



business stream

A SCOTTISH WATER COMPANY



# Our charges

from 1 April 2010



2010  
2011



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.

### eBilling

As well as our standard paper bill, you can also sign up for online eBilling. eBilling saves paper by storing all of your bills online, and allows you to manage your account at your own convenience.

eBilling is particularly useful for our multi-site customers. You can consolidate your bills into a monthly, fully-itemised electronic statement, to see your balance and how much each site is using.

To sign up for eBilling, visit our website at [www.business-stream.co.uk/eBilling](http://www.business-stream.co.uk/eBilling)

### It's easy to pay!

Once you receive your bill, we have a range of payment options:

- **By direct debit:** complete the direct debit mandate form in this booklet or call us on **0845 602 8855**. Since direct debit is quicker and easier for both you and us, we'll give you a small discount to say thanks.
- **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 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 17381, Edinburgh, EH12 1GT.
- **By BACS:** we bank with Bank of Scotland, The Mound, Edinburgh, EH1 1YZ. Sort code: 80-20-00, account number: 06070236, account name: Business Stream Revenue Account.

## 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:** 0845 850 3344
- **By email:** [info@waterwatchscotland.org](mailto:info@waterwatchscotland.org)
- **In writing:** 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 licences 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:** 01786 430 200
- **By email:** [enquiries@watercommission.co.uk](mailto:enquiries@watercommission.co.uk)
- **In writing:** Water Industry Commission for Scotland, Ochil House, Springkerse Business Park, Stirling FK7 7EX
- **Online:** [www.watercommission.co.uk](http://www.watercommission.co.uk)

[www.business-stream.co.uk](http://www.business-stream.co.uk)  
**0845 602 8855**

## Our charges

There are three basic charge elements that apply to most sites and make up your bill – water, waste water and drainage. If your property has a water meter, your water and waste water charges are based on usage recorded by the meter. If you don't have a water meter, your charges are based on the rateable value (RV) of the property. Drainage charges for all customers are based on the RV of the property.

All properties with these services are charged a fixed rate and a volumetric rate for each element of their usage, in addition to property and roads drainage. This makes six bill elements in total:

- a fixed charge for water
- a volumetric charge for water
- a fixed charge for waste water
- a volumetric charge for waste water
- a property drainage charge
- a roads drainage charge

### How RV charging works

For most customers, the RV used for any un-metered water and waste water charging, as well as for property and roads drainage, will be the one assigned in March 2000, unless:

- the property has been built since then
- the property has been re-valued following modifications or extensions
- the property has been brought into charge for the first time after March 2000
- the March 2000 RV is no longer available

If, because of one of the reasons above, it's not appropriate to bill on the March 2000 RV, charges will be applied based on the RV held by the local Council Regional Assessors in March 2005.

If you do not think that your un-metered RV charges for water and waste water reflect your actual usage, you can apply for a reassessment. Our online guide at [www.business-stream.co.uk/reassessment-guide](http://www.business-stream.co.uk/reassessment-guide) gives more information on this process.

## Changes to your bill from full business metering

In 2004, the Scottish Government and the Water Industry Commission for Scotland decided to change the way businesses are charged for their water to ensure a fairer system. Meters have been fitted free of charge in thousands of businesses up and down the country as part of this full business metering project. 1 April 2009 saw the end of the meter installations and the start of metered charges for these customers.

