



**Scottish
Water**
Always serving Scotland

your guide to metered charges

for 1st April 2011 to 31st March 2012

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

- You will 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, as the homeowner/resident, or the property owner/landlord. These costs will include a survey charge and any installation charges.
 - Standard survey costs of £85.60 are met by you, the homeowner or the property owner/landlord.
 - The costs of any pipework alterations required are met by you, as the homeowner, or the property owner/landlord - at present, the minimum cost of any pipework alterations is around £230.00 ex vat.
- 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 charges, you must notify Scottish Water of this in writing. In instances where you decide to revert to unmetered household charges where you pay for water and waste water services through your Council Tax bill, there is normally a charge for the removal of the water meter.

Once your meter has been installed on the water supply for your property when we send your metered household invoice it may consist of the following elements, depending on which Scottish Water services you receive:

- a) Annual fixed charges
 - b) Metered charges
 - c) Property Drainage and Roads Drainage charges
- a) The annual fixed charges are based on the size of the meter serving your house/property.
 - b) Metered charges are based on the size of your meter and the volume of water recorded on the meter serving your property. We charge you for each cubic metre ($m^3 = 1,000$ litres) of water you use that is recorded by your meter.



Since not all the water you use (for cooking etc.) will come back to our sewer, your waste water volume is assumed to be 95% of the water volume which is recorded by your meter. If you think that significantly less than 95% of the water you use ends up in the public sewer, contact our Customer Helpline on 0845 601 8855 and we can arrange to discuss the situation with you.

- c) Property Drainage charges apply to cover the service of dealing with rainwater from your property. Roads Drainage charges apply for the service of dealing with rainwater from public roads and footpaths. The charges for each of these are linked to your property's Council Tax Band.

If the meter installed on the water supply to your property is damaged and needs replaced, then you, as the homeowner, or the property owner/landlord, will have to pay the actual cost of replacing the meter if the damage was caused:

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

If you are a metered customer then the volume of water recorded by the meter serving your property can vary depending upon a number of factors, including the daily tasks which you do at home that use water and the number of people living in the property.

Council tax reductions and discounts, including the Disabled Banding Reduction, do not apply in relation to metered household charges.

Please note: Information that Scottish Water provides on charges and comparison estimates is accurate only at the time that you make a request, as any charges will apply for a financial year only. Therefore, it is strongly advisable that you ensure that any decision you make to have a domestic meter installed is made, not only with consideration that the installation of the meter is economically viable for you at the time of your request, but also that any identified future water usage is taken into account.