



**Scottish
Water**

Trusted to serve Scotland



Your Charges Explained Scheme of Charges 2020/21

Charges for household customers and
other non-licensed activities

Contents	Page
Section 1: Introduction to our charges	2
Section 2: Household charges	3
Section 3: Charges for our other services (see Index of charges below)	8
Section 4: Your payment options	22
Section 5: Value added tax (VAT)	23
Section 6: Contact details	24
Index of charges within section 3	
Provision of information	8
Septic tank services	9
Standpipes	11
Permanent Disconnection	11
Customer Connections	11
Meter services for households	18
Byelaws	20
Fire hydrants	21
Domestic distribution systems investigations	21
Appendix	
Water Resale	25

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**.

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 2020 until 31 March 2021.

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.

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 charge covering Property Drainage based on the property's Council Tax band; and d) A charge covering Roads Drainage 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 waste 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 and Roads 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 2020/21 are as follows:

Council Tax Band	Water Supply	Waste Water Collection	Combined Services
Band A	£138.24	£160.50	£298.74
Band B	£161.28	£187.25	£348.53
Band C	£184.32	£214.00	£398.32
Band D	£207.36	£240.75	£448.11
Band E	£253.44	£294.25	£547.69
Band F	£299.52	£347.75	£647.27
Band G	£345.60	£401.25	£746.85
Band H	£414.72	£481.50	£896.22

These charges are applied to every household which has a connection to the public water supply, the public waste water system or both. 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:

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 (formerly the Scottish Executive) as of 1 April 2006.

Water Charges Reduction Scheme

The Council Tax Reductions that replaced Council Tax Benefit from April 2013 are not applicable to your water and waste water collection charges. If you receive Council Tax Reduction you must still pay a water and waste water charge for the services that you

have at your home. Under the permanent Water Charges Reduction Scheme, introduced by the Scottish Government on 1st April 2006, households which have two or more adults and which receive Council Tax Reductions but don't already receive status discounts will automatically get a discount of up to 25% on these charges.

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 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 and Roads Drainage Charges.

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 and Roads 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	£155.64	£159.84
25/30mm	£462.00	£475.00
40mm	£1,309.00	£1,344.00
50mm	£2,910.00	£2,989.00

b) Metered Charges

We charge you for each cubic metre ($m^3=1,000$ 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 $25m^{3*}$ that you use in the financial year, while a second, lower rate applies to all volumes over $25m^3$.

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	£2.4438
for volumes after the first $25m^3$ – up to 20mm meters only	£0.8855
Volume charge for larger meters	£0.8855

Volumetric Waste Water Charges	£/m ³
for the first $23.75m^3$ – up 20mm meters only	£3.1598
for volumes after the first $23.75m^3$ – up to 20mm meters only	£1.4942
Volume charge for larger meters	£1.4942

*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 $25m^3$. This has the effect that households with 15mm or 20mm meters and low water use (water use below $25m^3$) see a reduction in their combined fixed and volumetric bill.

c) Property Drainage and Roads Drainage Charges

Around a third of the water in the public waste water system is rainwater that drains from private properties and public areas such as roads and pavements.

Please note, if your property has either a connection for waste water or for property drainage you will also need to pay a charge for roads drainage.

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.

Roads Drainage is the term that is used for the service of dealing with rainwater that drains to Scottish Water sewers from public roads and footpaths.

The simplest way we have of reflecting the cost of these elements of our service is through the charges for Property Drainage and Roads Drainage being linked to your property's Council Tax band.

Property Drainage Charges for metered households:

The charges for dealing with rainwater from your property for the 2020/21 financial year are as follows:

Council Tax Band	A	B	C	D	E	F	G	H
Property Drainage	£32.10	£37.45	£42.80	£48.15	£58.85	£69.55	£80.25	£96.30

Roads Drainage Charges for metered households:

The charges for dealing with rainwater from public roads for the 2020/21 financial year are as follows:

Council Tax Band	A	B	C	D	E	F	G	H
Roads Drainage	£32.10	£37.45	£42.80	£48.15	£58.85	£69.55	£80.25	£96.30

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 land owners 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 online service providers SIS or National One Call directly. For contact details please refer to Section 6. Alternatively, you can call in to Scottish Water offices.

Provision of information

Provision of information	£52.20 per enquiry
--------------------------	--------------------

1. Provision of information continued

Site visit	Charge	Abortive Visit
Site visit – Standard Hours	£111.10 for the first hour on site plus £74.00 per hour thereafter	£92.60
Site visit – out-with Standard Hours	£146.20 for the first hour on site plus £97.30 per hour thereafter	£121.80
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-slugged 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	£183.80
Unscheduled	£267.20
Urgent response	£384.50 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	£266.60
Unscheduled	£343.00
Urgent response	£460.70 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	£64.00
Additional charges per m ³	£16.80

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	£175.90
6 month	£259.40
9 month	£389.30
12 month	£519.00

4. Permanent Disconnection

No survey or disconnection charge will apply in relation to the permanent disconnection of water and/or sewerage 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 below shows the various options.

This scheme of charges provides information relating to the charges for the services provided directly by Scottish Water.

5. Customer Connections continued

	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.

Infrastructure charges	Per house or flat
Water	£364.90
Waste water	£364.90

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 for 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 out-with self-contained unit.

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

* A self-contained unit includes kitchen facilities that are intended to be used by the people occupying the unit.

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	£132.00
Semi-detached, terraced	£162.00
Detached	£208.00
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 un-metered 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%

Fixed Charges	(£/wk)
Water	£2.99
Waste water	£3.07

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	£132.00
Semi-detached, terraced	£162.00
Detached	£208.00
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 un-metered 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.

