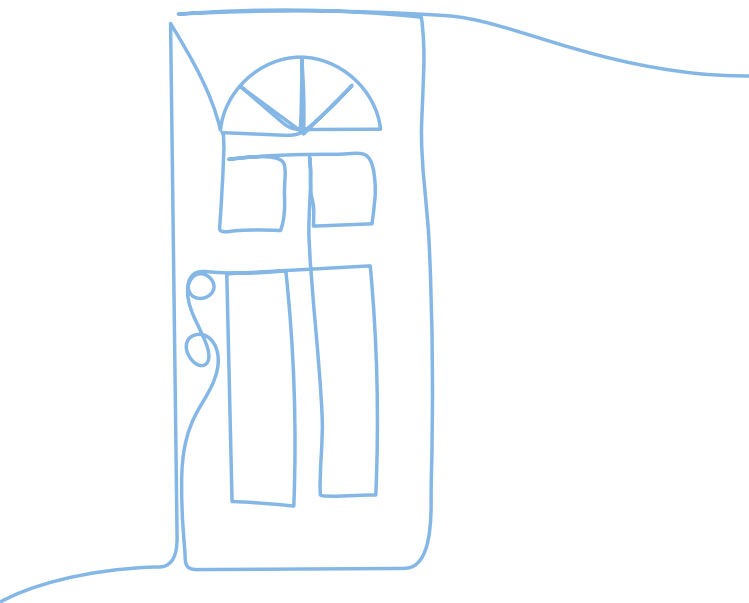




**Scottish
Water**

Trusted to serve Scotland



WHAT YOU PAY

FOR YOUR WATER
AND WASTE WATER
SERVICES IN
2021/2022

Every day, we deliver **1.44 billion litres** of clear, fresh drinking water so it's there day or night whenever you turn on the taps.

We remove and treat **983 million** litres of waste water every day to help protect the natural environment.

We provide a vital public service to more than **5 million** customers and more than **2.5 million** homes across Scotland.

We operate more than **2,000** water and waste water treatment works and over **60,000 miles** of water pipes and sewers.

The quality of your drinking water remains at its highest ever level. We carry out, on average, **1 quality test every 2 minutes†** on the water we supply to your taps.

Our focus is on delivering an excellent service, providing great value for money, and reducing our effect on the environment. We work 24 hours a day, 365 days a year to keep the water cycle running.

The charges you pay allow us to operate and improve water and waste water services in Scotland. You use these services in almost every aspect of your daily life.

THIS COSTS AROUND **£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 around £1 a day. Individual water supply and waste water collection charges are less than £1 a day for all households (except for the individual waste water collection charges for Band G households and the individual water supply and waste water collection charges for Band H households).

†This is based on 2019 figures – the most up-to-date figures available at the time of going to print.

Promising to give you value for money

We work to deliver our services, which are essential to daily lives, and to transform the organisation to make sure it can meet future challenges, especially around climate change, maintaining and replacing ageing infrastructure and reducing carbon emissions.



Help us to help you

Water plays a vital role in our daily lives. We use it virtually every moment, every day. It's a precious resource and we all have a part to play in caring for it.

- Don't flush single-use wipes, sanitary items and other bathroom waste items down the toilet as these often contain plastic. You should put these items in the bin and only flush toilet paper, pee & poo.
- Recycle or put all cooled fat, oil and grease in a bin, not down the sink[^].
- Water is always worth saving, whatever the weather. It will help keep your energy costs down too. To find out how much water your household uses, visit www.getwaterfit.co.uk
- Top up from the tap - use a refillable bottle and enjoy Scotland's great-tasting water fresh from the tap. It's good for the planet, your pocket and you.

To find out more, visit www.scottishwater.co.uk

[^]Please check with your local council/waste contractor for info on how to recycle or dispose of used fat, oil and grease in your area.

Keeping you informed

You can keep up to date about our work or service updates, such as having no water supply, in your area - visit: www.scottishwater.co.uk/updates

Our services – your rights

Our customers and communities are at the heart of everything we do. We always aim to deliver on our promises and are always looking at how we can improve the service and value that we provide. It is important that we aim to provide you with a great customer experience – and that when we say we will do something, we do it.

We want you to be aware of our promises and your rights under our service standards. To find out more, visit www.scottishwater.co.uk/ourpromises

Who regulates the water industry in Scotland?

The Water Industry Commission for Scotland (WICS) is the economic regulator of the water industry in Scotland. They approve the levels of our charges. You can contact the WICS at www.watercommission.co.uk

Citizens Advice Scotland (CAS) represents the interests of consumers within Scotland's water industry. CAS can be contacted on **0800 028 1456** or at www.citizensadvice.org.uk/scotland

The Drinking Water Quality Regulator (DWQR) monitors and regulates the quality of the water we deliver to you. The DWQR can be contacted at www.dwqr.scot

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

Household charges 2021/22

Your charges are based on the Council Tax band for your home. The table below tells you what your charges are from 1 April 2021 to 31 March 2022.

Council Tax Band	Water Supply	Waste Water Collection	Combined Services
Band A	£141.66	£164.46	£306.12
Band B	£165.27	£191.87	£357.14
Band C	£188.88	£219.28	£408.16
Band D	£212.49	£246.69	£459.18
Band E	£259.71	£301.51	£561.22
Band F	£306.93	£356.33	£663.26
Band G	£354.15	£411.15	£765.30
Band H	£424.98	£493.38	£918.36

These charges apply to every household which has a connection to the public water supply, the public waste water network, or both. If your Council Tax bill includes services that you believe your home is not connected to, please contact our Customer Portal through our website at www.scottishwater.co.uk/ChargesFAQ

Your water and waste water charges will be shown on your Council Tax bill, **even if you receive Council Tax Reduction**. Some Council Tax exemptions and discounts will also apply to these charges, such as single occupancy or if you are a student.

If your property has been altered to meet the needs of a disabled person, you may be entitled to a Disabled Banding Reduction on the charges you pay for your property.

Your local council bills and collects these charges on our behalf and you can find details of how to pay on your Council Tax bill. Please contact your local council for more information and help with payment options.



Important: If you receive Council Tax Reduction you must still pay a water and waste water charge for the services that you have at your home. However, you will receive a reduction of up to 35% on the charges shown in the table above.

Keeping up to date and getting in touch

Find out more about Scottish Water, our charges, our customer charter, and keep up to date with what we are doing in your area.

Visit

www.scottishwater.co.uk

Follow us

 facebook.com/scottishwater

 [@scottish_water](https://twitter.com/scottish_water)

Email

help@scottishwater.co.uk

Call

Free Customer Helpline

(24 hours a day, seven days a week)

0800 0778778



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 our Customer Helpline.

If you have a disability, medical condition or other reason why you may need additional assistance from Scottish Water, then please contact us and we can add your name, address and requirements to our confidential Priority Services Register.

We record all calls for quality and training purposes.

SW ChargesH19 01/21