



# your charges explained

household metered charges 2011/12



**Scottish  
Water**

Always serving Scotland

# We all need water

Water is something that we often take for granted. Whether in the mood for a refreshing glass of water, a comforting steamy bath, a hot cup of tea, or just putting on another load of washing, water is vital in every Scottish household.

Scottish Water is here for you, to ensure that you have the highest quality water 24 hours a day, 365 days of the year.

## Your **metered** charges

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

- a) Annual Fixed Charges
- b) Volumetric Charges
- c) Property and Roads Drainage Charges

The charges detailed in this leaflet apply from 1 April 2011 until 31 March 2012 and relate to the average household metered customer, who typically has a 15mm or 20mm water meter installed.

If your water meter is bigger than 20mm different charges will apply. Please call our **Customer Helpline** on **0845 601 8855** for more information on these specific meter charges.

## 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 glass of water a day or 100; if you flush a toilet once or a dozen times a day. The fixed charges are based on the size of the meter serving your house or property.

Annual Fixed Charges	Water £/meter	Waste Water £/meter
meter size up to 20mm	£136.42	£140.10

Please note: If there is any water used for business purposes or the property has a swimming pool then the fixed charges will be based on the actual size of the water meter serving the property. For information on charges for larger meters please call our **Customer Helpline** on **0845 601 8855**.

## b) Volumetric Charges

We charge you for each cubic metre ( $1\text{m}^3=1,000$  litres) of water you use. Since not all the water you will 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, call our **Customer Helpline** on **0845 601 8855** and we will arrange to discuss the situation with you.

For customers supplied through either a 15mm or 20mm meter two volumetric rates will apply to the volumes of both the water and the waste water that you use.

One rate will apply to the first  $25\text{m}^3$  of water that you use in the financial year. While a second, lower, rate applies to all volumes over  $25\text{m}^3$  of water. This structure is then repeated for waste water charges.

These charges are based on the volume of water recorded by the water meter serving your home.

Volumetric Water Charges	£/m <sup>3</sup>
for the first 25m <sup>3</sup>	£2.1420
for volumes after first 25m <sup>3</sup>	£0.7761

Volumetric Waste Water Charges	£/m <sup>3</sup>
for the first 23.75m <sup>3</sup>	£2.7696
for volumes after first 23.75m <sup>3</sup>	£1.3097

## c) Property 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.

**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.

Where we don't deal with any 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.

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.

## c) Property and Roads Drainage Charges continued

The simplest way we have of reflecting the cost of these parts of our service is through charges linked to your property's Council Tax Band.

Council Tax Band	Property Drainage	Roads Drainage
Band A	£28.19	£28.19
Band B	£32.88	£32.88
Band C	£37.58	£37.58
Band D	£42.28	£42.28
Band E	£51.68	£51.68
Band F	£61.07	£61.07
Band G	£70.47	£70.47
Band H	£84.56	£84.56

## Who regulates the water industry in Scotland?

The Water Industry Commission for Scotland is the economic regulator of the water industry in Scotland, approving the levels we charge you. The Commission can be contacted on **01786 430 200** or [www.watercommission.co.uk](http://www.watercommission.co.uk)

Waterwatch Scotland, independent of Scottish Water and other agencies, represents the views and interests of Scottish Water's customers. Its Convenor also has the legal responsibility for investigating complaints against Scottish Water. Waterwatch Scotland can be contacted on **0845 850 3344** or [www.waterwatchscotland.org](http://www.waterwatchscotland.org)

The Drinking Water Quality Regulator (DWQR) monitors and regulates the quality of the water we deliver to you. The DWQR can be contacted at PO Box 23598, Edinburgh, EH6 6WW or on [www.dwqr.org.uk](http://www.dwqr.org.uk)

The Scottish Environment Protection Agency (SEPA) sets standards for and monitors waste water and other discharges into local streams, rivers and the sea. SEPA can be contacted at [www.sepa.org.uk](http://www.sepa.org.uk)

## Save water, save money

Scottish Water encourages everyone to use water wisely. This does not need a major lifestyle change. We have a set of simple tips that you can follow in and around your home and garden to help you save water and energy, which will help you save money on your utility bills and help save the environment. If you would like to know more visit [www.scottishwater.co.uk/savewater](http://www.scottishwater.co.uk/savewater) or call our **Customer Helpline** on **0845 601 8855** for a copy of our water efficient living leaflet.

## We want to make it easy to **contact us** – here's how:

We always have someone here to take your call, or alternatively you can contact us via our website.

Or you can write to us at:

### **Scottish Water**

PO Box 8855

Edinburgh, EH10 6YQ

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 **0845 606 8855**.

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

We record all calls for quality and training purposes.

For more information on Scottish Water, our charges and our customer charter call our Customer Helpline on **0845 601 8855** or visit our website at:

[www.scottishwater.co.uk](http://www.scottishwater.co.uk)