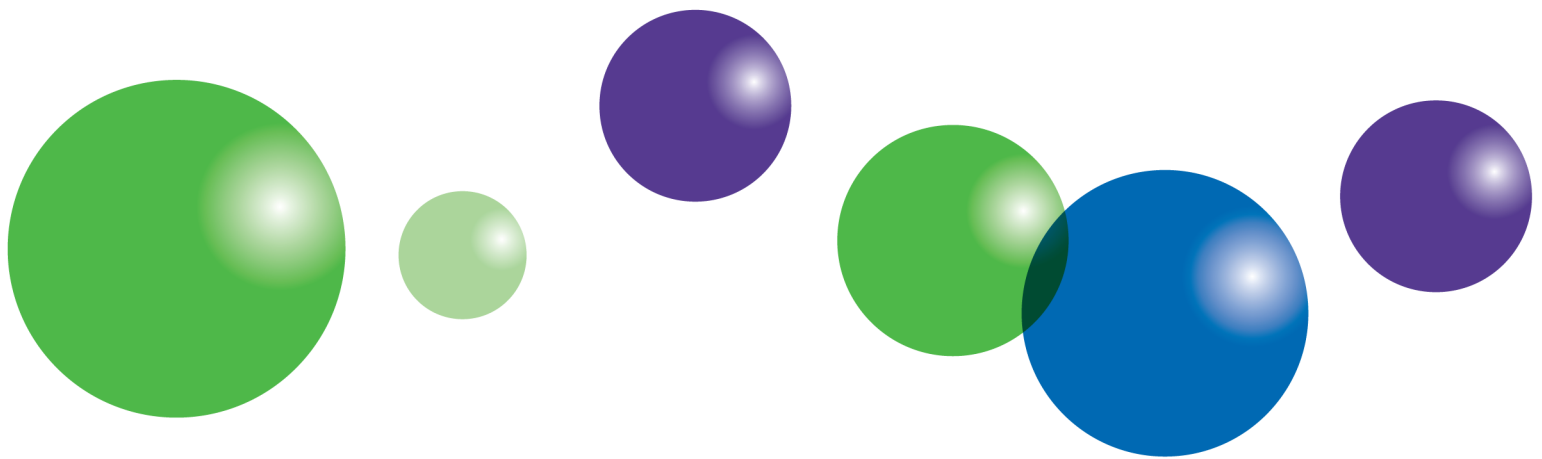




Our full charging statement 2009/10



Making water work for you

Table of contents

1	Introduction
2	Our customers
3	Our charges
4	How RV charging works
5	Water charges
5.1	Metered water
5.1.1	Fixed charges for metered water
5.1.2	Volumetric charges for metered water
5.2	Un-metered water
6	Waste water
6.1	Metered waste water
6.1.1	Fixed charges for metered supplies
6.1.2	Volumetric charges for metered supplies
6.2	Un-metered waste water
7	Changes to your bill from Full Business Metering
8	Drainage
8.1	Property drainage
8.2	Roads drainage
9	Trade effluent
9.1	Availability charge
9.2	Operating charge
9.3	Table of standard strength values
9.4	Operational requirements of Scottish Water (the wholesaler)
10	Field troughs, drinking bowls and outside taps
11	Caravans

- 12 Disconnections**
 - 12.1 Temporary disconnections**
 - 12.2 Permanent disconnections**
- 13 Metering services**
 - 13.1 Meter installation**
 - 13.2 Changing meter sizes**
 - 13.3 Replacing a damaged meter**
 - 13.4 Meter accuracy test**
- 14 New connections**
 - 14.1 Application fee**
 - 14.2 Design charges**
 - 14.3 Infrastructure charges**
 - 14.4 Connection charges**
 - 14.5 Inspection charges**
- 15 Building water**
 - 15.1 Water for commercial house building**
 - 15.2 Water for business and industrial developments**
 - 15.3 Site accommodation water**
- 16 VAT**
- 17 Recovery charges**
- 18 The Government exemption scheme**
- 19 Your bills**
- 20 Payment options**
- 21 Contact information**

1 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. Our 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, and we purchase these services from Scottish Water (the wholesaler).

The Business Stream website can be found at 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.

2 Our customers

In the new retail market that opened in Scotland on 1 April 2008, all non-domestic properties are able to receive their water and waste water services from Business Stream. All domestic properties continue to receive services from Scottish Water, which is normally paid for as part of their council tax bill.

This means that, where there is a domestic building with a separate water supply but within the boundary of your business property, the domestic building will be treated as if it were a completely separate property and will be charged for water and waste water services as part of the council tax bill.

