be made available free of charge. For information on Braille, large print, audio and a variety of languages, please call our Customer Helpline.

If you have a disability, medical condition or other reason where you may need additional assistance from Scottish Water then please contact us and we can add your name, address and requirements to our confidential Priority Services Register.

We record all calls for quality and training purposes.

SW ChargesS19 03/21