

business stream

A SCOTTISH WATER COMPANY



# our charges

from 1 April 2008

A large central purple sphere containing the text '2008' and '2009'. Surrounding it are several other spheres of different colors and sizes: a small green one to the left, a medium purple one below it, a large green one to the right, and a large blue one below that.

2008  
2009

Making water work for you

# Business Stream – making water work for you

Business Stream is the leading provider of water and waste water services to business customers in Scotland. We work hard to make sure that we put you and your business at the heart of everything we do so that we deliver the best customer service at all times. Visit [www.business-stream.co.uk](http://www.business-stream.co.uk) to find out more about us and the services we offer.

This leaflet outlines our standard charges, which are regulated by the Water Industry Commission for Scotland. You can contact them on **01786 430 200** or [www.watercommissioner.co.uk](http://www.watercommissioner.co.uk)

## Accountability

### Waterwatch Scotland

Waterwatch Scotland consists of five customer consultation panels, set up to represent the views and interests of customers. Its role is to represent customers, investigate complaints, influence policy and inform and advise. Waterwatch Scotland is independent of Business Stream, Scottish Water, other licensed service providers and other agencies including the Water Industry Commission for Scotland. You can contact them in any of the following ways:

- **by telephone:** 08457 850 3344
- **by email:** [customersupport@waterwatchscotland.org](mailto:customersupport@waterwatchscotland.org)
- **in writing:** Customer Support, Waterwatch Scotland, Forrester Lodge, Inglewood, Alloa FK10 2HU
- **online:** [www.waterwatchscotland.org](http://www.waterwatchscotland.org)

### The Water Industry Commission for Scotland

The Water Industry Commission for Scotland (the Commission) is our regulator. They grant our licence and set out the conditions under which we operate. The Commission also advises Scottish Ministers about the minimum standard of service we should and do provide. You can contact them in any one of the following ways:

- **by telephone:** 08457 413 132
- **by email:** [enquiries@watercommissioner.co.uk](mailto:enquiries@watercommissioner.co.uk)
- **online:** [www.watercommissioner.co.uk](http://www.watercommissioner.co.uk)

## It's easy to pay

- **Online:** visit [www.business-stream.co.uk/payonline](http://www.business-stream.co.uk/payonline), and you'll be able to pay your bill using a debit or credit card at any time that suits you.
- **By direct debit:** download a PDF of our direct debit mandate from our website, [www.business-stream.co.uk](http://www.business-stream.co.uk), or call us **0845 602 8855**. Since direct debit is quicker and easier for both you and us, we'll give you a small discount to say thank you.
- **By phone:** you can pay by credit or debit card by phoning **0845 602 8855**
- **By cheque:** please make cheques/postal orders payable to Business Stream and post them to Business Stream, PO Box 420, 55 Buckstone Terrace, Edinburgh EH10 6YN
- **By BACS:** here are our full bank details: Bank of Scotland, The Mound, Edinburgh, EH1 1YZ. Sort code: 80-20-00, account number: 06070236, account name: Business Stream Revenue Account

## Our charges

### If the property has a water meter

If your property has a water meter, we base the water and waste water charges on each cubic meter (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**

### i) Water and waste water charges for sites supplied through a water meter less than 20mm

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

ii) Water and waste water charges for sites supplied through a water meter equal to or greater than 20mm

Fixed Charges		
Meter size	Water (£/annum)	Waste Water (£/annum)
25-30mm	£388	£388
40mm	£1,100	£1,100
50-63mm	£2,446	£2,446
80mm	£6,368	£6,163
100mm	£15,407	£15,006
150mm	£43,351	£35,950
200mm	£94,483	£35,950
250mm	£171,181	£35,950
300mm	£276,749	£35,950

### Volumetric Water Charges

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

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 (LUVA)	
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 250,000m <sup>3</sup> 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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### iii) 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 Ratable Value (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>3</sup> )	34.666p

### iv) Roads Drainage Charge

Roads drainage charges apply to all 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

## If the property has no water meter

If the property does not have a water meter, then for 2008/09 you will pay a fixed charge and a charge based on the RV of the property.

