

Abortive Charges

Abortive visit charges will apply when Scottish Water is prevented from undertaking work requested by a Licensed Provider, due to actions of or erroneous information provided by the Licensed Provider or Business Customer.

Scottish Water's Wholesale Charges Scheme sets out the scale and structure of the charges that apply. This document provides further clarification on the circumstances when an abortive charge may apply, including some more unusual scenarios.

An abortive visit charge **will** apply in the following situations:

- A Licensed Provider has provided contact details and Scottish Water has attempted to contact the customer twice and carried out a speculative site visit at an appropriate time for the type of business, but are unable to gain access.
- The form submitted by the Licensed Provider does not provide customer contact details; Scottish Water visit the site and are unable to gain access.
- An appointment is made with the Licensed Provider or customer prior to a visit, but the customer fails to keep the agreed appointment or refuses access to Scottish Water.
- Scottish Water is on site, but then receives notification from the Licensed Provider or customer to stop.
- Scottish Water is physically unable to access a meter due to access being fully or partially blocked, or if work onsite would create a Health & Safety risk.
- The meter is reported as faulty; Scottish Water attends and on investigation finds no fault with the meter.

An abortive visit charge **will not** apply in the following situations:

- The request is cancelled before Scottish Water attends the site.
- The Licensed Provider has expressly requested Scottish Water do not attend without prior arrangement with the customer.
- The Licensed Provider has provided details of opening times and Scottish Water attends at an unsuitable time.
- The Licensed Provider has advised of special arrangements required for access and this is not arranged prior to the visit.
- Scottish Water has been unable to locate the property or meter from the location notes, provided the meter has not been removed by the customer or anyone acting on their behalf.
- On properties that are being renovated, if the meter is located in an area unaffected by the work.
- Scottish Water initiates the work and visit without prior agreement and are unable to gain access.