

Higher than expected bill?

Have you received a water bill that's higher than what you expect? There can be many reasons for a higher than expected bill. Work your way through this handy checklist, ticking off as you go, as you should be able to work out why. If not, get in touch, we're here to help.

1. Is your estimate bill correct?

If your bill is based on an estimate read, then check it looks right.



- Take your own meter read and compare it to the estimate on the bill.
- If your read is much lower than the estimate please contact us

You can also submit your own read online business-stream.co.uk/meter-read If the read is higher then continue to follow the steps below.

Recently had a new meter installed? Your new meter will ensure your bills are more accurate, so this could also explain the difference.

● Turn your water off.

If possible, turn off all the taps and other water using appliances on your site and then check your water meter. If the numbers on the dial continue to go round you may have a leak on your supply pipe.

● Then switch off internal water outlets, i.e. urinals, header tank, ice machines, taps.

If the meter dial continues to go round this indicates a leak within your own pipe-work. Contact an emergency plumber at this stage at your own expense. If the dial stops and doesn't go around, then you don't have a leak.

If you have a leak you may be able to get some help to cover some of the costs. You can apply for a leak allowance on our website just visit

business-stream.co.uk/leak-allowance-apply

2. Do you have a leak?

There are a couple of easy ways to check if you have a leak and its location.





3. Do you share supply?

You could be accidentally paying for a neighbour's water.

- Test this by running a tap in your neighbour's property and checking if your meter dials speed up. If it does, get in touch.

- Have you employed more people?
- Upgraded your facilities?
- Changed a physical business process that uses water?

If so this could have increased how much water you use. It is likely that your new charges reflect your new water use.

4. Has your water use changed?

Your needs may have changed leading to a higher bill.

5. Has your Rateable Value (RV) changed?

Water bills are calculated using your rateable value and because of Scottish Government changes in Scotland the RV used is changing.

We now use the most up to date RV, so this could have changed how much you are charged.

- Check your rateable value on page 2 of your bill. You can find out more about RV changes in Scotland at business-stream.co.uk/rv-calculator

And if it's none of those, please get in touch for more expert advice and help

business-stream.co.uk/contact

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A SCOTTISH WATER COMPANY

