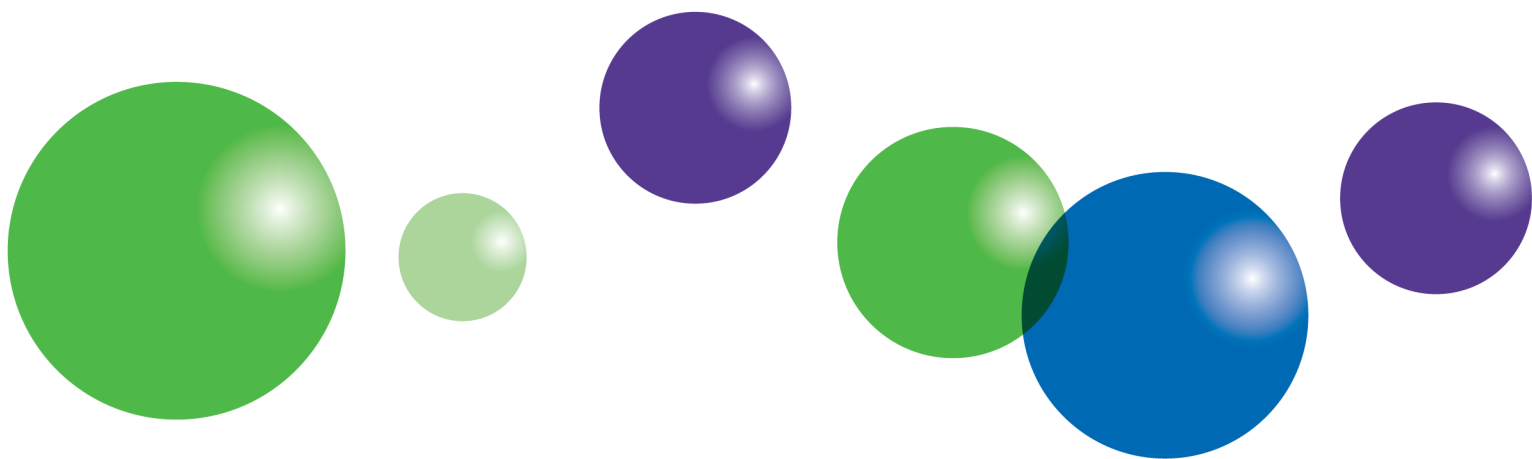


# Our charges

2008-2009



Making water work for you

## Introduction

Since 2006 Business Stream has provided water and sewerage services to businesses across Scotland. A wholly-owned subsidiary of Scottish Water, Business Stream has been formed as an arms-length company with its own board and independent management team. Its goal is to provide a first-class service for business customers.

Under the Water Services etc. (Scotland) Act 2005, Scottish Water had to split its operation into wholesale (Scottish Water) and retail (Business Stream) units. Although ostensibly remaining a part of Scottish Water, Business Stream is a business working completely independently of its parent company in order to ensure fair and transparent retail practice under the rules of the new competitive marketplace for business customers.

Scottish Water continues to own and operate the treatment works and networks that provide you with water and sewerage services. We purchase these services from Scottish Water (the wholesaler).

The Business Stream website can be found at [www.business-stream.co.uk](http://www.business-stream.co.uk). You can reach our customer response centre by telephone on 0845 602 8855 or by email at [customer.service@business-stream.co.uk](mailto:customer.service@business-stream.co.uk).

## What we charge you for

The Water Industry Commission for Scotland (the Commission) sets maximum tariffs for default services offered by licensed water and sewerage service providers. None of the charges in this document exceed the allowable maximum tariff. The charges in this statement apply to all properties unless otherwise stipulated by the Commission, and will remain effective until amended or replaced by a subsequent charging statement.

Our main charges, which apply to individual sites, are:

- **Water charges** – you pay these if your property is connected to the public water supply.
- **Waste water charges** – you pay these if your property is connected to the public sewer to drain waste water from inside your property and to drain rainwater from your property. Waste water charges also apply at properties whose facilities drain to a public sewer or drain, or where an overflow from a septic tank is connected to a public sewer or drain.
- **Trade effluent charges** – you pay these if you have an agreement with Scottish Water to discharge your trade effluent into the public waste water network.