Application fee	
Application fee	£105.40 per application

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

Repeat design review charges

Scottish Water reviews designs of pipework (water mains and sewer) 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	£49.30
Standard repeat design review	1 to 3 hours	£147.90
Major repeat design review	More than 3 hours	£74.00 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)	£346.60	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. 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.

Inspection	Inspection Fees	Abortive Visit Charge
Water Connection Inspection (per connection)	£73.90 (per connection)	Based on 1 hour 15 minutes of reasonable resources
Waste Water Connection Inspection (per connection)	£73.90 (per connection)	Based on 1 hour 15 minutes of reasonable resources

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	£130.00
-----------------------	---------

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	£111.10	£92.60
Survey out-with Standard Hours	£146.20	£121.80
Survey requiring additional resources	Reasonable cost incurred	Reasonable cost incurred
Survey requiring additional resources – out-with 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	£92.60
-----------------------	--------

6. Byelaws

Repeat Design Review Charge

Scottish Water reviews designs of internal pipework at developments that are prepared and submitted by developers to ensure the proposals meet Water Byelaws requirements. 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	£49.30
Standard repeat design review	1 to 3 hours	£148.20
Major repeat design review	More than 3 hours	£74.10 per hour

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	£111.10 for the first hour on site plus £74.00 per hour thereafter	£92.60
On-site compliance consultation out-with Standard Hours	£146.20 for the first hour on site plus £97.30 per hour thereafter	£121.80
On-site compliance consultation requiring additional resources during or out-with Standard Hours	Reasonable Cost Incurred	Based on 1 hour 15 minutes of reasonable resources

7. 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 relevant Fire Authorities/Boards will be charged as per the agreed schedule of rates within the service level agreement of 1st April 2005 or any subsequent revisions.

8. 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 cost 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.

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.

These are likely to include:

- Direct Debit or Standing Order through a bank or building society;
- Credit or debit card;
- Bank giro credit;
- Plastic card or voucher book at the Post Office; or
- Cash or cheque.

You can usually pay in instalments or by one payment.

You may find paying by Direct Debit a more practical and convenient method of payment. If you have problems paying please contact your local Council.

All other properties

We will invoice and collect water and waste water charges direct from householders whose homes have a water meter. For properties with water meters we send invoices to you direct on a quarterly basis. You can arrange a Scottish Water Payment Plan, which will be based on your average annual invoice. This will set up agreed instalments to be paid by Direct Debit on the 1st, 7th or 15th of the month.

All other charges

We will invoice and collect charges from you direct for all our 'other charges', defined in Section 3 charges for our other services.

For all customers that are invoiced directly by Scottish Water the following payment options are available:

- BACS;
- Credit or debit card;
- Cheque by post;
- Cash or cheque at a bank or Post Office
- Online at www.scottishwater.co.uk

Payments should be made to Scottish Water and sent to the address on your invoice.

If you wish to discuss payment options or have problems paying, please contact our Income team by calling our **Customer Helpline** on **0800 0778778** as soon as possible for advice and assistance.

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 will 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/yourrights

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**.

Contact details

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

The Water Industry Commission for Scotland

First Floor, Moray House, Forthside Way, Stirling, FK8 1QZ

The Water Industry Commission for Scotland (WICS) is the economic regulator of the water industry in Scotland, approving the levels we charge you. 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 Consumer Helpline: **03454 04 05 06**

Textphone: **18001 03454 04 05 06**

On the web at: www.cas.org.uk

Scottish Public Services Ombudsman

Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS

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.spsos.org.uk

Drinking Water Quality Regulator for Scotland

Area 3-F South, Victoria Quay, Edinburgh, EH6 6QQ

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: **03000 99 6699**

(Customer Service Enquiries)

Phone: **0800 80 70 60** (Pollution Hotline)

Phone: **0345 988 1188** (Flooding)

On the web at: www.sepa.org.uk

Site Investigation Services (UK) Ltd.

Appointed agent for Scottish Water copy plans. SIS can be contacted on:

Phone: **0333 123 1223**

e-mail: plans@siteinvest.co.uk

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

National One Call

Appointed agent for Scottish Water copy plans. National One Call can be contacted on:

Phone: **0800 0853 865**

e-mail: swplans@national-one-call.co.uk

On the web at:

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

Appendix 1

Water Resale

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 and roads drainage. Water resale 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 Resale 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 resale applies in all situations where a re-seller sells water and wastewater services to another *affected occupier*, either a householder or business.

Water Resale continued

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 £12.40 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 resale 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.

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.

¹The 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).

- 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 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 £12.40 per metered property and £6.30 if there is no meter.

Total paid for development	
Fixed Charges	£350.00
Volume Charges	£850.00
Water and Waste Invoice Administration	£1,200.00 £18.66
Total	£1,218.66

- Charges breakdown:

	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	£3.10	£453.10
Flat 1 – metered	75 units	£50	£75	£3.10	£128.10
Flat 2 – metered	75 units	£50	£75	£3.10	£128.10
Flat 3 – metered	50 units	£50	£50	£3.10	£103.10
Flat 4 – metered	50 units	£50	£50	£3.10	£103.10
Total volume of sub-meters	650 units			£0.00	£0.00
Unallocated volume	200 units			£0.00	£0.00
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	£18.66	£1,218.66

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



customer.services@scottishwater.co.uk

Call

Customer Helpline free 24/7



0800 0778778

Text (SMS)



To receive **free** texts (SMS)* to keep up to date about our work or service updates, such as having no water supply, in your area - please text **'Update' with your postcode** to **82228**.

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.

*For more info and T&Cs visit www.scottishwater.co.uk/textterms