However, if your business property also contains a domestic element on the same water supply, the property as a whole will be charged for services by Business Stream. This means that you should still pay council taxes for the domestic property, but you should ensure that your bill does **not** include charges for water and waste water services, because you'll be billed for this directly from us.

If you have any questions about who should bill you for your services, please call our customer response team on 0845 602 8855.

3 Our charges

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.

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:

1. a fixed water charge for water
2. a volumetric charge for water
3. a fixed water charge for waste water
4. a volumetric charge for waste water
5. property drainage
6. roads drainage

How you are charged for water and waste water depends on whether your property has a water meter or not, but property and roads drainage are charged based on the rateable value (RV) of the property for all customers.

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

In addition to standard ongoing services, we also provide additional services that happen on a more ad-hoc basis, ie disconnections, metering services, building water and new water and sewerage connections. The charges for these services are also included below.

4 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, from 1 April 2009, you can apply for a reassessment. Our online guide explains the process, visit our online guide www.business-stream.co.uk/reassessment-guide for more information.

5 Water charges

5.1 Metered water

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 ($1\text{m}^3 = 1,000$ litres).

5.1.1 Fixed water charges for metered supplies

Meter size	Fixed charge (per year)
20mm or smaller	£134.30
25-30mm	£399
40mm	£1,130
50-63mm	£2,512
80mm	£6,541
100mm	£15,825
150mm	£44,526
200mm	£97,043
250mm	£175,820
300mm	£284,249

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.

Your meter size may be reduced for charging purposes if your property has a fire fighting system and you have a fire tariff agreement. In this situation, Scottish Water will assess the appropriate meter size for charging purposes.

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.

5.1.2 Volumetric water charges for metered supplies

The volumetric charge for water is based on the usage recorded by the water meter. The first 25m^3 of water consumed will be charged at £2.015 per m^3 , and all subsequent usage will be charged £0.7557 per m^3 , until you get up to $100,000\text{m}^3$ at a single site.

If you reach more than $100,000\text{m}^3$ total at a single site, you'll be charged £0.6465 per m^3 . Once you reach $250,000\text{m}^3$, you will be charged £0.6228 per m^3 .

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^3
0- $100,000\text{m}^3$	£0.7557
100,001- $250,000\text{m}^3$	£0.5434
250,001- $1,000,000\text{m}^3$	£0.4808
$1,000,001\text{m}^3$ and over	£0.4617

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, you will continue to be charged on an un-metered basis.

5.2 Un-metered water

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

Fixed charge	Charge per £ of RV
£148.44	£0.02851

6 Waste water

Just like the water charges, waste water is charged at 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.

6.1 Metered waste water

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 ($1\text{m}^3 = 1,000$ litres)

6.1.1 Fixed waste water charges for metered supplies

Meter size	Fixed charge (per year)
20mm or smaller	£123.71
25-30mm	£399
40mm	£1,130
50-63mm	£2,512
80mm	£6,330
100mm	£15,413
150mm	£36,924

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.

Your meter size may be reduced for charging purposes if 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 this situation, Scottish Water will assess the appropriate meter size for charging purposes.

6.1.2 Volumetric waste water charges for metered supplies

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. 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.

For the first 23.75m^3 of waste water, your volumetric charge is £2.1496 per m^3 . Any further waste water is charged £1.2926 per m^3 .

6.2 Un-metered waste water

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

Fixed charge	Volumetric charge (per £ of RV)
£159.89	£0.04564

7 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 will see the end of the meter installations and the start of metered charges for these customers.

In line with Scottish Government policy and to help businesses get used to this way of charging, our industry regulator has 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 will bill you for 33% of your metered usage, and 67% of your rateable value (unmeasured) charges. From 1 April 2010, we will bill you for 67% of your metered usage, and 33% of your rateable value (unmeasured) 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 charge 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, 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.

8 Drainage

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.

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

Property and roads drainage are applied in relation to the RV of your property. There is also a property drainage charge that is based on the area of the property that is connected to the public sewerage system, which this is calculated per square metre (m²) of the property area. However, the area-based property drainage charge is only applicable at properties that qualified for this charge in 2008/09.

8.1 Property 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 (pence/£RV/annum)	2.450p
If NO property drainage goes to the public sewerage system (pence/£RV/annum)	No charge
Properties where area-based property drainage charges applied in 2008/09 (pence/m ²)	35.605p

8.2 Roads drainage

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)	1.573p
If property has NO connection to the public sewerage system (pence/£RV/annum)	No charge

9 Trade effluent

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.