There are two elements to our water charges:

- **fixed charge**
- **metered or rateable value (RV) based charge**

There are also two elements to our waste water charges:

- **property drainage charge**
- **roads drainage charge**

For business customers, charges for un-metered properties, as well as property and roads drainage charges at metered properties, are calculated in relation to the RV of the property.

Fixed and RV-based charges apply for the full financial year. Where the period of liability is less than the full year, charges shall be apportioned on a daily basis.

Where there is a domestic building, supplied separately with water services, within the boundary of your business property, the domestic building will be treated as if it were a separate property.

### **Fixed charges**

If your property doesn't have a water meter, then you will be charged a fixed sum for your water supply, based on an annual rate and the RV of your property.

If your property has a meter, then the fixed charge will depend on the size of your meter. The meter size may be reduced for charging purposes if:

- your property has a fire fighting system and you have a Fire Tariff Agreement; or
- you are a trade effluent customer, in which case your waste water fixed charge will be based on the meter size that would be required to provide your water for non-industrial use.

In either instance, Scottish Water will assess the appropriate meter size for charging purposes.

### **Volumetric charges for water and waste water**

We charge you for the water you use and for treating the waste water you dispose of into the public sewerage system. Metered charges are applied to every property that receives a metered water supply where the installation, type and size of meter have been approved by Scottish Water. If Scottish Water has not approved the installation, type and size of your meter, then you will continue to be charged on an un-metered basis, ie based on your property's RV.

If your property has a water meter, we base the water and waste water charges on each cubic metre (m<sup>3</sup>, equal to 1,000 litres) of water recorded by your meter. Since not all the water you use will come back to the public sewerage system, your waste water volume is assumed to be only 95% of your water volume, unless you are a trade effluent customer. If you think that significantly less than 95% of the water you use ends up in the public sewerage system, please contact our customer response centre on **0845 602 8855** to discuss the situation further.

Where two or more metered water supplies feed the same property and are owned by the same customer, we will charge you a fixed charge for each supply separately.

For customers supplied through either a 15mm or 20mm water meter, two volumetric rates will apply to the volume of water that you use. One rate will apply to the first 25m<sup>3</sup> that you use in the financial year, while the second, lower rate applies to all volumes over 25m<sup>3</sup>. This structure is repeated for waste water charges, with the charges decreasing at a 23.75m<sup>3</sup> threshold.

We will estimate your metered water consumption on the provision that your meter is read at least twice during the financial year (unless circumstances out with your control prevent such a reading being taken). You are, however, able to provide your own meter readings directly to us upon receipt of an estimated invoice.

If your property doesn't have a water meter, we base your charges on your property's RV and refer to this as your RV charge. For details of how we apply RV-based charges, see below.

### **How are RV charges applied?**

For business customers, charges for un-metered properties, and property and roads drainage charges at metered properties, will be calculated in relation to the RV of the property. For the majority of customers, the RV used will be that assigned to the property in March 2000, unless the property:

- has been built since then
- has been re-valued following modification or extension
- has been brought into charge for the first time and the March 2000 RV is no longer available

Where the use of the March 2000 RV is not appropriate for the reasons outlined above, rateable value based charges will be applied on the basis of the RVs held by the local Council Assessors in March 2005.

### **Property and roads drainage charge**

Property and roads drainage will be applied in relation to the RV of your property.

- **Property drainage** is the term that is used for rainwater that drains into the public sewerage system from within the boundary of your property, such as roofs, private car parks and private roads.

There is also a property drainage charge that is based on the area of the property that is connected to the public sewerage system; this is calculated per square metre (m<sup>2</sup>) of the property area. The area-based property drainage charge is only applicable at properties that qualified for this charge in 2007-2008.

- **Roads drainage** is the term used for rainwater that drains into the public sewerage system from public roads and footpaths.

### **Charge exemption scheme for qualifying organisations**

An exemption scheme was developed by the Scottish Government and implemented by Scottish Water in 2002. The exemption scheme has qualification requirements, and is, therefore, not available to everyone. The scheme is restricted to properties that had charitable relief on 31<sup>st</sup> March 1999. Qualifying organisations are exempt from water and waste water charges until April 2010, provided they satisfy the ongoing qualification requirements. We will request confirmation of eligibility from you on an annual basis.

