

Our charging statement for Scotland 2019/20

Non-primary and other charges

Charges for Premises in Scotland

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	£209.33
Medium strength/risk	£418.77
High strength/risk	£697.87

2 Verification of services

2.1 De-registration requests

Activity	Charge	Abortive visit charge
Verification using Scottish Water systems	£23.85	N/A
Visit during standard hours (two person service) first hour	£219.07	£182.33
Visit during standard hours (two person service) per hour thereafter	£146.16	
Visit out-with standard hours (two person service) first hour	£288.06	£239.90
Visit out-with standard hours (two person service) per hour thereafter	£191.74	
Visit requiring additional resources during or out-with standard hours	Based on actual cost	Based on one hour 15 mins

2.2 Verification of meter details

Activity	Charge	Abortive visit charge
Visit during standard hours first hour	£109.53	£91.16
Visit during standard hours per hour thereafter	£73.02	
Visit out-with standard hours first hour	£144.03	£119.95
Visit out-with standard hours per hour thereafter	£95.87	
Visit requiring additional resources during or out-with standard hours	Based on actual cost	Based on one hour 15 mins

2.3 Verification of water service configuration

Activity	Charge	Abortive visit charge
Verification using Scottish Water systems	£23.85	N/A
Visit during standard hours (two person service) first hour	£219.07	£182.33
Visit during standard hours (two person service) per hour thereafter	£146.16	
Visit out-with standard hours (two person service) first hour	£288.06	£239.90
Visit out-with standard hours (two person service) per hour thereafter	£191.74	
Visit requiring additional resources during or out-with standard hours	Based on actual cost	Based on one hour 15 mins

2.4 Legal Review

Activity	Charge
Legal (property ownership) review fee	£80.30

3 Water shut off and reconnection

3.1 Disconnection surveys for temporary and permanent disconnections

Activity	Charge	Abortive visit charge
The first hour of an in-hours standard disconnection survey	£219.07	£182.33
For each hour thereafter of an in-hours standard survey	£146.16	
The first hour of an out-of-hours standard disconnection survey	£288.06	£239.90
For each hour thereafter of an out-of-hours standard survey	£191.74	
Survey requiring additional resources during or out-with standard hours	Based on actual cost	Based on one hour 15 mins

If you can commit to going through with a temporary disconnection before the survey is even carried out, and the survey shows that a standard disconnection is possible, we'll reduce your charges by the amounts below.

	Charge	Abortive visit charge
In-hours advanced commitment standard disconnection	£146.16	£182.33
Out-of-hours advanced commitment standard disconnection	£191.74	£239.90

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 Temporary disconnection

Activity	Charge	Abortive visit charge
The first hour of an in-hours standard temporary disconnection where no pipework modification is required	£219.07	£182.33
For each hour thereafter of an in-hours standard temporary disconnection	£146.16	
The first hour of an out-of-hours standard temporary disconnection where no pipework modification is required	£288.06	£239.90
For each hour thereafter of an out-of-hours standard temporary disconnection	£191.74	
Non-standard temporary disconnection	Based on actual cost	Based on one hour 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.

3.3 Permanent disconnection

Activity	Charge	Abortive visit charge
Permanent disconnection during standard hours	£573.44	£229.37
Permanent disconnection out-with standard hours	£745.47	£298.14

Permanent disconnection inspection fee (based on one hour 15 minutes) £72.68

3.4 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

3.5 Reconnection charges following a temporary disconnection

Activity	Charge	Abortive visit charge
In-hours reconnection	£109.53	£91.16
Out-of-hours reconnection	£144.03	£119.95
Reconnection requiring pipe work alteration	Based on actual cost	Based on one hour 15 mins

3.6 Service removal verification survey

Activity	Charge	Abortive visit charge
Survey during standard hours for the first hour	£109.53	£91.16
For each hour thereafter during standard hours	£73.02	
Survey out-with standard hours for the first hour	£144.03	£119.95
For each hour thereafter out-with hours	£95.87	
Survey requiring additional resources during or out-with standard hours	Based on actual cost	Based on one hour 15 mins

4 Metering services

4.1 Survey charge for change of meter

Activity	Charge	Abortive visit charge
In-hours meter survey	£219.07	£182.33
Out-of-hours meter survey	£288.06	£239.90
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	£109.53	£91.16
Survey during standard hours per hour thereafter	£73.02	
Survey out-with standard hours first hour	£144.03	£119.95
Survey out-with standard hours per hour thereafter	£95.87	
Survey requiring additional resources during or out-with standard hours	Based on actual cost	Based on one hour 15 mins

