

# **Business Stream charging scheme for Scotland 2022/23**

## **Non Primary Charges**



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## **SECTION 1: INTRODUCTION**

- 1.1 This Charging Scheme shall apply to those non-household premises for which Business Stream is, or is deemed to be, the licensed supplier of water and/or sewerage services and are located within the area for which Scottish Water is the appointed water and/or sewerage wholesaler. It shall not apply to premises outside that region.
- 1.2 This Charging Scheme should be read in conjunction with Business Stream's Standard Terms and Conditions, which can be found <https://www.business-stream.co.uk/terms-and-conditions/> and which together form the Scheme of Terms and Conditions.
- 1.3 The amounts now fixed by Business Stream in respect of the charges provided for in this Charging Scheme are those shown in the Schedules.
- 1.4 All charges stated in this document are exclusive of Value Added Tax (VAT).
  - (a) VAT is chargeable at the standard rate on clean water charges for all customers whose main business activity falls within divisions 1 to 5 of the Standard Industrial Classifications (SIC) as used by Companies House.
  - (b) Customers whose activities do not fall into one of these 5 divisions are not liable for VAT on their water charges. For those customers whose business does fall into one of the divisions, VAT is only applicable on clean water charges. Waste water and drainage charges have zero rated VAT liability.
  - (c) All other elective services provided by Business Stream have a standard rated VAT liability. Elective services are any services that fall out with the primary water, waste water and drainage charges that every business is required to pay. The only exception to this is infrastructure charges for new water connections, which are outside the scope of UK VAT.
- 1.5 Nothing in this Charging Scheme shall affect Business Stream's powers or rights to enter into or be bound by agreements with persons to be charged, whether made before or after the coming into operation of this Scheme.

## **SECTION 2: NON PRIMARY CHARGES**

## Part 1 - Trade Effluent

### 1.1 Temporary consents for trade effluent discharge

A temporary consent will be valid for six months, after which time it will automatically terminate.

| Category of discharge | Charge per consent |
|-----------------------|--------------------|
| Low strength/risk     | £222.88            |
| Medium strength/risk  | £446.10            |
| High strength/risk    | £743.12            |

## Part 2 - Verification of services

### 2.1 De-registration requests

| Activity   | Charge               | Abortive visit charge |
|--|----------------------|-----------------------|
| Verification using Scottish Water systems                              | £35.16               | N/A                   |
| Visit during standard hours (two person service) first hour            | £270.70              | £225.56               |
| Visit during standard hours (two person service) per hour thereafter   | £180.54              |                       |
| Visit out-with standard hours (two person service) first hour          | £360.08              | £300.16               |
| Visit out-with standard hours (two person service) per hour thereafter | £239.90              |                       |
| Visit requiring additional resources during or out-with standard hours | Based on actual cost | Based on 1 hr 15 mins |

### 2.2 Verification of meter details

| Activity   | Charge               | Abortive visit charge |
|--|----------------------|-----------------------|
| Visit during standard hours first hour                                 | £135.40              | £112.89               |
| Visit during standard hours per hour thereafter                        | £90.16               |                       |
| Visit out-with standard hours first hour                               | £180.09              | £150.08               |
| Visit out-with standard hours per hour thereafter                      | £119.95              |                       |
| Visit requiring additional resources during or out-with standard hours | Based on actual cost | Based on 1 hr 15 mins |

### 2.3 Legal Review

| Activity                              | Charge |
|---------------------------------------|--------|
| Legal (property ownership) review fee | £85.00 |

## 2.4 Verification of water service configuration

| Activity   | Charge               | Abortive visit charge |
|--|----------------------|-----------------------|
| Verification using Scottish Water systems                              | £35.16               | N/A                   |
| Visit during standard hours (two person service) first hour            | £270.70              | £225.56               |
| Visit during standard hours (two person service) per hour thereafter   | £180.54              |                       |
| Visit out-with standard hours (two person service) first hour          | £360.08              | £300.16               |
| Visit out-with standard hours (two person service) per hour thereafter | £239.90              |                       |
| Visit requiring additional resources during or out-with standard hours | Based on actual cost | Based on 1 hr 15 mins |