Where customers feel that they may be eligible for an exemption of this kind, they should contact our customer response centre on **0845 602 8855**, in the first instance.

### Main business charges

#### 1. If the property has a water meter:

- **Water and waste water charges for sites supplied through a water meter 20mm or smaller**

The rates in the table below will apply to sites that are served by a 15mm or 20mm water meter.

#### Water

Fixed charge (£/annum)	£130.76
Volumetric charge for first 25m <sup>3</sup> (pence/m <sup>3</sup> )	196.18p
Volumetric charge for volumes after first 25m <sup>3</sup> (pence/m <sup>3</sup> )	73.56p

#### Waste water

Fixed charge (£/annum)	£120.45
Volumetric charge for first 23.75m <sup>3</sup> (pence/m <sup>3</sup> )	209.29p
Volumetric charge for volumes after first 23.75m <sup>3</sup> (pence/m <sup>3</sup> )	125.85p

- **Water and waste water charges for sites supplied through a water meter greater than 20mm**

#### Fixed charges

Meter size	Water (£/annum)	Waste water (£/annum)
25mm	£388	£388
40mm	£1,100	£1,100
50mm	£2,446	£2,446
80mm	£6,368	£6,163
100mm	£15,407	£15,006
150mm	£43,351	£35,950
200mm	£94,483	N/A
250mm	£171,181	N/A
300mm	£276,749	N/A

If the exact size of the meter at your property is not listed here, then the fixed charge applied will be that listed for the next size down. For example, if the existing meter at your property is 43mm, then the fixed charge applied will be for that of a 40mm meter.

Volumetric water charges apply to volumes at a single site.

Water

For the first 100,000m <sup>3</sup> (pence/m <sup>3</sup> )	73.58p
For volumes between 100,000 and 250,000m <sup>3</sup> (pence/m <sup>3</sup> )	62.94p
For volumes > 250,000m <sup>3</sup> (pence/m <sup>3</sup> )	58.88p

Large User Volume Agreement (LUVAs)

For the first 100,000m <sup>3</sup> (pence/m <sup>3</sup> )	73.58p
For volumes between 100,000 and 250,000m <sup>3</sup> (pence/m <sup>3</sup> )	50.40p
For volumes between 250,000 and 1,000,000m <sup>3</sup> (pence/m <sup>3</sup> )	45.20p
For volumes greater than 1,000,000m <sup>3</sup> (pence/m <sup>3</sup> )	44.30p

Volumetric waste water charges

All volumes (pence/m <sup>3</sup> )	125.85p
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## 2. If the property has no water meter:

If the property does not have a water meter, you will pay a fixed charge and a charge based on the RV of the property.

Fixed charge

Water (£/annum)	£144.52
Waste water (£/annum)	£155.67

RV charge

Water (pence/£RV/annum)	2.776p
Waste water (pence/£RV/annum)	4.444p

## 3. Property drainage charge

If rainwater drains to the public sewerage system from your property, then property drainage charges will apply. These charges will be based on the RV of the property.

If ANY property drainage goes to the public sewerage system (pence/£RV/annum)	1.667p
If NO property drainage goes to the public sewerage system (pence/£RV/annum)	No charge
Properties where area-based property drainage charges applied in 2007/08 (pence/m <sup>2</sup> )	34.666p

## 4. Roads drainage charge

Roads drainage charges apply to all business properties that have a connection to the public sewerage system for either waste water or for property drainage. This charge will be based on the RV of the property.

If property has ANY connection to the public sewerage system (pence/£RV/annum)	2.222p
If property has NO connection to the public sewerage system (pence/£RV/annum)	No charge

## 5. VAT

The charge for water services is zero rated for VAT for all business customers, except those whose main business activity is within divisions 1 to 5 of the 1980 Standard Industrial Classification. 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.

Waste water, property and roads drainage charges are all zero rated for VAT. If you are in any doubt concerning the application of VAT, please contact our customer response centre on **0845 602 8855**.

## Trade effluent charges

Waste water from industrial processes is called trade effluent, and is charged at the trade effluent rate, rather than the standard rate for waste water. Trade effluent charges are payable in respect of the control, reception, treatment and disposal of trade effluent from properties received into a public sewer under a statutory consent or agreement of Scottish Water.

References to foul sewage and sludge refer to those received at Scottish Water's waste water treatment works.

