

## Your water, your life

Water plays a vital role in our daily lives. From drinking tap water 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 steps we can all take in and around the home to care for our water.

- 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.
- 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>
- Save water, whatever the weather. It will help keep your energy costs down too.

<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 [scottishwater.co.uk](http://scottishwater.co.uk)

## Who regulates the water industry in Scotland?

The Water Industry Commission for Scotland is the economic regulator of the water industry in Scotland, approving the levels we charge you. The Commission can be contacted at [www.watercommission.co.uk](http://www.watercommission.co.uk)

Citizens Advice Scotland (CAS) represents the interests of consumers within Scotland's water industry. CAS can be contacted on **03454 04 05 06** or at [www.cas.org.uk](http://www.cas.org.uk)

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](http://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](http://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](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 Priority Services 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)

SWchargesHM16 03/2020



**Scottish Water**

Trusted to serve Scotland



**Your charges explained**  
Household metered  
charges 2020/21

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

### 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 and Roads Drainage Charges

The charges detailed in this leaflet apply from 1 April 2020 until 31 March 2021 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](tel:0800 0778778) 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 pipes, treatment works and pumping equipment. The cost of providing and maintaining 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	£155.64	£159.84

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](tel:0800 0778778) on 0800 0778778.

#### b) Volumetric Charges

We charge you for each cubic metre (1m<sup>3</sup>=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](tel:0800 0778778) 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 25m<sup>3</sup> of water that you use in the financial year. While a second, lower, rate applies to all volumes over 25m<sup>3</sup> 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 <sup>3</sup>
for the first 25m <sup>3</sup>	£2.4438
for volumes after first 25m <sup>3</sup>	£0.8855

Volumetric Waste Water Charges	£/m <sup>3</sup>
for the first 23.75m <sup>3</sup>	£3.1598
for volumes after first 23.75m <sup>3</sup>	£1.4942

#### c) Property and Roads 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.

**Roads Drainage** is the term that is used for the service of dealing with rainwater that drains to Scottish Water sewers from public roads and footpaths.

If your property has either a connection for waste water or for Property Drainage you will also need to pay a charge for Roads Drainage.

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

Council Tax Band	Property Drainage	Roads Drainage
Band A	£32.10	£32.10
Band B	£37.45	£37.45
Band C	£42.80	£42.80
Band D	£48.15	£48.15
Band E	£58.85	£58.85
Band F	£69.55	£69.55
Band G	£80.25	£80.25
Band H	£96.30	£96.30

#### 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)