## Part 3 - Water shut off and reconnection

### 3.1 Disconnection surveys for permanent disconnections

| Activity  | Charge               | Abortive visit charge |
|---|----------------------|-----------------------|
| At customer's request   | No charge            |                       |
| For non-payment or denying access to meter                              |                      |                       |
| The first hour of an in-hours standard disconnection survey             | £270.70              | £225.56               |
| For each hour thereafter of an in-hours standard survey                 | £180.54              |                       |
| The first hour of an out-of-hours standard disconnection survey         | £360.08              | £300.16               |
| For each hour thereafter of an out-of-hours standard survey             | £239.90              |                       |
| Survey requiring additional resources during or out-with standard hours | Based on actual cost | Based on 1 hr 15 mins |

Costs incurred to secure access to allow the survey to be undertaken, such as legal costs, may be recovered in addition to the above charges.

### 3.2 Disconnection surveys for temporary disconnections

| Activity  | Charge               | Abortive visit charge |
|---|----------------------|-----------------------|
| At customer's request   | No charge            |                       |
| For non-payment or denying access to meter                              |                      |                       |
| The first hour of an in-hours standard disconnection survey             | £270.70              | £225.56               |
| For each hour thereafter of an in-hours standard survey                 | £180.54              |                       |
| The first hour of an out-of-hours standard disconnection survey         | £360.08              | £300.16               |
| For each hour thereafter of an out-of-hours standard survey             | £239.90              |                       |
| Survey requiring additional resources during or out-with standard hours | Based on actual cost | Based on 1hr 15 mins  |

Costs incurred to secure access to allow the survey to be undertaken, such as legal costs, may be recovered in addition to the above charges.

### 3.3 Temporary disconnection

| Activity  | Charge               | Abortive visit charge |
|---|----------------------|-----------------------|
| At customer's request   | No charge            |                       |
| For non-payment or denying access to meter  |                      |                       |
| First hour of in-hours standard temp disconnection where no pipework modification is required | £270.70              | £225.56               |
| For each hour thereafter of an in-hours standard temp disconnection                           | £180.54              |                       |
| First hour of out-of-hours standard temp disconnection with no pipework modification required | £360.08              | £300.16               |
| For each hour thereafter of an out-of-hours standard temporary disconnection                  | £239.90              |                       |
| Non-standard temporary disconnection  | Based on actual cost | Based on 1 hr 15 mins |

Costs incurred to secure access to allow the disconnection to be undertaken, such as legal costs, may be recovered in addition to the above charges.

### 3.4 Permanent disconnection

| Activity  | Charge    | Abortive visit charge |
|---|-----------|-----------------------|
| At customer's request                           | No charge |                       |
| For non-payment or denying access to meter      |           |                       |
| Permanent disconnection during standard hours   | £610.73   | £244.38               |
| Permanent disconnection out-with standard hours | £793.96   | £317.52               |

### 3.5 Inspection fee for permanent disconnections

| Activity   | Charge    | Abortive visit charge |
|--|-----------|-----------------------|
| At customer's request                                      | No charge |                       |
| Permanent Disconnection inspection during standard hours   |           |                       |
| The first hour on site                                     | £135.40   | £112.89               |
| For each hour thereafter                                   | £90.16    |                       |
| Permanent Disconnection inspection out with standard hours |           |                       |
| The first hour on site                                     | £180.09   | £150.08               |
| For each hour thereafter                                   | £119.95   |                       |

### 3.6 Discontinuation and Re-establishment of Trade Effluent Service

| Activity  | Charge                    |
|---|---------------------------|
| Survey to establish if TE service can be discontinued | Reasonable Costs Incurred |
| Discontinuation of TE services                        | Reasonable Costs Incurred |
| Re-establishment of TE services                       | Reasonable Costs Incurred |
| Abortive visits                                       | Reasonable Costs Incurred |

### 3.7 Reconnection charges following a temporary disconnection

| Activity                                    | Charge               | Abortive visit charge |
|---|----------------------|-----------------------|
| In-hours reconnection                       | £135.40              | £112.89               |
| Out-of-hours reconnection                   | £180.09              | £150.08               |
| Reconnection requiring pipe work alteration | Based on actual cost | Based on 1 hr 15 mins |

