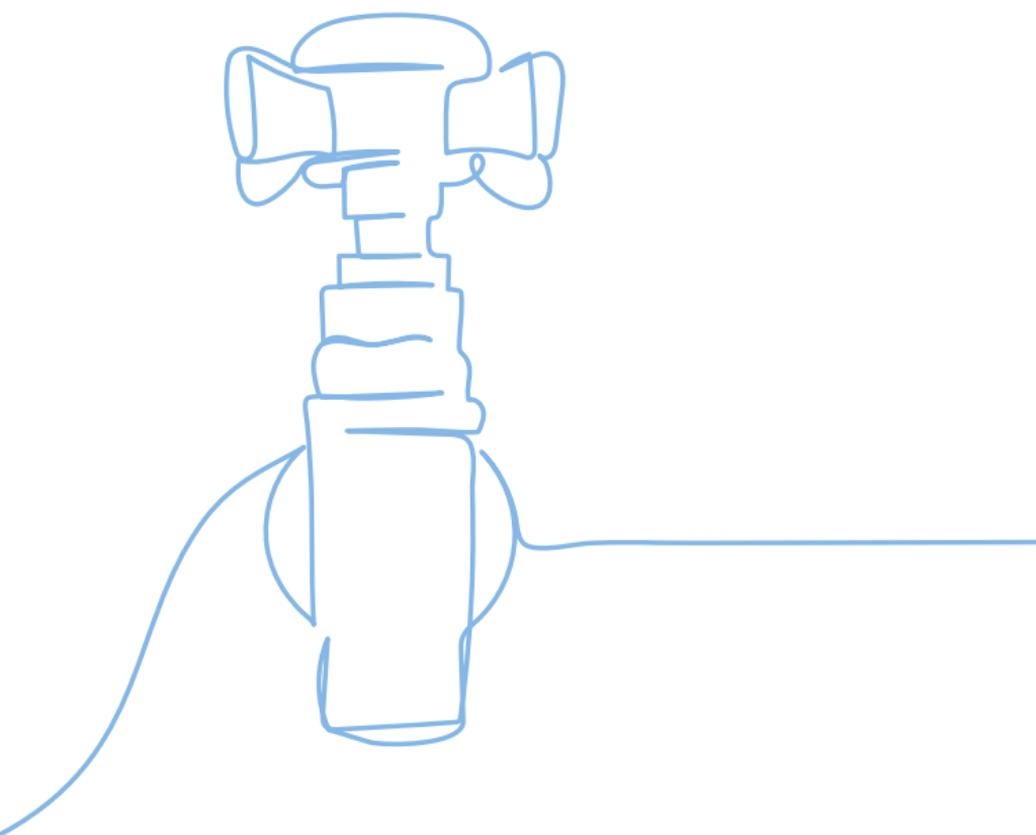




**Scottish
Water**

Trusted to serve Scotland



YOUR CHARGES EXPLAINED

HOUSEHOLD
METERED CHARGES
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 work 24 hours a day, 365 days a year to keep the water cycle running.

Our focus is on delivering an excellent service, providing great value for money, and reducing our effect on the environment.

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.

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 Drainage Charges**

The charges detailed in this leaflet apply from 1 April 2021 until 31 March 2022 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 **0800 0778778** 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 more than 60,000 miles of water pipes and sewers, and more than 2,000 water and waste water treatment works. The cost of operating and improving 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	£159.53	£163.84

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 **0800 0778778**.

b) Volumetric Charges

We charge you for each cubic metre (1m³=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 **0800 0778778** 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 25m³ of water that you use in the financial year. While a second, lower, rate applies to all volumes over 25m³ 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 ³
for the first 25m ³	2.5049
for volumes after first 25m ³	0.9076

Volumetric Waste Water Charges	£/m ³
for the first 23.75m ³	3.2388
for volumes after first 23.75m ³	1.5316

c) Property 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.

If rainwater drains to the public sewer from your property, then Property Drainage Charges will apply. Where Scottish Water deals with no Property Drainage from any part of the property, no Property Drainage Charge will be applied.

The simplest way we have of reflecting the cost of this part of our service is through charges linked to the Council Tax Band for your property.

Council Tax Band	Property Drainage
Band A	£65.76
Band B	£76.72
Band C	£87.68
Band D	£98.64
Band E	£120.56
Band F	£142.48
Band G	£164.40
Band H	£197.28

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 the 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

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.

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**

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.

SWchargesHM17 02/2021