Your trade effluent charge will be the greater of:

- A minimum charge of £166.74 per annum
- The sum of the availability charge, which is charged at a daily rate, and the operating charge, which is charged at a volumetric rate, both calculated as detailed below.

### 1. Availability charge

The availability charge reflects your waste water system capacity requirements and is charged on a daily basis. This charge is calculated according to the charging parameters for chargeable daily volumes (CDV), total suspended solids load (TSSl) and settled biochemical oxygen demand load (sBODl) of the effluent discharged from your property.

$$\text{Availability charge} = [CDV \times (Ra + Va)] + (Ba \times sBODl) + (Sa \times TSSl)$$

Where:

Ra = Reception charge

Va = Volumetric/Primary charge

Ba = Biological capacity charge

Sa = Sludge capacity charge

### 2. Operating charge

The operating charge is calculated according to the nature, composition and volume of the effluent discharged from your property.

$$\text{Operating charge} = AVD \times \left[ Ro + Vo + \left( Bo \times \frac{Ot}{Os} \right) + \left( So \times \frac{St}{Ss} \right) \right]$$

Where:

AVD = actual volume discharged

Ro = reception charge

Vo = volumetric/Primary charge

Bo = secondary treatment charge

So = sludge treatment charge

Ot = fixed strength (settled chemical oxygen demand) of the effluent  
 Os = the settled chemical oxygen demand of the foul sewage  
 St = fixed strength (settleable solids) of the effluent  
 Ss = total suspended solids in the foul sewage

Where effluent is discharged from your property that does not fulfil the statutory criteria for the definition of a trade property, then Scottish Water will, at their discretion, assess the proportion of effluent that shall be charged as trade effluent.

Where discharges occur during regularly defined periods of the year, and are constrained by the natural and seasonal availability of raw products, then the availability charge will be calculated on a seasonal basis.

Trade effluent is zero rated for VAT purposes. If you are in any doubt concerning the application of VAT, please contact our customer response centre on **0845 602 8855**.

### 3. Trade effluent charge items

Availability charge items

Ra (reception charge)	8.4701p/m <sup>3</sup> per day
Va (volumetric/primary charge)	5.6396p/m <sup>3</sup> per day
Ba (biological capacity charge)	21.5197p/kg per day
Sa (sludge capacity charge)	18.4454p/kg per day

Operating charge items

Ro (reception charge)	13.6538p/m <sup>3</sup>
Vo (volumetric/primary charge)	9.1061p/m <sup>3</sup>
Bo (secondary treatment charge)	12.1698p/m <sup>3</sup>
So (sludge treatment charge)	7.4418p/m <sup>3</sup>

Table of standard strength values

Os (settled chemical oxygen demand) of the effluent	350 milligrams per litre
Ss (suspended solids) of the effluent	250 milligrams per litre

Ot and St are derived from analysis of settled samples, or according to the assessed strength of the effluent, or any standard strength of the relevant type of Trade Effluent.

### 4. Operational Requirements of Scottish Water (the Wholesaler)

The frequency of effluent sampling will vary depending on the risk that any discharge poses to Scottish Water staff and facilities. When additional sampling is necessary (over and above the pre-determined sampling programme, for example, as a result of non-compliant discharge), then Scottish Water may recover any direct costs associated with this additional sampling directly from you.

The Scottish Environment Protection Agency (SEPA) monitors discharges from Scottish Water treatment works and their charges reflect the degree of monitoring required. Where it can clearly be shown that the SEPA charge has been increased due to the activities of a particular business, then the additional cost may be recovered by Scottish Water directly from you.

If your business, or your business' effluent, can be shown to have caused events that resulted in additional costs to Scottish Water (for example, a blocked or damaged sewer) then Scottish Water may recover these costs directly from you.

## Charges for other services

This section describes how we charge for the other services we offer, called 'secondary services.'

We normally ask that you pay charges for secondary services in advance of the service being provided, except in the event of an emergency.

### 1. Field troughs, drinking bowls and outside taps

#### Field Troughs and Drinking Bowls

- Charges apply to un-metered connections and apply per trough irrespective of whether the field is in grass or crop. The charge will apply for each trough/drinking bowl.
- The charges vary depending on the type of property.