### i) Fixed Charge

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

### ii) RV Charge

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

### iii) Property Drainage Charge

If rainwater drains to the public sewer 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

### iv) 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

## How are Rateable Value charges applied?

Charges for un-metered properties, as well as property and roads drainage charges at both un-metered and metered properties, will continue to be applied in relation to the Rateable Value (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
- the property has been re-valued following modification or extension
- the property has been brought into charge for the first time after March 2000
- the March 2000 RV is no longer available

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

## VAT

The charge for water services is zero rated for VAT 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.

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

The main trade effluent charges are as follows:

### Minimum Charge

£166.74/annum (only applicable where Availability Charge + Operating Charge is less than £166.74)

### Availability Charge

$365 \times [ [ CDV \times (Ra + Va) ] + (Ba \times sBODI) + (Sa \times TSSI) ]$

### Operating Charge

$AVD \times [ Ro + Vo + (Bo \times \frac{Ot}{Os}) + (So \times \frac{St}{Ss}) ]$

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 of the effluent
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.

## Field Troughs, Drinking Bowls and Outside Taps

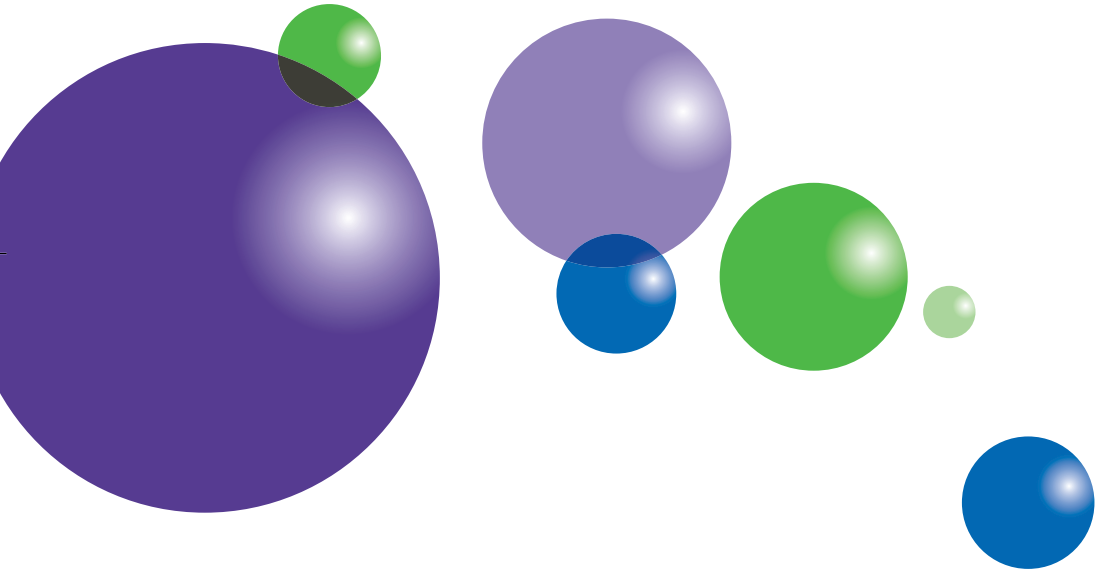
If you have these types of properties, you'll be charged the following:

Type of properties	£/annum
Crofts and Registered Small Holdings	£87.50
Other properties	£134.34
Caravans	£119.95

## Contact information

To find out how we can make water work for you, get in touch.

- **Online:** [www.business-stream.co.uk](http://www.business-stream.co.uk)
- **By email:** [customer.service@business-stream.co.uk](mailto:customer.service@business-stream.co.uk)
- **By phone:** 0845 602 8855.
- **By post:** 55 Buckstone Terrace, Edinburgh, EH10 6XH.



Scottish Water Business Stream Limited is trading as Business Stream, VAT number 878 278 166.

Lines are open 8am-6pm, Monday to Friday. Calls from BT landlines will cost a maximum of 4p per minute for 0845 numbers and a 6p call set-up fee. The price of calls from other telephone companies may vary.