### 3.8 Service removal verification survey

| Activity  | Charge               | Abortive visit charge |
|---|----------------------|-----------------------|
| Survey during standard hours for the first hour                         | N/A                  | £112.89               |
| For each hour thereafter during standard hours                          | N/A                  |                       |
| Survey out-with standard hours for the first hour                       | N/A                  | £150.08               |
| For each hour thereafter out-with hours                                 | N/A                  |                       |
| Survey requiring additional resources during or out-with standard hours | Based on actual cost | Based on 1 hr 15 mins |

## Part 4 - Metering services

### 4.1 Survey charge for change of meter

| Activity                                     | Charge                    | Abortive visit charge     |
|--|---------------------------|---------------------------|
| In-hours meter survey                        | £270.70                   | £225.56                   |
| Out-of-hours meter survey                    | £360.08                   | £300.16                   |
| Meter surveys requiring additional resources | Reasonable costs incurred | Reasonable costs incurred |

### 4.2 Survey charge for meter accuracy test

| Activity  | Charge               | Abortive visit charge |
|---|----------------------|-----------------------|
| Survey during standard hours first hour                                 | £135.40              | £112.89               |
| Survey during standard hours per hour thereafter                        | £90.16               |                       |
| Survey out-with standard hours first hour                               | £180.09              | £150.08               |
| Survey out-with standard hours per hour thereafter                      | £119.95              |                       |
| Survey requiring additional resources during or out-with standard hours | Based on actual cost | Based on 1 hr 15 mins |

### 4.3 Meter installation

| Meter Size (mm)  | 15        | 20        | 25        | 30        | 40        | 50        | 80        | 100       | 150       |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Above ground/internal meter  | £335.81   | £351.66   | £405.10   | £484.88   | £825.97   | £1,063.24 | £1,201.75 | £1,449.70 | £1,723.88 |
| Below ground meter (no dig up)   | £527.50   | £543.55   | £596.82   | £676.78   | £722.19   | £1,348.48 | £1,486.93 | £1,734.60 | £2,011.71 |
| Below ground dig-up & rebuild chamber in verge                           | £1,087.18 | £1,103.20 | £1,121.84 | £1,156.51 | £1,236.47 | £1,665.42 | £1,804.02 | £2,051.83 | £2,326.27 |
| Below ground dig-up & rebuild chamber in surfaced footpath               | £1,087.18 | £1,103.20 | £1,121.84 | £1,156.51 | £1,236.47 | £1,665.42 | £1,804.02 | £2,051.83 | £2,326.27 |
| Below ground dig-up & rebuild chamber in surfaced road                   | £1,457.58 | £1,473.62 | £1,561.34 | £1,606.75 | £1,652.16 | £1,889.23 | £2,027.89 | £2,275.62 | £2,550.16 |
| Below ground, no dig-up + MSM meter in verge                             | £213.80   | £227.36   | £241.24   |           |           |           |           |           |           |
| Below ground, dig-up & install ebco box + MSM meter in verge             | £827.12   | £840.44   | £938.89   |           |           |           |           |           |           |
| Below ground, dig-up & install ebco box + MSM meter in surfaced footpath | £899.69   | £913.13   | £1,007.10 |           |           |           |           |           |           |
| Below ground, dig up & install ebco box + MSM meter in road              | £1,076.56 | £1,081.90 | £1,167.26 |           |           |           |           |           |           |

| Meter Size (mm)  | 200       | 250       | 300       | 350       | 400       | 450       | 500       | 600       |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Above ground/internal meter                                | £833.16   | £1,211.95 | £1,416.01 | £1,961.45 | £2,438.01 | £2,738.62 | £3,323.71 | £4,155.08 |
| Below ground meter (no dig up)                             | £853.88   | £1,232.78 | £1,436.96 | £2,340.35 | £2,864.84 | £3,165.45 | £3,822.11 | £4,701.20 |
| Below ground dig-up & rebuild chamber in verge             | £2,133.15 | £2,516.30 | £2,774.91 | £5,727.56 | £6,558.27 | £6,858.65 | £7,515.42 | £8,394.51 |
| Below ground dig-up & rebuild chamber in surfaced footpath | £2,219.95 | £2,599.18 | £2,803.36 | £5,858.72 | £6,651.34 | £6,951.95 | £7,608.38 | £8,487.80 |
| Below ground dig-up & rebuild chamber in surfaced road     | £2,534.78 | £2,780.62 | £3,130.73 | £6,188.33 | £7,476.44 | £7,907.98 | £8,564.41 | £9,443.95 |