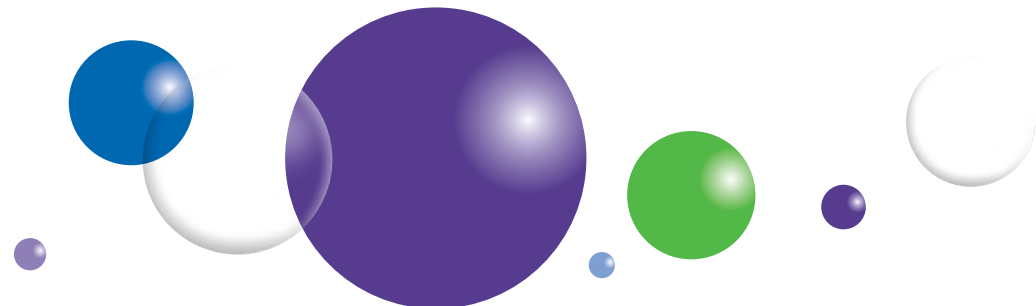
To help businesses get used to this way of charging, the Government and industry regulator have decided to phase in metered billing over four years. If you've received a meter as part of this project, the percentage of charges that you'll see on your bills each year is set out in the table below:

	April 2008 – March 2009	April 2009 – March 2010	April 2010 – March 2011	April 2011 onwards
Metered charges	0%	33%	67%	100%
Un-metered charges	100%	67%	33%	0%

So from 1 April 2009, we billed you for 33% of your metered usage, and 67% of your rateable value (un-metered) charges. From 1 April 2010, we will bill you for 67% of your metered usage, and 33% of your rateable value (un-metered) charges.

These percentages will be the same for every customer on the project. Since this was a project determined by the Scottish Government and the Water Industry Commission for Scotland, all water and waste water retailers in Scotland will be required to implement the phasing the same way, and we cannot allow any customers to switch to metered charges outwith the phasing detailed in the above table.

You can find more information about the project on our website at [www.business-stream.co.uk/phased-bills](http://www.business-stream.co.uk/phased-bills), as well as more details about the phasing, answers to key questions and a virtual calculator to help you work out how much your new charges will be.



## Water charges

If your property has a meter, the fixed element of your water charges will be based on the size of your meter, and the volumetric rate will apply per cubic metre of water that you use (1m<sup>3</sup> = 1,000 litres).

Meter size	Fixed charge (£/year)
20mm or smaller	£133.39
25–30mm	£396
40mm	£1,122
50–63mm	£2,495
80mm	£6,497
100mm	£15,717
150mm	£44,223
200mm	£96,383
250mm	£174,624
300mm	£282,316

The volumetric charge for water is based on the usage recorded by the water meter.

For meters with a size up to and including 20mm, the first 25m<sup>3</sup> of water consumed will be charged at £2.0013 per m<sup>3</sup>, and all subsequent usage will be charged £0.7506 per m<sup>3</sup>, until you get up to 100,000 m<sup>3</sup> at a single site.

For meters greater than 20mm, consumption will be charged £0.7506 per m<sup>3</sup>, until you get up to 100,000 m<sup>3</sup> at a single site. If you reach more than 100,000 m<sup>3</sup> total at a single site, you'll be charged £0.6421 per m<sup>3</sup>. Once you reach 250,000m<sup>3</sup>, you will be charged £0.6186 per m<sup>3</sup>.

Customers are no longer able to create new large user volume agreements (LUVAs), but for those on existing LUVAs, the volumetric charges listed below apply (for a single site).

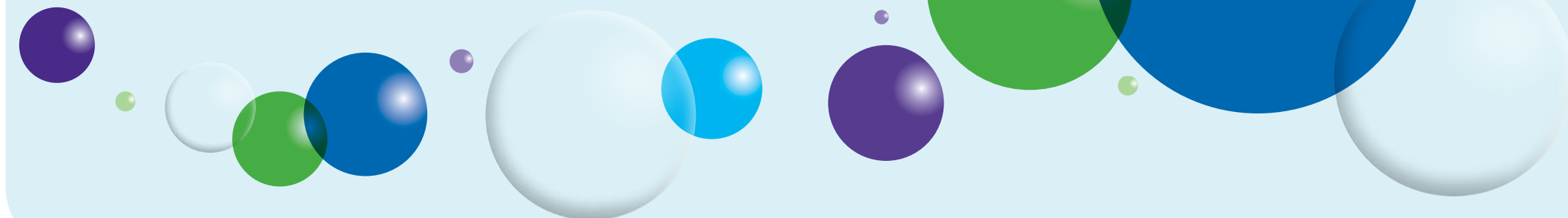
Consumption	Charge per m <sup>3</sup>
0–100,000m <sup>3</sup>	£0.7506
100,001–250,000m <sup>3</sup>	£0.5397
250,001–1,000,000m <sup>3</sup>	£0.4775
1,000,001m <sup>3</sup> and over	£0.4586

