
SCOTTISH WATER

CHARGING POLICY FOR ACCESS TO INFORMATION

There is no charge for:

- a single copy of a document (a document means anything listed in our publication scheme that we consider to be a single and distinct item)
- information downloaded from our website

There may be a charge for:

- printing/photocopying at 10 pence per page if the document is over 50 pages
- postage or delivery charge
- multiple copies of a document, at our sole discretion

There will be a charge for:

- any information that is described as chargeable in our Publication Scheme

Information That Is Not Published

Information requested under the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004 which is not published will be chargeable as follows:

- there is no charge for the first seven hours of staff member's time for non-environmental information and for the first three hours of staff member's time for environmental information
- £15 per hour per staff member for non-environmental information of which only 10% of the total cost is payable
- £30 per hour per staff member for environmental information
- the charge will require to be paid in full in advance
- there may be a charge applicable as indicated above, for example, printing or photocopying costs
- a senior manager may waive or reduce the applicable charge
- for non-environmental information, where the charge would exceed (the statutory) £600 limit, we may refuse to provide the requested information.

In all cases of an applicable charge, we will advise you of this before incurring the charge and providing the information.