#### Outside Taps

- Charges apply to all external taps at non-household properties (including farms) where the property has no water meter and/or no RV.
- The charges vary depending on the type of property.
- A reduced charge for crofts and registered small holdings will be applied following the provision of confirmation of registered croft status under croft legislation, or by providing your Small Holding Registration Number, granted by the Scottish Government.

### Charges for field troughs, drinking bowls and outside taps

These charges are zero rated for VAT purposes for all customers, except those whose main business activity is within Divisions 1 to 5 of the 1980 Standard Industrial Classification. Where applicable, VAT will be added at the standard rate to the charges shown below.

Type of properties	£/annum
Crofts and registered small holdings	£87.56
Other properties	£134.34

### 2. Services to caravans

Caravans without a Council Tax classification and where the cost of water and/or sewage services supplied are not included in the overall charges levied by the site owner, are subject to a fixed charge equivalent to that of a Band A Council Tax Property.

### Charges for Caravans

These charges are zero rated for VAT purposes for all customers, except those whose main business activity is within divisions 1 to 5 of the 1980 Standard Industrial Classification. Where applicable, VAT will be added at the standard rate to the charges shown.

<b>Fixed charge</b>	<b>£/annum</b>
Water	£119.95
Waste water	£133.56

### 3. Water supply shut-off and reconnection

#### Temporary disconnection

- If you ask us to temporarily shut off your water supply, we will charge you for doing this. The charge will be based on whether pipe work alteration is required, and it will also cover the cost of reconnection. A temporary disconnection should not last more than three months. Disconnections lasting longer than three months will be classed as permanent disconnections and will be charged as such. The fixed charge will continue to apply for each period of temporary disconnection.
- You will be charged if we disconnect the supply to your property because of failure to pay your invoices. We will reconnect the supply once all outstanding invoices have been paid, including the applicable disconnection and reconnection charges.

#### Permanent disconnection

- If you ask us to permanently disconnect your water supply, you will be charged based upon the actual cost of providing this service.

### Charges for temporary and permanent disconnections

The charges will be zero rated for VAT purposes for all customers, except those whose main business activity is within divisions 1 to 5 of the 1980 Standard Industrial Classification. Where applicable, VAT will be added at the standard rate to the charges shown below.

<b>Type of disconnection</b>	<b>Charge per connection</b>
Temporary – other than for non-payment where no pipe-work alteration necessary	£142.32
Temporary – for non-payment where no pipe-work alteration is necessary	£204.95
Temporary – requiring pipe work alteration	Based on actual cost
Permanent - £500 deposit payable in advance with the balance	Based on

refunded or paid on completion of the disconnection	actual cost
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#### **4. Administration charge**

If you refuse to pay your outstanding invoices and we are forced to pass your details to our credit management agents, an administration charge of £75+VAT will be added to your account.

This charge represents the administration fee charged to Business Stream by the credit management agency for handling your debt and the cost to us as a business.

## **Metering services**

### **1. Meter installation**

If your property is un-metered and Scottish Water installs a meter as part of its meter installation programme, you will not be charged for the meter installation. If you ask for a meter to be installed at your un-metered property for any other reason, then we will request the service from Scottish Water and charge you based on the meter installation standard charges shown below.

Meters will only be installed where practicable. When this is not possible, we will explain the circumstances behind Scottish Water's decision.

If it is possible to install your meter, but the installation requires one or more of the following:

- separating the water supply pipe to the your property if it also supplies another property;
- substantial plumbing work;
- installing more meters, for example, because the property has more than one water supply; or
- installing a meter elsewhere in the property, other than in Scottish Water's preferred location;

Then you will be charged based on the actual cost of undertaking the installation. Wherever possible, we will notify you in advance of these charges.

### **2. Changing meter size**

If you would like to change the size of the meter that supplies your property, then the charge payable will be based upon the cost of carrying out the work. Wherever possible, we will notify you in advance of these charges.

### **3. Replacing a damaged meter**

If your meter is damaged by frost or by someone other than a representative of Business Stream or Scottish Water, then a charge will be payable for repairing the meter. Wherever possible, we will notify you in advance of these charges.

We may also charge you for the volume of water that we estimate would have passed through the damaged meter during the time that it was damaged.