If your property does not have a meter, your fixed and volumetric charges are based on the rateable value (RV) of your property.

Fixed charge (£/year)	Charge per £ of RV
£147.43	£0.02832

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 us.



## Waste water charges

Just like the water charges, waste water is charged at a fixed rate and a volumetric rate. Again, how you are charged for each of these elements depends on whether your property is metered or not.

If your property has a water meter, the fixed element of your charge will be based on the size of your meter, and the volumetric rate will apply per cubic metre of water that you use (1m<sup>3</sup> = 1,000 litres).

Meter size	Fixed charge (£/year)
20mm or smaller	£124.48
25–30mm	£401
40mm	£1,137
50–63mm	£2,528
80mm	£6,369
100mm	£15,509
150mm	£37,153

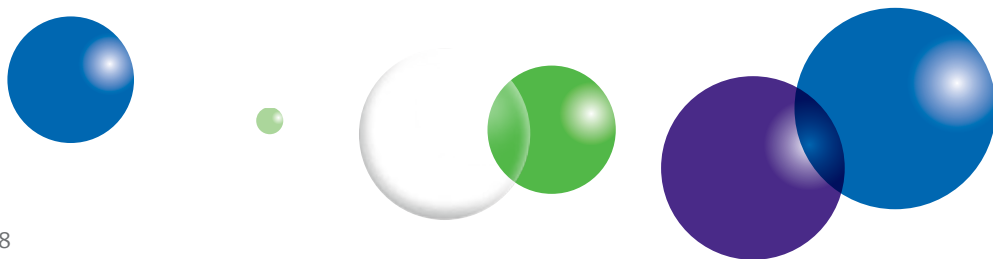
Since not all of the water you use comes back to the public sewerage system, your waste water volume is assumed to be only 95% of your water volume, unless you are a trade effluent customer. Therefore, waste water charges are based on 95% of the water charges above.

For meters with a size up to and including 20mm, for the first 23.75m<sup>3</sup> of waste water, your volumetric charge is £2.1629 per m<sup>3</sup>. Any further waste water is charged £1.3006 per m<sup>3</sup>.

For meters greater than 20mm, you will be charged £1.3006 per m<sup>3</sup> for the waste water volumetric charge.

If your property does not have a meter, your fixed and volumetric charges are based on the rateable value (RV) of your property.

Fixed charge (£/year)	Charge per £ of RV
£160.88	£0.04592



## Drainage charges

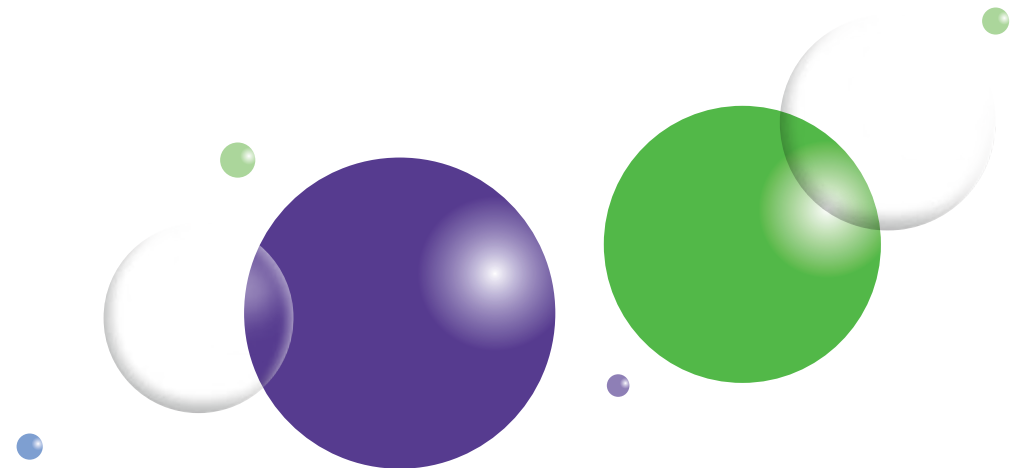
There are two types of drainage that most customers are liable for – property drainage and roads drainage.

