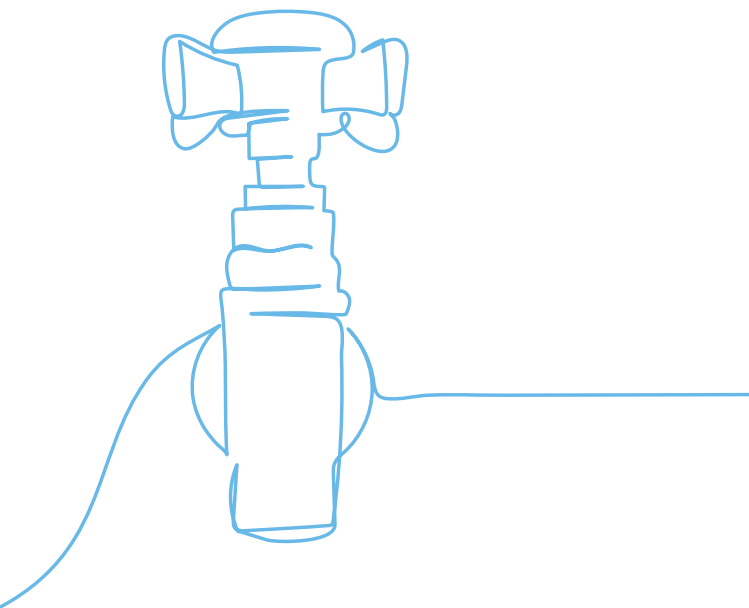




**Scottish
Water**

Trusted to serve Scotland



YOUR CHARGES EXPLAINED

HOUSEHOLD
METERED CHARGES
2024/2025

Scottish Water is responsible for caring for it.

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 **159,000** 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 invest every penny into protecting the nation's most precious resource and our services. Climate change and different weather patterns make it harder to deliver the water and waste water services Scotland needs. We're investing around £800 million in 2024/25 to make sure we can meet future challenges, especially around climate change, maintaining and replacing ageing infrastructure, and reducing carbon emissions.

The charges you pay allow us to operate and improve water and waste water services and infrastructure in communities across Scotland.

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 Drainage Charges**

The charges detailed in this leaflet apply from 1 April 2024 until 31 March 2025 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 on **0800 0778778** for more information on these specific meter charges.

[†]This is based on 2022 figures – the most up-to-date figures available at the time of going to print.

a) Annual Fixed Charges

To get water to your home and remove the waste water, we operate a huge network of more than 60,000 miles of water pipes and sewers, and over 2,000 water and waste water treatment works. The cost of operating and improving 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	£189.90	£195.03

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 on **0800 0778778**.

b) Volumetric Charges

We charge you for each cubic metre (1m³=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 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 25m³ of water that you use in the financial year. While a second, lower, rate applies to all volumes over 25m³ 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 ³
for the first 25m ³	2.9818
for volumes after first 25m ³	1.0804

Volumetric Waste Water Charges	£/m ³
for the first 23.75m ³	3.8553
for volumes after first 23.75m ³	1.8232

c) Property 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.

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

Council Tax Band	Property Drainage
Band A	£78.24
Band B	£91.28
Band C	£104.32
Band D	£117.36
Band E	£143.44
Band F	£169.52
Band G	£195.60
Band H	£234.72



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 constantly look for ways to improve the service and value that we provide our customers. It is important to us that you have 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



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. Taking 2 minutes off your shower saves water and around £130 a year 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 and 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.



Stay in the know about H₂O

Keep up to date with the latest news and find out about our campaigns and how we are supporting communities around Scotland – sign up to receive our quarterly e-newsletter:

www.yourwateryourlife.co.uk/join-the-wave-form



Who regulates the water industry in Scotland?

Find out more about the water industry in Scotland and our regulators, by visiting:

www.scottishwater.co.uk/WaterIndustryScot

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://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 HM20 03/24