



# Scottish Water

Trusted to serve Scotland



## Your charges explained

Septic tank de-sludging  
charges 2019/20

**We work 24 hours a day, 365 days a year to keep the water cycle running and your charges low.**

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 endeavour to 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.

If we are unable to accommodate the above timescales, you will be notified at the time of booking.

## Payment arrangements for septic tank services

For all types of service we may require payment in advance, you will be notified of this when the de-sludging is confirmed by Scottish Water. We will not provide any de-sludging service to a customer who has failed to pay a previous charge for a de-sludging service. Payments can be made online at [www.scottishwater.co.uk/payabill](http://www.scottishwater.co.uk/payabill)

## De-sludging charges

The septic tank de-sludging charges detailed apply for the financial year 1 April 2019 to 31 March 2020.

### 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	£181.10
Unscheduled	£263.30
Urgent response	£378.80 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	£262.70
Unscheduled	£337.90
Urgent response	£453.90 or actual cost if this is more

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

If you need to have multiple tanks on your property de-sludged at the same time, we will provide an estimate for de-sludging your tanks.

Additional charge per m <sup>3</sup>	£16.60
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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	£63.10
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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.

**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 **0800 0778778**.

## Your water, your life

Water is vital to our daily lives. From topping up from the tap to drink it and stay refreshed, to cooking, cleaning or flushing, we use it virtually every moment, every day.

It's a precious resource and we are trusted to care for the water on which Scotland depends. But you can also play a part. There are lots of simple, effective things we can all do in terms of how we use water which can help have a positive effect on our lives and our communities:

- Top up from the tap – use a refillable bottle and enjoy Scotland's great-tasting water fresh from the tap. It's good for you, your pocket and the environment.
- Don't flush wipes and other bathroom waste items that should be put in the bin, and recycle or put all cooled fat, oil and grease in the bin, not down the sink<sup>^</sup>; and
- Use water wisely, around the home, whatever the weather.

<sup>^</sup> 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.

To find out more, visit [www.scottishwater.co.uk](http://www.scottishwater.co.uk)



## 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 will 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/yourrights](http://www.scottishwater.co.uk/yourrights)

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

## Follow us



[facebook.com/scottishwater](https://facebook.com/scottishwater)



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

## Email



[help@scottishwater.co.uk](mailto:help@scottishwater.co.uk)

## Call

Customer Helpline free 24/7



0800 0778778

## Text (SMS)



To receive **free** texts (SMS)\* to keep up to date about our work or service updates, such as having no water supply, in your area - please text **'Update' with your postcode** to **82228**.

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 where you may need additional assistance from Scottish Water then please contact us and we can add your name, address and requirements to our confidential Additional Support Register.

We record all calls for quality and training purposes.

\*For more info and T&Cs visit [www.scottishwater.co.uk/textterms](http://www.scottishwater.co.uk/textterms)