



## Fire Tariff Application Guidance

These notes are designed to help you complete an application form for a fire tariff review.

This tariff may apply if you have fire fighting equipment, such as fire hydrants or hoses, served by your water meter. Water for firefighting purposes is not chargeable, and a fire tariff takes account of this.

A fire tariff review will only be carried out if your water meter was installed before April 2003. All meters installed since then already take account of firefighting water.

### What happens next?

---

Please complete your form, referring to the detailed guidance for each section below. Send your completed form as an email attachment to [meters@business-stream.co.uk](mailto:meters@business-stream.co.uk).

When we receive your form, we'll carry out an initial analysis of the information you've provided. We will pass it to Scottish Water, who will then decide whether a fire tariff is appropriate. We will let you know the decision, normally within 28 working days of receiving your application.

We may need to carry out a survey of your site in order to reach a decision. If so, we will get in touch and ask you to complete a survey application. You will be asked to pay a standard fee for this.

### 1 Your contact details

---

It will speed your application if we are able to contact you easily. Please provide the name and contact details of the person we should contact about your application. You will find your customer reference number on your water bill.

If the address for correspondence and billing is different, please provide these details too – otherwise you may leave that box blank.

### 2 Information about your water use

---

The details you provide here will help us to reach a decision about adjusting your tariff.

Premises with significant water use often have more than one metered supply, so the sheet is designed to allow for up to four meters.

The notes below should help you complete the form – if you need further help, please contact our customer response team on **0330 123 2000** or email us at [meters@business-stream.co.uk](mailto:meters@business-stream.co.uk).

The form asks for information about devices that are connected directly to the water supply – this means those devices that are connected directly to the water main, without going through a storage tank first.

# business stream

A SCOTTISH WATER COMPANY



## 2.1 Maximum flow rate

If you know the maximum flow rate passing through a particular meter, please write that figure in the box for the relevant meter. The figure is usually shown in cubic meters per hour. If you know the figure in litres per second, you can convert that to cubic meters per hour by multiplying 0.00x (x being litres per second) by 60 then by 60.

If possible, it would help if you can identify the size of the supply pipe as it comes into your property or premises from each meter.

## 2.2 Description of fittings

There are various items to look for, all of which can be found in a typical working environment. All that is required here is for you to count the number of items directly attached to each metered supply and not supplied from storage.

If you have a fire hydrant supply on site and have, for example, two hydrants fed through one of your meters, then write 2 in the fire hydrant box below the appropriate meter. Similarly if you have fire hoses fed by one of your meters, tell us the number of fire hoses.

## 2.3 Details of indirect supply

This part of the form relates to those devices that are connected or supplied by a storage tank. For instance, cold water taps are generally assumed to be on a direct supply and hot water taps are fed from an indirect (tank) supply.

Please count the number and pipe size of supplies into storage tanks – do not count the items or fittings served from these tanks.

## 2.4 Future water requirements

Please tell us about any planned site changes that might affect your water requirements. For example, if you are planning to introduce water saving plans over the next year that will reduce the water required to the site by 10%, or to introduce a new process line that will increase water use, we will need to take account of this when calculating the right size of meter.

## 2.5 Water use

Please tick the 'yes' box if you use water as part of your business process/production activity. If you only use water for domestic use, such as hand washing and toilets, tick the 'no' box.

## 3 Authorisation

---

Please ensure you tick the box to show you have read and accepted Business Stream's terms and conditions and the contents of this section. By ticking the box and emailing your form to us, you are entering into a contract in the same way as you would add a signature to traditional contracts.