Charge for abortive visit £112.89

#### 4.4 Changing meter sizes

| Meter Size (mm)  | 15        | 20        | 25        | 30        | 40        | 50        | 80        | 100       | 150       |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Above ground   | £237.32   | £267.12   | £303.85   | £351.90   | £590.68   | £649.26   | £739.64   | £833.16   | £986.16   |
| Below ground meter (no dig up)   | £249.76   | £279.66   | £316.28   | £364.56   | £611.40   | £669.87   | £760.59   | £804.49   | £1,006.88 |
| Below ground dig-up & rebuild chamber in verge                           | £871.47   | £901.15   | £997.24   | £1,045.07 | £1,172.30 | £1,421.72 | £1,518.72 | £1,562.73 | £2,088.80 |
| Below ground dig-up & rebuild chamber in surfaced footpath               | £939.68   | £969.47   | £1,061.20 | £1,109.47 | £1,252.94 | £1,479.29 | £1,590.96 | £1,634.64 | £2,177.50 |
| Below ground dig-up & rebuild chamber in surfaced road                   | £1,099.61 | £1,129.40 | £1,225.61 | £1,273.55 | £1,423.63 | £1,649.87 | £1,770.04 | £1,814.06 | £2,363.31 |
| Below ground, no dig-up + MSM meter in verge                             | £417.64   | £431.20   | £529.53   |           |           |           |           |           |           |
| Below ground, dig-up & install ebco box + MSM meter in verge             | £885.36   | £902.16   | £997.24   |           |           |           |           |           |           |
| Below ground, dig-up & install ebco box + MSM meter in surfaced footpath | £953.56   | £970.48   | £1,061.20 |           |           |           |           |           |           |
| Below ground, dig up & install ebco box + MSM meter in road              | £1,113.84 | £1,130.64 | £1,225.61 |           |           |           |           |           |           |

| Meter Size (mm)  | 200       | 250       | 300       | 350       | 400        | 450        | 500        | 600 |
|--|-----------|-----------|-----------|-----------|------------|------------|------------|-----|
| Above ground/internal meter                                | £1,745.29 | £2,126.99 | £3,292.01 | £4,964.51 | £5,827.36  | £6,968.19  | £9,289.84  |     |
| Below ground meter (no dig up)                             | £1,786.96 | £2,168.65 | £3,703.84 | £5,376.11 | £6,286.89  | £7,427.50  | £9,821.05  |     |
| Below ground dig-up & rebuild chamber in verge             | £3,045.39 | £3,431.45 | £5,013.68 | £8,905.68 | £9,947.50  | £11,088.00 | £13,481.66 |     |
| Below ground dig-up & rebuild chamber in surfaced footpath | £3,132.64 | £3,514.33 | £5,144.83 | £8,998.97 | £10,040.46 | £11,181.29 | £13,574.62 |     |
| Below ground dig-up & rebuild chamber in surfaced road     | £3,447.02 | £3,695.55 | £5,408.59 | £9,824.08 | £10,865.45 | £12,137.32 | £14,530.76 |     |

Charge for abortive visit £112.89

## 4.5 Replacing or repairing a damaged meter

| Meter Size (mm)  | 15        | 20        | 25        | 30        | 40        | 50        | 80        | 100       | 150       |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Above ground   | £199.69   | £229.60   | £266.33   | £314.49   | £490.67   | £520.91   | £645.23   | £670.88   | £704.70   |
| Below ground meter (no dig up)   | £224.67   | £254.57   | £291.31   | £339.47   | £532.33   | £562.80   | £686.78   | £712.54   | £746.36   |
| Below ground dig-up and rebuild chamber in verge                           | £813.00   | £842.80   | £938.89   | £986.94   | £1,067.92 | £1,289.23 | £1,422.06 | £1,447.71 | £1,803.08 |
| Below ground dig-up and rebuild chamber in surfaced footpath               | £885.58   | £915.37   | £1,007.10 | £1,055.26 | £1,152.70 | £1,351.05 | £1,496.20 | £1,521.96 | £1,895.93 |
| Below ground dig-up and rebuild chamber in surfaced road                   | £1,041.37 | £1,071.05 | £1,167.26 | £1,215.31 | £1,319.36 | £1,517.71 | £1,673.39 | £1,699.04 | £2,077.37 |
| Below ground, no dig-up + MSM meter in verge                               | £213.80   | £227.36   | £241.24   |           |           |           |           |           |           |
| Below ground, dig-up and install ebco box + MSM meter in verge             | £827.12   | £840.44   | £938.89   |           |           |           |           |           |           |
| Below ground, dig-up and install ebco box + MSM meter in surfaced footpath | £899.69   | £913.13   | £1,007.10 |           |           |           |           |           |           |
| Below ground, dig up and install ebco box + MSM meter in road              | £1,055.48 | £1,069.04 | £1,167.26 |           |           |           |           |           |           |
| Above ground replace Helix 4000 mechanism                                  |           |           |           |           | £310.80   | £317.96   | £387.52   | £415.74   | £443.74   |
| Below ground replace Helix 4000 mechanism                                  |           |           |           |           | £331.63   | £338.91   | £408.35   | £436.57   | £464.57   |