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.

Your trade effluent charge will be the greater of:

- a minimum charge of £171.26 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

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

9.1 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.

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

Type of charge	Charge per m ³ per day
Ra (Reception charge)	£0.086996
Va (Volumetric/Primary charge)	£0.057924
Ba (Biological capacity charge)	£0.221029
Sa (Sludge capacity charge)	£0.189453

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.

9.2 Operating charge

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

- actual volume discharged (AVD)
- fixed strength (settled chemical oxygen demand) of the effluent (Ot)
- the settled chemical oxygen demand of the foul sewage (Os)
- fixed strength (settleable solids) of the effluent (St)

- total suspended solids in the foul sewage (S_s)

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

Type of charge	Charge per m3
Ro (Reception charge)	£0.140238
Vo (Volumetric/Primary charge)	£0.093529
Bo (Secondary treatment charge)	£0.124996
So (Sludge treatment charge)	£0.076435

9.3 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.

9.4 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.

10 Field troughs, drinking bowls and outside taps

For 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 and varies depending on the type of property.

Charges for outside taps apply to all external taps at non-household properties (including farms) where the property has no water meter and/or no RV. These charges also 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.

Type of properties	£ per year
Crofts and registered small holdings	£91.25
Other properties	£140

11 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.

Fixed charge	£ per year
Water	£125
Waste water	£139.18

12 Disconnections

There are two types of disconnections that we offer – temporary and permanent. You can request and pay for either type to be carried out at your property.

We will also temporarily disconnect your supply if you fail to pay your bills. We will reconnect the supply once all outstanding bills have been paid, including the applicable disconnection and reconnection charges.

12.1 Disconnection surveys

The cost for disconnecting your supply – whether temporarily or permanently – is based on whether alterations to your pipework are needed. To establish what work is required, we must first carry out a survey. If you need the survey to be done out-of-hours, ie out with Monday to Friday, 8am to 6pm, the survey charges increase.

The first hour of an in-hours standard disconnection survey	£82.31
For each hour thereafter of an in-hours standard survey	£54.87
The first hour of an out-of-hours standard disconnection survey	£110.08
For each hour thereafter of an out-of-hours standard survey	£73.24

If you can commit to going through with the disconnection before the survey is even carried out, and the survey shows that a standard disconnection is possible, we'll reduce your charges by the amounts below.

In-hours advanced commitment standard disconnection	-£54.87
Out-of-hours advanced commitment standard disconnection	-£73.24

12.2 Temporary disconnection

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 charges for water and waste water will continue to apply for each period of temporary disconnection (see sections 5.1.1 and 6.1.1).

In hours temporary disconnection	£82.31 per hour
Out-of-hours temporary disconnection	£110.08 per hour
Temporary – requiring pipe work alteration	Based on actual cost

The following charges will be applied to your account if we conduct a survey to disconnect your supply for non-payment of your bills.

The first hour of an in-hours disconnection survey	£164.50
For each hour thereafter of an in-hours survey	£109.74
The first hour of an out-of-hours disconnection survey	£220.04
For each hour thereafter of an out-of-hours survey	£146.58
Disconnection requiring pipe work alteration	Based on actual cost

The following charges will be applied to your account for the reconnection of your supply following a temporary disconnection.

In hours reconnection	£82.31 per hour
Out-of-hours reconnection	£110.08 per hour
Reconnection requiring pipe work alteration	Based on actual cost

12.3 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, but we ask that you send a £500 deposit in with your application. Any costs will be deducted from this amount – any difference will be refunded and any further costs will be invoiced upon completion of the work.

In-hours standard disconnection	£82.31 per hour
Out-of-hours standard disconnection	£110.08 per hour
All other non-standard disconnections	Reasonable costs

13 Metering services

Metering your supply allows us to bill you based on your actual consumption and also allows you to monitor and manage your usage. Our metering services will help you get a meter installed, keep it working properly, and make sure it's the right size for your property.

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 or email us customer.service@business-stream.co.uk.

13.1 Meter installation

If you ask for a meter to be installed at your un-metered property, 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, so we must first carry out a survey at your property to make sure that installation is possible. When this is not possible, we will explain the circumstances behind Scottish Water's decision. If you need the survey to be done out-of-hours, ie out with 8am to 6pm Monday to Friday, the survey charges increase.

