

The following factors are taken into consideration to help us carry out a range of de-sludging services:

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

Your tank lid must be readily accessible, free from any apparent damage and in an unlocked position. If your lid does not meet this criteria, we will not be liable for any damage caused. If these conditions are not met and the situation is considered to be unsafe, we would reserve the right to refuse de-sludging services.

For full details of our conditions or any additional information about septic tanks please call our Customer Helpline on **0845 601 8855**.

For more information you can write to:

**Scottish Water**  
PO Box 8855  
Edinburgh, EH10 6YQ



## 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.



# your charges explained

septic tank de-sludging charges 2011/12

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

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



**Scottish Water**  
Always serving Scotland

Scottish Water offers a range of septic tank de-sludging services. These services are available to household and business customers who own a private septic tank which takes standard waste, such as sewage and waste water. If you meet all our conditions, the charges detailed in this leaflet will apply.

## types of service

There are three levels of service that are available to all septic tank owners in Scotland. These are:

### Scheduled service

When you sign a contract with us we will de-sludge your septic tank at agreed intervals. A planned schedule of regular de-sludging services helps to keep your charges – and our costs – down. This service is charged at the approved rates in operation at the time of each de-sludging service.

### Unscheduled service

If you don't want to enter into a contract with us, we will de-sludge your septic tank within **5 working days** of your request where possible. 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 actual cost of doing the work if this is more than the charges shown.

## de-sludging charges

The septic tank de-sludging charges detailed apply for the financial year 1 April 2011-31 March 2012.

### Household charges

The charges below are based on one septic tank being de-sludged. The septic tank can serve up to 5 houses and must meet all the basic conditions.

Household charges	
Scheduled	£158.90
Unscheduled	£230.90
Urgent response	£332.30 or actual cost if this is more

### Charges for multiple and larger tanks

Prior to any service being delivered, upon request we will provide an estimate in the following circumstances:

- where more than 5 houses are connected to your tank.
- where your tank size is greater than 9m<sup>3</sup> (9,000 litres).
- where your property has multiple tanks that require de-sludging at the same time.

Please note, Scottish Water is unable to provide a de-sludging service for any septic tank which takes waste as a result of non-household or industrial processes.



## Business charges

Business charges	
Scheduled	£230.30
Unscheduled	£296.30
Urgent response	£398.20 or actual cost if this is more

These business charges are for a single tank up to 9m<sup>3</sup>, provided the tank does not take industrial waste.

There will be an additional charge where the volume of the tank is greater than 9m<sup>3</sup> and this is charged per additional m<sup>3</sup> or part thereof. If you need to have multiple tanks on your property de-sludged at the same time we will provide you with an estimate.

Additional charge per m <sup>3</sup>	£14.50
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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.

Abortive visits	£55.30
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With the exception of the charge for abortive visits, which is outside the scope of VAT, all other septic tank charges will be zero rated for VAT. However, if you are in Divisions 1 to 5 of the 1980 Standard Industrial Classification, standard rate VAT will apply.



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