### **4. 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 accurate to within 5%, then you will be charged a testing fee. For meters with a diameter up to and including 50mm, this will be a standard charge, otherwise the total cost of the test will be charged.
- If the test results confirm that the meter is not accurate to within 5%, then the meter will be replaced free of charge, and an assessment will be made regarding the level of refund or payment as appropriate.

## 5. Metering service charges

Standard meter installation (where payable)

Description of work	2008-2009 charge per meter
Survey	£63.85
Out of hours survey	£139.04
Process/complex survey or heavy cover – requiring 2 surveyors	£265.16
15mm internal fit	£273.07
20mm internal fit	£286.07
25mm internal fit	£329.42
30mm internal fit	£394.44
40mm internal fit	£671.83
50mm internal fit	£859.25
80mm internal fit	£977.24
100mm internal fit	£1,178.97
150mm internal fit	£1,402.19
15mm external fit in existing chamber (no dig-up)	£429.11
20mm external fit in existing chamber (no dig-up)	£442.11
25mm external fit in existing chamber (no dig-up)	£485.46
30mm external fit in existing chamber (no dig-up)	£550.47
40mm external fit in existing chamber (no dig-up)	£587.31
50mm external fit in existing chamber (no dig-up)	£1,096.61
80mm external fit in existing chamber (no dig-up)	£1,209.30
100mm external fit in existing chamber (no dig-up)	£1,410.85
150mm external fit in existing chamber (no dig-up)	£1,636.25
15mm external fit, excavate & resurface in verge/footpath	£884.22
20mm external fit, excavate & resurface in verge/footpath	£897.22
25mm external fit, excavate & resurface in verge/footpath	£940.57
30mm external fit, excavate & resurface in verge/footpath	£1,005.58
40mm external fit, excavate & resurface in verge/footpath	£912.39
50mm external fit, excavate & resurface in verge/footpath	£1,354.51
80mm external fit, excavate & resurface in verge/footpath	£1,467.20
100mm external fit, excavate & resurface in verge/footpath	£1,668.75
150mm external fit, excavate & resurface in verge/footpath	£1,891.98
15mm external fit, excavate & resurface road	£1,185.46
20mm external fit, excavate & resurface road	£1,198.47
25mm external fit, excavate & resurface road	£1,269.79

30mm external fit, excavate & resurface road	£1,306.83
40mm external fit, excavate & resurface road	£1,343.67
50mm external fit, excavate & resurface road	£1,536.55
80mm external fit, excavate & resurface road	£1,649.25
100mm external fit, excavate & resurface road	£1,850.80
150mm external fit, excavate & resurface road	£2,074.02
15mm external fit, dig-up & install ebco box + MSM meter in verge	£613.33
20mm external fit, dig-up & install ebco box + MSM meter in verge	£617.65
25mm external fit, dig-up & install ebco box + MSM meter in verge	£656.66
15mm external fit, dig-up & install ebco box + MSM meter in road	£875.55
20mm external fit, dig-up & install ebco box + MSM meter in road	£879.89
25mm external fit, dig-up & install ebco box + MSM meter in road	£918.90

Note that the nature of any work required will be determined by the outcome of the survey.

<b>Metering service provided</b>	<b>Charge</b>
Non-standard meter installation	Based on actual cost
Change of meter size	Survey cost + charge based on cost of meter change
Replacement or repair of damaged meter	Based on actual cost
Meter accuracy test – 50mm meter or smaller	£341.57
Meter accuracy test – 50mm meter or larger	Based on actual cost

VAT at the standard rate will apply to all charges associated with water meters.

If you have any questions about meters that we haven't answered here, please call our customer response centre on **0845 602 8855**.

## Water for building work

### 1. Commercial house building

Water used in the commercial building of all new housing is charged at a fixed rate per property. The rate varies depending on the type of property being constructed.

### 2. Non-household developments

For all other commercial building work, we base the charge on two components:

- A percentage of the estimated cost reported in planning permission applications and building warrant approvals. The total estimated cost is the total price of the contract less the value of any pre-mix concrete; and
- The actual cost incurred by us for providing and removing the water supply.

### 3. Self-build houses

Customers requiring water for self-build houses should contact Scottish Water directly.