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

If ANY property drainage goes to the public sewerage system (£RV/annum)	£0.02465
If NO property drainage goes to the public sewerage system	No charge
Properties where area-based property drainage charges applied in 2005/06 (per m <sup>2</sup> )	£0.35826

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 (£RV/annum)	£0.01583
If property has NO connection to the public sewerage system	No charge



## Trade effluent charges

The main trade effluent charges are:

### Minimum charge

£171.64 per year (only applicable where the availability charge + operating charge is less than £171.64)

### Availability charge

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

Availability charge items	£/m <sup>3</sup> /day
Ra (Reception charge)	£0.087187
Va (Volumetric/Primary charge)	£0.058051
Ba (Biological capacity charge)	£0.221515
Sa (Sludge capacity charge)	£0.189870

### Operating charge

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

Operating charge items	£/m <sup>3</sup> /day
Ro (Reception charge)	£0.140547
Vo (Volumetric/Primary charge)	£0.093735
Bo (Secondary treatment charge)	£0.125271
So (Sludge treatment charge)	£0.076603

### Table of standard strength values

Os (settled chemical oxygen demand) of the foul sewerage	350 milligrams per litre
Ss (suspended solids) of the foul sewerage	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.

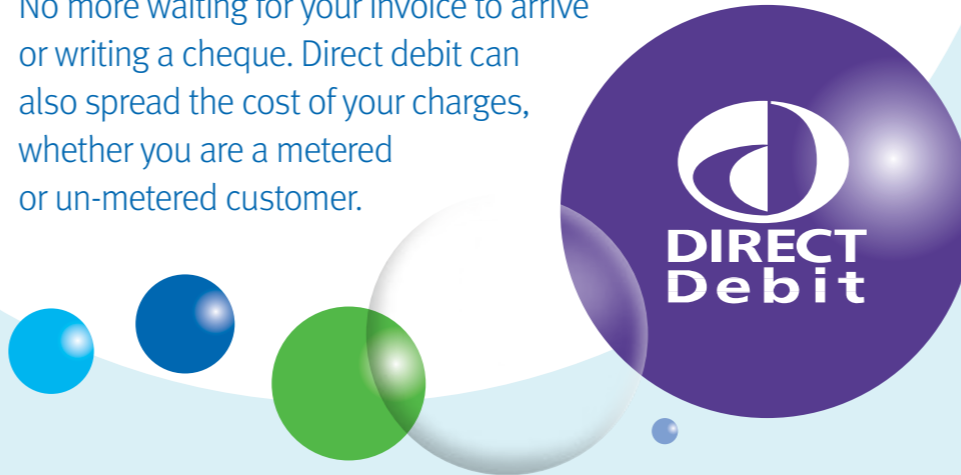
## Field troughs, drinking bowls and outside taps

Type of properties	£/year
Crofts and Registered Small Holdings	£90.63
Other properties	£139.05

# Pay the easy way

Let's face it – no one likes paying bills. Paying your water and waste water charges by direct debit makes it easier.

No more waiting for your invoice to arrive or writing a cheque. Direct debit can also spread the cost of your charges, whether you are a metered or un-metered customer.