Replacing or repairing a damaged meter (continued)

| Meter Size (mm)  | 200       | 250       | 300       | 350       | 400       | 450       | 500       | 600       |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Above ground/internal meter                                  | £812.22   | £1,191.23 | £1,395.18 | £1,940.62 | £2,417.29 | £2,718.01 | £3,302.88 | £4,134.25 |
| Below ground dig-up and rebuild chamber in surfaced road     | £853.88   | £1,232.78 | £1,436.96 | £2,340.35 | £2,864.84 | £3,165.45 | £3,822.11 | £4,701.20 |
| Below ground meter (no dig up)                               | £2,133.15 | £2,516.30 | £2,774.91 | £5,727.56 | £6,558.27 | £6,858.65 | £7,515.42 | £8,394.51 |
| Below ground dig-up and rebuild chamber in verge             | £2,219.95 | £2,599.18 | £2,803.36 | £5,858.72 | £6,651.34 | £6,951.95 | £7,608.38 | £8,487.80 |
| Below ground dig-up and rebuild chamber in surfaced footpath | £2,534.78 | £2,780.62 | £3,130.73 | £6,188.33 | £7,476.44 | £7,907.98 | £8,564.41 | £9,443.95 |
| Above ground replace Helix 4000 mechanism                    | £575.68   | £624.74   | £715.23   |           |           |           |           |           |
| Below ground replace Helix 4000 mechanism                    | £596.62   | £687.01   | £735.95   |           |           |           |           |           |

Charge for abortive visit £112.89

## 4.6 Meter accuracy test

If you believe that your water meter is not registering correctly, then we can arrange for it to be tested by Scottish Water. If the meter is found to be recording your usage accurately (within 5%), you will be charged for the testing, as per below. If it has been recording your usage inaccurately, this will be corrected at no cost to you.

| Meter Size (mm)     | 15      | 20      | 25      | 30      | 40      | 50      | 80      | 100       | 150       |
|---------------------|---------|---------|---------|---------|---------|---------|---------|-----------|-----------|
| Meter accuracy test | £327.71 | £365.45 | £419.10 | £471.40 | £724.86 | £784.22 | £951.77 | £1,021.66 | £1,123.69 |

| Meter size (mm)     | 200       | 250       | 300       | 350       | 400       | 450       | 500       | 600       |
|---------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Meter accuracy test | £1,501.24 | £1,880.25 | £2,084.43 | £3,345.32 | £3,869.93 | £4,336.97 | £4,993.63 | £6,206.36 |

Charge for abortive visit £112.89

## Part 5 - New connections

There is an application fee of £106.73 +VAT that applies to all new connection applications. If you decide not to proceed with the connection, it will not be refunded.

### 5.1 Infrastructure charge

|                                 |                                    |
|---------------------------------|------------------------------------|
| Supply with meter < 25mm Water  | £490.11 per property or sub unit   |
| Supply with meter => 25mm Water | £1,470.44 per property or sub unit |
| Supply with meter < 25mm Water  | £490.11 per property or sub unit   |
| Supply with meter => 25mm       | £1,470.44 per property or sub unit |