The first hour of an in-hours meter installation survey	£82.31
For each hour thereafter of an in-hours meter installation survey	£54.87
The first hour of an out-of-hours meter installation survey	£110.08
For each hour thereafter of an out-of-hours meter installation survey	£73.24
Meter installation surveys requiring additional resources	reasonable costs

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
- 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. In all other cases, the charges below apply

Description of work	Charge per meter
15mm internal fit	£283.61
20mm internal fit	£297.11
25mm internal fit	£342.13
30mm internal fit	£409.65
40mm internal fit	£697.77
50mm internal fit	£898.10
80mm internal fit	£1,015.14
100mm internal fit	£1,224.47
150mm internal fit	£1,456.32
15mm external fit in existing chamber (no dig-up)	£445.67
20mm external fit in existing chamber (no dig-up)	£459.17
25mm external fit in existing chamber (no dig-up)	£504.20
30mm external fit in existing chamber (no dig-up)	£571.72
40mm external fit in existing chamber (no dig-up)	£609.99
50mm external fit in existing chamber (no dig-up)	£1,138.94
80mm external fit in existing chamber (no dig-up)	£1,255.98
100mm external fit in existing chamber (no dig-up)	£1,465.32
150mm external fit in existing chamber (no dig-up)	£1,699.41
15mm external fit, excavate & resurface in verge/footpath	£918.35
20mm external fit, excavate & resurface in verge/footpath	£931.86
25mm external fit, excavate & resurface in verge/footpath	£947.61
30mm external fit, excavate & resurface in verge/footpath	£976.88
40mm external fit, excavate & resurface in verge/footpath	£1,044.40
50mm external fit, excavate & resurface in verge/footpath	£1,406.79
80mm external fit, excavate & resurface in verge/footpath	£1,523.84
100mm external fit, excavate & resurface in verge/footpath	£1,733.17
150mm external fit, excavate & resurface in verge/footpath	£1,965.01
15mm external fit, excavate & resurface road	£1,231.22
20mm external fit, excavate & resurface road	£1,244.73
25mm external fit, excavate & resurface road	£1,318.80
30mm external fit, excavate & resurface road	£1,357.27
40mm external fit, excavate & resurface road	£1,395.53
50mm external fit, excavate & resurface road	£1,595.87
80mm external fit, excavate & resurface road	£1,712.91
100mm external fit, excavate & resurface road	£1,922.24
150mm external fit, excavate & resurface road	£2,154.08
15mm external fit, dig-up & install ebco box + MSM meter in verge	£637.00
20mm external fit, dig-up & install ebco box + MSM meter in verge	£641.50
25mm external fit, dig-up & install ebco box + MSM meter in verge	£682.02
15mm external fit, dig-up & install ebco box + MSM meter in road	£909.35
20mm external fit, dig-up & install ebco box + MSM meter in road	£913.85
25mm external fit, dig-up & install ebco box + MSM meter in road	£954.37

13.2 Changing meter sizes

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.

13.3 Replacing a damaged meter

It is your responsibility to make sure that your meter is protected and kept in good condition. 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, which will be based on the cost of the repairs.

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.

13.4 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 recording your usage accurately, you will be charged for the testing, as per below. If it has been recording your usage inaccurately, this will be corrected at no cost to you.

Meter accuracy test for $\frac{3}{4}$ meter found to be accurate $\frac{3}{4}$ meter 50mm in diameter or smaller	£465.29
Meter accuracy test for $\frac{3}{4}$ meter found to be accurate $\frac{3}{4}$ meter larger than 50mm in diameter	reasonable costs

14 New connections

Business Stream will process applications for new connections to the public network for all commercial developments, but Scottish Water will process all non-commercial applications directly.

There is a minimum charge of £75 that applies to all new connection applications (excluding building water). It will be deducted from your final costs, but if you decide not to proceed with the connection it will not be refunded.

There are four main elements to the new connection charge. Any additional costs will be quoted to you in advance of any work being carried out.

- infrastructure charge
- connection and inspection charges
- building water

14.1 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, eg a development incorporating a block of six offices units will be charged six infrastructure charges.

Water	£323.07
Sewerage	£323.07

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

14.2 Connection charges

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. Please note, the communication pipe is the pipe between the public main and the boundary of the road the main is in.

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.

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

If the communication pipe has an outside diameter larger than 32mm, the above still applies, but 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.

14.4 Inspection charges

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)	£50.05
Inspection fee (sewerage)	£50.05
Water connection (outside diameter up to 32mm and to a non-trunk main)	£301.23
Other water connection	Based on actual cost
Sewerage connection	Based on actual cost

15 Building water

All building water requests that are not self-build houses should be directed to Business Stream and not Scottish Water, regardless of the type of property under construction. Customers requiring water for self-build houses should contact Scottish Water directly.