4.3 Meter installation

Meter Size (mm)	15	20	25	30	40	50	80	100	150
Above ground/internal meter	£319.98	£335.21	£386.01	£462.18	£787.25	£1,013.27	£1,145.32	£1,381.50	£1,643.08
Below ground meter (no dig up)	£502.82	£518.05	£568.86	£645.04	£688.22	£1,285.00	£1,417.05	£1,653.23	£1,917.34
Below ground dig-up & rebuild chamber in verge	£1,036.12	£1,051.36	£1,069.13	£1,102.16	£1,178.34	£1,587.20	£1,719.26	£1,955.43	£2,217.01
Below ground dig-up & rebuild chamber in surfaced footpath	£1,036.12	£1,051.36	£1,069.13	£1,102.16	£1,178.34	£1,587.20	£1,719.26	£1,955.43	£2,217.01
Below ground dig-up & rebuild chamber in surfaced road	£1,389.11	£1,404.36	£1,487.92	£1,531.33	£1,574.49	£1,800.53	£1,932.58	£2,168.75	£2,430.32
Below ground, no dig-up + MSM meter in verge	£200.70	£213.36	£226.57						
Below ground, dig-up & install ebco box + MSM meter in verge	£718.69	£723.77	£769.48						
Below ground, dig-up & install ebco box + MSM meter in surfaced footpath	£844.70	£857.36	£945.61						
Below ground, dig up & install ebco box + MSM meter in road	£1,025.97	£1,031.04	£1,076.76						

Meter Size (mm)	200	250	300	350	400	450	500	600
Above ground/internal meter	£782.20	£1,138.03	£1,329.55	£1,841.61	£2,289.16	£2,571.40	£3,120.76	£3,901.40
Below ground meter (no dig up)	£801.80	£1,157.52	£1,349.15	£2,197.55	£2,689.90	£2,972.14	£3,588.59	£4,414.14
Below ground dig-up & rebuild chamber in verge	£2,002.89	£2,362.64	£2,605.45	£5,377.90	£6,157.76	£6,439.88	£7,056.44	£7,881.88
Below ground dig-up & rebuild chamber in surfaced footpath	£2,084.43	£2,440.48	£2,632.11	£5,500.99	£6,245.23	£6,527.47	£7,143.80	£7,969.47
Below ground dig-up & rebuild chamber in surfaced road	£2,380.00	£2,610.72	£2,939.55	£5,810.44	£7,019.93	£7,425.15	£8,041.48	£8,867.15

Charge for abortive visit £91.16

4.4 Changing meter sizes

Meter Size (mm)	15	20	25	30	40	50	80	100	150
Above ground	£222.88	£250.76	£285.37	£330.40	£554.62	£609.50	£694.51	£782.20	£925.90
Below ground meter (no dig up)	£234.52	£262.52	£296.91	£342.27	£574.11	£628.99	£714.11	£755.32	£945.39
Below ground dig-up & rebuild chamber in verge	£818.16	£846.16	£936.43	£981.34	£1,100.73	£1,334.81	£1,425.98	£1,467.31	£1,961.23
Below ground dig-up & rebuild chamber in surfaced footpath	£882.33	£910.22	£996.46	£1,041.71	£1,176.33	£1,389.02	£1,493.74	£1,534.84	£2,044.44
Below ground dig-up & rebuild chamber in surfaced road	£1,032.52	£1,060.52	£1,150.80	£1,195.82	£1,336.72	£1,549.18	£1,661.96	£1,703.29	£2,218.94
Below ground, no dig-up + MSM meter in verge	£392.11	£404.88	£497.05						
Below ground, dig-up & install ebco box + MSM meter in verge	£831.26	£847.05	£936.43						
Below ground, dig-up & install ebco box + MSM meter in surfaced footpath	£895.32	£911.23	£996.46						
Below ground, dig up & install ebco box + MSM meter in road	£1,045.85	£1,061.64	£1,150.80						

Meter Size (mm)	200	250	300	350	400	450	500	600
Above ground/internal meter	£1,638.78	£1,997.18	£3,090.97	£4,661.32	£5,471.53	£6,542.70	£8,722.67	
Below ground meter (no dig up)	£1,677.87	£2,036.27	£3,477.60	£5,047.84	£5,902.96	£6,974.01	£9,221.40	
Below ground dig-up & rebuild chamber in verge	£2,859.47	£3,221.90	£4,707.58	£8,361.92	£9,340.01	£10,411.07	£12,658.46	
Below ground dig-up & rebuild chamber in surfaced footpath	£2,941.34	£3,299.74	£4,830.67	£8,449.39	£9,427.37	£10,498.54	£12,745.71	
Below ground dig-up & rebuild chamber in surfaced road	£3,236.57	£3,469.87	£5,078.41	£9,224.20	£10,202.08	£11,396.22	£13,643.50	