### 5.2 Connection charges

|   | Part 2<br>(non-trunk<br>main) | Part 3<br>(trunk main)       | Abortive visit<br>charge |
|---|-------------------------------|------------------------------|--------------------------|
| Connection to live water mains<br>(32mm outside diameter and below) | £389.53                       | Reasonable<br>costs incurred | Based on<br>1 hr 15mins  |
| Connection to live water mains<br>Greater than 32mm                 | Reasonable<br>costs incurred  | Reasonable<br>costs incurred | Based on<br>1hr 15mins   |
| Sewerage connection   | Based on<br>actual cost       | Based on 1hr<br>15mins       | Based on<br>1hr 15mins   |

### 5.3 Inspection charges

| Activity   | Charge  | Abortive<br>visit charge |
|--|---------|--------------------------|
| Desktop Inspection                                   | £30.35  |                          |
| Onsite Connection Inspection during Standard Hours   |         |                          |
| The first hour on site                               | £135.40 | £112.89                  |
| For each hour thereafter                             | £90.16  |                          |
| Onsite Connection Inspection out with Standard Hours |         |                          |
| The first hour on site                               | £180.09 | £150.08                  |
| For each hour thereafter                             | £119.95 |                          |

## Part 6 - Building Water

### 6.1 Water for business and industrial developments

| Construction type (based on construction costs)  | Charge  |
|--|---|
| All traditional work with a contract price of up to £500,000 (excluding costs of ready-mix concrete)               | 0.3% of the total estimated contract price  |
| All traditional work with a contract price greater than £500,000 (excluding costs of ready-mix concrete)           | 0.3% for the first £500,000 of the total estimated contract price, 0.15% for the rest of the total estimated contract price |
| All non-traditional work, modernisation and cost, rehabilitation contracts (excluding costs of ready-mix concrete) | 0.15% of the total estimated contract price   |
| Additional charge for providing and removing the water supply  | Based on actual cost  |

### 6.2 Site accommodation water

Where water and/or waste water supply to site accommodation is un-metered, fixed and volumetric charges will apply in addition to any building water charges. Fixed charges will be based on the 20mm meter annual charge and the number of weeks the supply has been made available. Volumetric charges will be applied using the current metered volumetric charges and an assessment of the volume of water used.

The assessment of the volume of water and waste water used will be calculated using the following formulas:

Water: Number of people using site accommodation x Weeks onsite x PCC

Waste water: Number of people using site accommodation x Weeks onsite x PCC

PCC Per capita consumption for site accommodation charges will be based on the procedure for calculating volume at re-assessed un-metered premises.

| Activity  | Charge                                 |
|---|--|
| Site accommodation charges: fixed charge per week (water) | £1.72 per week                         |
| Site accommodation charges: fixed charge per week (waste) | £1.14 per week                         |
| Volumetric charges  | Same as the current volumetric charges |

## Part 7 - Other Charges

### 7.1 Sampling and Laboratory Services

The charge for sampling and laboratory services is based on actual cost

### 7.2 Water bylaws inspections or on site Advice

| Activity                                    | Charge                    | Abortive visit charge |
|---|---------------------------|-----------------------|
| In hours                                    | £135.40                   | £112.89               |
| For each hour thereafter in-hours           | £90.16                    |                       |
| Out-of-hours repeat                         | £180.09                   | £150.08               |
| For each hour thereafter out-of-hours       | £119.95                   |                       |
| Additional resources (irrespective of time) | Reasonable costs incurred | Based on 1 hr 15mins  |

### 7.3 Copies of bills

If you need a paper copy of a bill that we've already sent to you and you don't want to sign up to eBilling there is a charge of £5+VAT for each bill you require.

### 7.4 Statement of account

The charge for providing a statement of account is £10+VAT for each statement we produce.

### 7.5 Other goods and services

The main services that Business Stream supplies are stated in this charging statement. Any other services will be provided at reasonable cost and these will be explained to you.

### 7.6 Cost of recovery charges

If we don't receive payment on time from you, we'll send you reminders to pay. If we still do not receive payment, we will issue a letter stating that we have applied a charge of £75+VAT to cover our costs of recovery. If you still continue to fail to pay your bill a second recovery charge of £100+ VAT will be applied to your account and the case will be passed on to one of our debt collection partners. We will inform you

in advance if your account is going to incur this charge but to avoid running the risk of this charge being applied, we recommend that you set up a direct debit. Not only do you receive a discount while on direct debit, but you will be safe in the knowledge that your bills are being taken care of and no collection charges will be applied while your direct debit is active.