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.

15.1 Water for 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, and is applied per property.

Flat	£103.02
Semi-detached house	£127.66
Detached house	£163.49

15.2 Water for business and industrial 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
- the actual cost incurred by us for providing and removing the water supply

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 of ready-mix concrete)	0.3% for the first £500,000 of the total estimated contract price, 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

15.3 Site accommodation water

All water for site accommodation will be metered, so the charge is broken into a fixed and volumetric rate as it is at other completed business properties. The fixed charge is £1.49 per week and the volumetric charge is the same as the current volumetric charge for completed business properties (see section 9.1.2).

16 VAT

VAT is only applicable on water charges for all business customers, except those whose main business activity is within divisions 1 to 5 of the 1980 Standard Industrial Classification (VAT does not apply to waste water or drainage charges). 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.

The charges for all metering services are also subject to VAT for all customers, regardless of their Standard Industrial Classification.

All other charges in this document are all zero rated for VAT. If you are in any doubt concerning the application of VAT, please contact us.

17 Recovery charges

As the leading water and waste water services provider in Scotland, Business Stream needs to ensure that it is providing value for money services to its customers. However, as highlighted in our terms and conditions of supply, this is a two-way relationship – in order to continue to provide services, we need our customers to send payment for the services they've received.

If this breaks down in any way, we have to take action. If we don't receive payment on time from you, we'll send you reminders to pay. However, if we continually remind you of your outstanding balance and still do not receive payment, we'll be forced to pass your details to our credit management agency. If we need to do this, we'll charge your account £75+VAT to cover what it costs us to use their services. We will inform you in advance if you risk incurring this charge.

18 The Government exemption scheme

The exemption scheme is a Scottish Government policy that allows charities and volunteer organisations to apply for relief from their water, waste water and drainage charges.

The exemption scheme has qualification requirements and is so not available to everyone. The eligibility criteria are:

- The premises must have had (or should've had) charitable relief on 31 March 1999.
- The premises must be occupied by the same organisation and be used for the same purposes since 31 March 1999.
- The 'net annual income' relating to the premises must be less than £50,000.

The exemption scheme is not available to premises that are:

- retail outlets
- have a permanent liquor licence
- occupied by a local authority

If granted an exemption, as long as your premises continue to be used for the same purpose, you will not need to pay water, waste water or surface water drainage charges at those premises until 31 March 2014 at the earliest.

You will receive a zero bill from us each year. This enables us to verify that you are still in the property and that the contact details are correct. You will not need to make a new application each year.

If you think that you might be eligible for an exemption of this kind, you should contact our customer response team on 0845 602 8855 in the first instance for more guidance.

19 Your bills

Most customers with a water meter are billed quarterly for water and waste water services, based on alternating actual and estimated meter readings. If it's safe and practical for you to do so, you're always welcome to submit your own meter readings online at www.business-stream.co.uk/submitameterreading or by contacting our customer response team on 0845 602 8855 or at customer.service@business-stream.co.uk. By submitting your own meter reading you're helping us ensure the accuracy of your bills.

Customers that meet certain criteria laid out in the market documents issued by the Water Industry Commission for Scotland qualify for monthly readings to be taken, and so will be billed monthly based on these readings.

Customers without a water meter will be billed annually from 1 April for services for the year in advance. If you prefer to break your yearly bill up into more manageable payments throughout the year, you can sign up for monthly or quarterly direct debit payments (see details in section 3).

In addition to receiving paper bills, we have two further billing options that you can take advantage of to make the process more convenient for you:

- Save time and paper by signing up for our free **eBilling** service. You can manage your account online at a time that suits you. Visit www.business-stream.co.uk/eBilling for more details.
- **Consolidated billing** gives multi-site customers a monthly, fully-itemised electronic statement for all your sites billed that month so you can see the balance on your accounts and how much each site is using. If you're interested in consolidated billing, visit our website at www.business-stream.co.uk/consolidated-bills.

20 Payment options

We have a range of flexible payment options.

- Online: visit 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, 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: 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

21 Contact information

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

- online at www.business-stream.co.uk
- by email at customer.service@business-stream.co.uk
- by phone on 0845 602 8855
- by post at 55 Buckstone Terrace, Edinburgh, EH10 6XH

Scottish Water Business Stream Limited is trading as Business Stream, VAT number 945 8508 85.