Charge for abortive visit £91.16

4.5 Replacing or repairing a damaged meter

Meter Size (mm)	15	20	25	30	40	50	80	100	150
Above ground	£187.48	£215.48	£250.09	£295.23	£460.65	£489.10	£605.92	£630.00	£661.58
Below ground meter (no dig up)	£211.00	£239.00	£273.50	£318.75	£499.74	£528.30	£644.89	£669.08	£700.78
Below ground dig-up and rebuild chamber in verge	£763.39	£791.39	£881.55	£926.68	£1,002.73	£1,210.49	£1,335.15	£1,359.34	£1,692.99
Below ground dig-up and rebuild chamber in surfaced footpath	£831.48	£859.48	£945.61	£990.75	£1,082.25	£1,268.62	£1,404.92	£1,429.00	£1,780.24
Below ground dig-up and rebuild chamber in surfaced road	£977.76	£1,005.64	£1,095.92	£1,141.16	£1,238.72	£1,425.08	£1,571.24	£1,595.32	£1,950.48
Below ground, no dig-up + MSM meter in verge	£200.70	£213.36	£226.57						
Below ground, dig-up and install ebco box + MSM meter in verge	£776.60	£789.15	£881.55						
Below ground, dig-up and install ebco box + MSM meter in surfaced footpath	£844.70	£857.36	£945.61						
Below ground, dig up and install ebco box + MSM meter in road	£990.97	£1,003.74	£1,095.92						
Above ground replace Helix 4000 mechanism					£291.76	£298.59	£363.88	£390.32	£416.64
Below ground replace Helix 4000 mechanism					£311.36	£318.19	£383.48	£409.92	£436.24

Replacing or repairing a damaged meter (continued)

Meter Size (mm)	200	250	300	350	400	450	500	600
Above ground/internal meter	£762.72	£1,118.43	£1,310.06	£1,822.12	£2,269.68	£2,552.03	£3,101.16	£3,881.80
Below ground dig-up and rebuild chamber in surfaced road	£801.80	£1,157.52	£1,349.15	£2,197.55	£2,689.90	£2,972.14	£3,588.59	£4,414.14
Below ground meter (no dig up)	£2,002.89	£2,362.64	£2,605.45	£5,377.90	£6,157.76	£6,439.88	£7,056.44	£7,881.88
Below ground dig-up and rebuild chamber in verge	£2,084.43	£2,440.48	£2,632.11	£5,500.99	£6,245.23	£6,527.47	£7,143.80	£7,969.47
Below ground dig-up and rebuild chamber in surfaced footpath	£2,380.00	£2,610.72	£2,939.55	£5,810.44	£7,019.93	£7,425.15	£8,041.48	£8,867.15
Above ground replace Helix 4000 mechanism	£540.62	£586.54	£671.55					
Below ground replace Helix 4000 mechanism	£560.11	£645.12	£690.93					

Charge for abortive visit £91.16

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	£307.66	£343.05	£393.45	£442.62	£680.62	£736.28	£893.53	£959.28	£1,055.15

Meter size (mm)	200	250	300	350	400	450	500	600
Meter accuracy test	£1,409.63	£1,765.45	£1,957.20	£3,141.04	£3,633.50	£4,072.20	£4,688.76	£5,827.36

Charge for abortive visit £91.17

5 New connections

There is an application fee of £103.82+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

Water	£402.64 per property or sub unit
Sewerage	£402.64 per property or sub unit

5.2 Connection charges

	Part 2 (non-trunk main)	Part 3 (trunk main)	Abortive visit charge
Connection to live water mains (32mm outside diameter and below)	£341.60	Reasonable costs incurred	Based on one hour 15 minutes
Connection to live water mains Greater than 32mm	Reasonable costs incurred	Reasonable costs incurred	Based on one hour 15 minutes
Sewerage connection	Based on actual cost	Based on one hour 15 minutes	Based on one hour 15 minutes

5.3 Inspection charges

Activity	Charge	Abortive visit charge
Inspection fee (water)	£72.68	Based on one hour 15 minutes
Inspection fee (sewerage)	£72.68	Based on one hour 15 minutes
Sewer CCTV (Where faults are detected)	£128.24	N/A

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)	£1.68 per week
Site accommodation charges: fixed charge per week (waste)	£1.05 per week
Volumetric charges	Same as the current volumetric charges

7 Sampling and Laboratory Services

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

8 Water bylaws inspections or on site Advice

Activity	Charge	Abortive visit charge
In hours	£109.53	£91.16
For each hour thereafter in-hours	£73.02	
Out-of-hours repeat	£144.03	£119.95
For each hour thereafter out-of-hours	£95.87	
Additional resources (irrespective of time)	Reasonable costs incurred	Based on one hour 15 minutes

9 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.

10 Statement of account

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

11 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.

12 VAT

VAT is not applicable on water charges for all business customers, except those whose main business activity is within divisions 1 to 5 of the 1980 Standard Industrial Classification (VAT does not apply to any waste water or drainage charges). Full details of the Standard Industrial Classifications can be obtained from HMSO. Where applicable, VAT will be added at the standard rate to the charges shown.

The charges for all other services are also subject to VAT for all customers, regardless of their Standard Industrial Classification.

All other charges in this document are all zero rated for VAT. If you are in any doubt concerning the application of VAT, please contact us.

13 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.