### 4. Charges for water for building work

The charges will be zero rated for VAT purposes for all business customers, except those whose main business activity is within Divisions 1 to 5 of the 1980 Standard Industrial Classification. Where applicable, VAT will be added at the standard rate to the charges shown below:

#### Commercial house building (per property)

House type	£/property
Flat	£99.06
Semi-detached, terraced	£122.95
Detached	£157.11

#### Non-household 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	0.3% for the first £500,000 of the total estimated contract price,

of ready-mix concrete)	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

## New connection charges

Business Stream will process applications for new connections to the public network for all commercial developments; however, Scottish Water will process all non-commercial applications directly. There are four separate elements to the new connection charge:

1. design charge
2. infrastructure charge
3. connection and inspection charge
4. reasonable cost contribution

### 1. Design charges

Scottish Water is required to review the detailed designs of water and sewerage infrastructure for all developments. The cost of reviewing development proposals is deducted from the calculation of the reasonable cost contribution.

A repeat review charge will apply when plans require to be resubmitted for further review.

<b>Initial review charge</b> For a development connecting to the public network.	8% of the estimated value of the assets vested with Scottish Water
<b>Repeat review charge</b> This charge applies for each resubmission.	£156.36 for proposals connecting to one service. £312.72 for proposals connecting to both water and sewerage services.

### 2. Infrastructure charge

For new properties, or properties that have not previously been connected to the network, you will be charged for each connection to the public water mains or sewerage network.

For commercial house developments and self-build houses, the infrastructure charge will be applied by Scottish Water; for non-household developments, the infrastructure charge will be applied by Business Stream as described below.

The infrastructure charge may also apply where a site is redeveloped, resulting in a greater demand for water from the site.

The standard charge applies to each property or sub-unit, for instance a development incorporating a block of six offices units will be charged six infrastructure charges.

Infrastructure charge:

Water	£276.80
Sewerage	£276.80

This charge is payable in advance of the connection work taking place.

### 3. Connection charges and inspection fees

If your development includes business or industrial units, then Business Stream can arrange for new communication pipes to be connected to the existing network, or for an inspection to take place to ensure that your own connection work meets all relevant construction standards. All connections to the public mains and sewerage network must be inspected; however, if your development is entirely domestic, then Scottish Water will provide these services for you directly. (Please note, the communication pipe is the pipe between the public main and the boundary of the road the main is in.)

#### **Communication pipes with an outside diameter up to 32mm – connection charge**

If the communication pipe has a diameter no larger than 32mm, we will charge a fixed sum for the connection. An additional charge applies if a second ‘manifold’ connection is required and the work is carried out at the same time as the first connection.

Scottish Water arrange for the labour and material needed to complete the pipe-laying work for the connection to the existing trunk main only. You will be responsible for:

- arranging all excavation work (or providing suitable ducts, or both)
- filling in and reinstating the footpath and road
- providing all materials, including a water toby (external stopcock) or meter chamber

#### **Communication pipes with an outside diameter over 32mm – connection charge**

As above, except the charge will reflect the actual cost of the work carried out. You will be asked for an advanced payment based on an estimated cost of the work. If the actual cost is less, we will refund the difference. If the actual cost is more, you will be invoiced for the balance.

#### **Inspection fees**

We will charge an inspection fee to approve a water or sewerage connection where you or your contractor have made the water connection to a self lay main, constructed by agreement with us in accordance with Water for Scotland guidelines.

Inspection fee (water)	£62.62
Inspection fee (sewerage)	Based on actual cost
Water connection (outside diameter up to 32mm)	£237.74

Water connection (outside diameter greater than 32mm)	Based on actual cost
Additional charge to any of the above, if an additional 'manifold' connection is required	£22.69
Sewerage connection	Based on actual cost

#### **4. Reasonable Cost Contribution**

Scottish Water has an obligation under the Water (Scotland) Act 1980 and the Sewerage (Scotland) Act 1968 to take its water mains and sewers to a point that will enable customers to connect to the public networks at reasonable cost. The Acts only require Scottish Water to make a connection if it is practicable at reasonable cost.

Where developers undertake to construct new local infrastructure (eg local and trunk mains that are subsequently adopted by Scottish Water) Scottish Water fulfils its obligations under the Acts by making a financial contribution to the cost of the new infrastructure. Developers are responsible for any costs over and above the reasonable cost limit, together with the cost of communication pipes. Scottish Water is responsible for funding any strategic capacity (eg reservoirs, water and waste water treatment works).