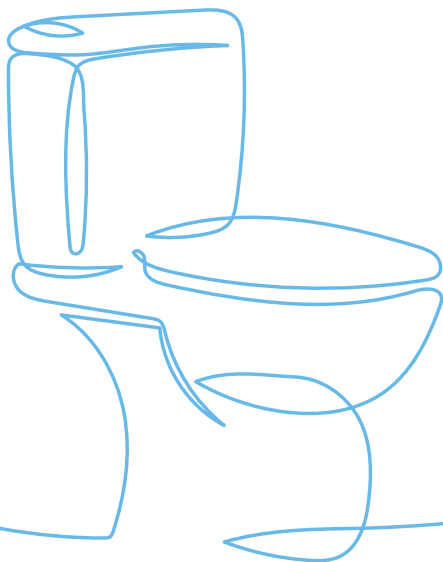




**Scottish
Water**

Trusted to serve Scotland



YOUR CHARGES EXPLAINED

SEPTIC TANK
DE-SLUDGING
CHARGES
2023/24

Every day we deliver over **1.5 billion** litres of clear, fresh drinking water to your taps, and remove around **1.1 billion** litres of waste water which we treat, recover resources from and return safely to the environment.

Our services support over **2.6 million** households and more than **150,000** business premises across Scotland.

The quality of our drinking water remains high – we carry out, on average, 1 quality test every 2 minutes[†] on the water we supply to your taps.

Our focus is on delivering an excellent service, providing great value for money, and reducing our impact on the environment. We work 24 hours a day, 365 days a year to keep the water cycle flowing.

We are publicly-owned, and the charges you pay allow us to operate and improve water and waste water services and infrastructure in communities across Scotland.

Septic tank de-sludging services

Scottish Water offers a range of septic tank de-sludging services. These services are available to household and business customers who own a private septic tank which takes standard waste, such as sewage and waste water. If you meet all our conditions, the charges detailed in this leaflet will apply.

Types of service

There are three levels of service that are available to all septic tank owners in Scotland. These are:

Scheduled service: You can submit an application for service to us and we will de-sludge your septic tank at agreed intervals. A planned schedule of regular de-sludging services helps to keep your charges – and our costs – down. This service is charged at the approved rates in operation at the time of each de-sludging service. If you cancel your scheduled service within the 14 days prior to your septic tank being de-sludged you will be responsible for the payment of the charge.

Unscheduled service: If you would rather not set up a regular scheduled service with us, you can opt for our unscheduled service. This service offers a one-off de-sludge service within 28 working days of your request where possible. You will be notified of the date for de-sludging your tank before the work is carried out. This service is more expensive to provide than the scheduled service, so the charges are higher.

[†]This is based on 2021 figures – the most up-to-date figures available at the time of going to print.

Urgent response service: If you need your septic tank de-sludged urgently we'll aim to attend within **2 working days** of your request where possible. This urgent response service is the most expensive for us to provide and this is reflected in the charge. We may have to charge you the actual cost of doing the work if this is more than the charges shown.

If we are unable to accommodate the above timescales, you will be notified at the time of booking.

Payment arrangements for septic tank services

Charges are payable 30 days from the date of invoice. We will not provide any de-sludging service to a customer who has failed to pay a previous charge for a de-sludging service. Payments can be made online at www.scottishwater.co.uk/payabill

De-sludging charges

The septic tank de-sludging charges detailed apply for the financial year 1 April 2023 to 31 March 2024.

Household charges

The standard charges shown below apply to a single household septic tank, serving up to 5 houses and up to a capacity of 9m³ (9,000 litres), that meets all the basic conditions.

Household charges

Scheduled	£221.40
Unscheduled	£312.30
Urgent response	£450.00 or actual cost if this is more



Charges for multiple and larger tanks

Prior to any service being delivered, upon request we will provide an estimate in the following circumstances:

- where more than 5 houses are connected to your tank.
- where your tank size is greater than 9m³ (9,000 litres).
- where your property has multiple tanks that require de-sludging at the same time.

Please note, Scottish Water is unable to provide a de-sludging service for any septic tank which takes waste as a result of non-household or industrial processes.

Business charges

Scheduled	£231.50
Unscheduled	£321.30
Urgent response	£463.80 or actual cost if this is more

The standard charges are for a single business septic tank up to a capacity of 9m³, provided the tank does not take industrial waste.

There will also be an additional charge where the volume of the tank is greater than 9m³ and this is based per m³.

If you need to have multiple tanks on your property de-sludged at the same time, we will provide an estimate for de-sludging your tanks.

Additional charge per m ³	£26.90
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We may impose a charge if we arrive at the property but can't de-sludge the septic tank for reasons beyond our control. This is classed as an abortive visit.

Abortive visits	£84.20
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VAT will be added where applicable.

The following factors are taken into consideration to help us carry out a range of de-sludging services:

- the weight and manageability of the lid of your tank (i.e. capable of being moved or lifted by one person).
- the position of your tank (i.e. accessibility and/or distance and height from the tanker).
- the available access for our vehicles and parking facilities.

Your tank lid must be readily accessible, free from any apparent damage and in an unlocked position. If your lid does not meet this criteria, we will not be liable for any damage caused. If these conditions are not met and the situation is considered to be unsafe, we would reserve the right to refuse de-sludging services. For full details of our conditions or any additional information about septic tanks please call our **Customer Helpline** on **0800 0778778**.



Help us to help you

Everything we all do affects the environment, so we are working hard to keep our water and waste water services as sustainable as possible.

You can help, together we can make a difference.

- Water is always worth saving – and helps save energy and money. A shorter shower saves water & around £130 on your energy bill[^].
- Look after our natural habitats and marine life – dispose of bathroom and kitchen waste items carefully to help prevent nasty blockages and spills.
- Stay hydrated & reduce single use plastics – use a glass or refillable bottle to top up from the tap and enjoy Scotland's great-tasting water.

For more tips & advice – visit:

www.yourwateryourlife.co.uk

[^] Source: HES October 2022, based on a household of four.



Keeping you informed

You can keep up to date about our work or service updates, such as having no water supply, in your area - visit: www.scottishwater.co.uk/updates



Our services – your rights

Customers and communities are at the heart of everything we do. We always aim to deliver on our promises and constantly look for ways to improve the service and 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 do it.

To find out more about your rights under our service standards visit: www.scottishwater.co.uk/ourpromises

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

Follow us

 facebook.com/scottishwater

 [@scottish_water](https://twitter.com/scottish_water)

 [@scottishwater](https://www.instagram.com/scottishwater)

Email

help@scottishwater.co.uk

Call

Free Customer Helpline

(24 hours a day, seven days a week)

0800 0778778

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 contact us.

If you have a disability, medical condition or other reason why 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.

SW Charges ST20 03/23