

business stream

A SCOTTISH WATER COMPANY



YOUR GUIDE TO LIVE RATEABLE VALUE

A Scottish Government Initiative

**Find out what's changing and why,
and how it will affect your charges.**



Introduction

Water, sewerage and drainage charges are payable by owners and occupiers of all non-household properties which are connected to the public network in Scotland.

Water retailers (like Business Stream) use your property's Rateable Value (RV) to calculate your property and roads drainage charges, and your water and waste water charges if your property doesn't have a meter installed.

The RV currently being used to calculate your charges will be based on historic valuations, which in some cases will date back to 1995.

What is changing?

The Scottish Government has announced that from 1 April 2018, the water industry will begin to use the most up-to-date Rateable Values as the basis for charging for all properties. With any subsequent changes to these Rateable Values used as the basis for future charges.

What is a Rateable Value (RV)?

The Rateable Value (RV) is an assessment of the value of a property made by the Scottish Assessors Association. All properties in Scotland were revalued in April 2017, and the new values are being used to calculate business rates for this year.

How will my charges change?

Some customers may see an increase in their charges as a result of this change, however, to allow businesses to plan for the full impact, the changes will be phased in over a three year period. Your charges will change in equal cash instalments each year; this is referred to as your **charge glide path**, you can see details of this below:

2018/19

Two thirds of your charge are based on your property's historic RV and unit rate and one third are based on your property's live RV and the new unit rate for impacted charges.

2019/20

One third of your charge will be based on your property's historic RV and unit rate and two thirds based on your property's live RV and the new unit rate for impacted charges.

from April 2020

Your charges will be based on your property's live RV and the new unit rate.

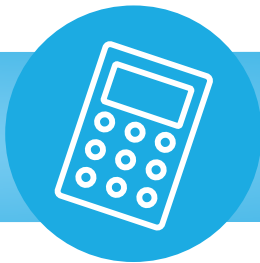
Find out what your charges will be with our online calculator

We've made it easy for you to find out how much you'll be charged when the changes come into effect with our online calculator.

Simply visit business-stream.co.uk/Live-RV to find out more.

All you need is your current RV which can be found in your letter and your Live RV which you can find by visiting saa.gov.uk. You'll also need to know if your property has a meter or not, you'll be able to find this out by looking at your latest bill.

Please note, the calculator will not include your fixed water and waste water charges, or your volumetric charges if your property has a meter, as these charges will not be impacted by this change.



Remember, we're here to help you

Our online calculator will help you to understand how these changes will impact your charges.

You can check out our frequently asked questions overleaf, or visit our website to find out more: business-stream.co.uk/Live-RV

Frequently asked questions

When will the changes take effect from?

The new charging approach takes effect from 1 April 2018. The first bill you receive which covers a period after this date, will include the new charges.

Do I need to follow the phased charging approach?

Yes. The phased profile was determined by the Scottish Government and all retailers have to comply with this approach.

If I move to another retailer will I still be affected by this change?

Yes, this is a Scottish Government initiative and all retailers have to adopt this change.

What happens if my Rateable Value changes during the transition period?

You can find out more information about changes to your RV by visiting business-stream.co.uk/Live-RV.

My 2017 RV has reduced, why can't I be charged on my Live RV now?

The Scottish Government have determined that all customers must be charged using the phased approach.

Are there any alternatives to being charged on Rateable Value?

If a water meter can be fitted to your water supply, you can be charged for the actual water that is used by your business. If a water meter can't be fitted, then the charges can be based on an assessment of the water that your business uses.

You can find out more by visiting business-stream.co.uk/reassessment.

There is currently no alternative to using Rateable Value as the basis for property and roads drainage charges.

Will Scottish Water or Water Retailers get more money from this change?

No, this is not a revenue raising measure for the water industry.

To ensure the business community does not pay more for their services, the unit rate you're charged for your new RV will reduce by approximately 25%.

Is it possible to make a saving on my bill?

You can find out if you could make a saving on your bill by getting an instant quote online when you visit business-stream.co.uk/Big-Deals.

If you have a water meter, our website has lots of hints and tips to help you become more water efficient, which could save you money on your bills.

Alternatively, if your property doesn't have a meter installed, you may want to consider reassessment. Visit business-stream.co.uk/reassessment to find out more.

What do I need to do next?

You can find out more information by visiting business-stream.co.uk/Live-RV where you'll find our handy calculator which will help you assess the impact on your bills. We'll get in touch with you again in the New Year with more information on how this change will affect you, including details on what to do if you think your charging data may be incorrect.