### Metered customers

If you have a meter, you can pay by direct debit using the following two options:

- monthly budget plan – your quarterly invoices spread equally into monthly instalments over a year
- quarterly invoiced – payments deducted 14 days or more after your quarterly invoice

### Un-metered customers

Un-metered customers can pay by direct debit using the following two options:

- monthly budget plan – your annual invoice spread equally into ten monthly instalments over a year
- one annual instalment – one payment deducted 14 days or more after your annual invoice

### Choice of payment dates

You can choose to have your payment deducted on or after the 1<sup>st</sup>, 7<sup>th</sup>, 15<sup>th</sup>, 21<sup>st</sup> or 28<sup>th</sup> of the month. Please indicate your preference on the direct debit instruction attached to this booklet.

## Setting up a direct debit

Setting up a direct debit payment scheme could not be easier. Simply complete the attached form and return it to us. Please ensure you:

- include your bank/building society details, including the eight-digit account number and six-digit sort code
- include your customer reference number – this is shown on the top right-hand corner of your invoice
- indicate your preferred payment option
- indicate your preferred payment date – 1<sup>st</sup>, 7<sup>th</sup>, 15<sup>th</sup>, 21<sup>st</sup> or 28<sup>th</sup>

Alternatively, you can call our customer service centre on **0845 602 8855** to set up a paperless direct debit.



### The direct debit guarantee

- This guarantee should be retained by the payer.
- This guarantee is offered by all banks and building societies that take part in the direct debit scheme. The efficiency and security of the scheme is monitored and protected by your own bank or building society.
- If the amounts to be paid or the payment dates change, Business Stream will notify you ten working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Business Stream or your bank/building society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a direct debit at any time by writing to your bank/building society. **Please ensure you also send a copy to us.**

### Contact information

If you have any queries regarding direct debit, or would like an estimate of what your instalments are likely to be, please contact our customer service centre on **0845 602 8855**.

Or write to our customer service centre at **Business Stream, 7 Lochside View, Edinburgh EH12 9DH**.

## Instruction to your bank or building society to pay by direct debit\*

Please fill in the form in ball point pen, tear off along perforated edge and send to **Business Stream, PO Box 17381, Edinburgh EH12 1GT.**



To: The manager

Bank/building society:

Address:

Name(s) of account holder(s):

Email:

Branch sort code:

Bank/building society account no.

### Payment options

Monthly budget plan

Upon receipt of invoice, one payment no earlier than 14 days following issue of invoice

### Payment date

1<sup>st</sup>  7<sup>th</sup>  15<sup>th</sup>  21<sup>st</sup>  28<sup>th</sup>  of the month

Originator's identification number:

6 7 3 0 8 3

Customer reference number:

## Instruction to your bank or building society\*

Please pay Business Stream direct debits from the account detailed in this instruction subject to the safeguards assured by the direct debit guarantee. I understand that this instruction may remain with Business Stream and, if so, details will be passed electronically to my bank/building society.

\*Banks and building societies may not accept direct debit instructions for some types of accounts.

Signature(s):

Date:

As a valued Business Stream customer we may from time to time contact you to ask for your opinion of the services we provide or to let you know about other goods and services that may be of interest to you.

Please tick the box if you do not wish to receive such information from Business Stream.

If you'd like to save time and money by managing your bills online with eBilling, please tick here.



OCH0110V3

Scottish Water Business Stream Limited trading as Business Stream. Registered in Scotland.

Registered number: SC294924.

VAT no. 945 8508 85

Registered office address and principal place of business:

7 Lochside View  
Edinburgh  
EH12 9DH

Lines are open 8am–6pm, Monday to Friday. Calls from BT landlines will cost a maximum of 2p per minute for 0845 numbers and an 8p call set-up fee. The price of calls from other telephone companies may vary. The call cost is correct at March 2009.

Visit our website  
for more information

[www.business-stream.co.uk](http://www.business-stream.co.uk)

0845 602 8855