

## household charges 2009/10

Your charges are based around your council tax banding and the table below tells you what your charges are from 1st April 2009 to 31st March 2010:

Council Tax Band	Water Supply	Waste Water Collection	Combined Services
Band A	£123.18	£139.20	£262.38
Band B	£143.71	£162.40	£306.11
Band C	£164.24	£185.60	£349.84
Band D	£184.77	£208.80	£393.57
Band E	£225.83	£255.20	£481.03
Band F	£266.89	£301.60	£568.49
Band G	£307.95	£348.00	£655.95
Band H	£369.54	£417.60	£787.14

**Note:** If your home is not connected to the public sewer, you do not have to pay the waste water charge. Please contact us if you are in any doubt, visit [www.scottishwater.co.uk](http://www.scottishwater.co.uk) or call our **Customer Helpline** on **0845 601 8855**.

Some Council Tax exemptions/discounts continue to apply to these charges. The permanent Water Charges Reduction Scheme, a reduction of up to 25%, introduced by the Scottish Government at 1st April 2006, is applied automatically to households with 2 or more adults, which are in receipt of Council Tax Benefit and are not already in receipt of status discounts. 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 collects these charges on our behalf and details of how to pay can be found on your Council Tax bill. Please contact your local Council for further information.



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 email us at:

**customer.service@scottishwater.co.uk**

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. Textphone users please call **0845 603 8855**. For information on Braille, large print, audio tapes and a variety of languages, please call **0845 606 8855**.

We record all calls for quality and training purposes.



## The measure of outstanding value...

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

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



# Scotland's best ever water, 24/7 for less than £1 a day.\*



We work **24** hours a day, **365** days a year to deliver clear, fresh water to your home.

We take your waste water away, clean it and return it safely to the environment.



We maintain and are improving **29,306** miles of water pipes, **30,921** miles of sewers, over **1,800** waste water treatment works and **307** water treatment works.

In **2007/8** we invested **£625m** to improve treatment works, water mains, sewers and networks across Scotland.



## promising to deliver you value for money

As part of our vision for Scotland we are continually investing to ensure you have a quality supply of clear, fresh drinking water into the heart of your home, and to help protect Scotland's natural environment. The quality of your Scottish drinking water is now at an all time high and we work 24 hours a day, 365 days a year to deliver these essential services to you, our customer, while still providing one of the best value for money packages for water services in the UK.

For 2009/10, the average Scottish Water bill will continue to remain lower than the average bill in England and Wales. Last year Scottish Water's customers paid less than customers of seven of the private companies in England and Wales.

## 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 your views and interests. Its Convener 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 [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)

SCOTTISH  
WATER 

all for **less than £1 a day**  
for the average household\*.

\* the average household is between Council Tax Band B and Band C and has a combined bill of less than £1 a day. Individual water supply and waste water collection charges are less than £1 a day for all households (except for the individual water supply charges and waste water collection charges for Band H households).