



Our full charging statement for Scotland 2023/24



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SECTION 1: INTRODUCTION

1. This Charging Scheme shall apply to those non-household premises for which Business Stream is, or is deemed to be, the licensed supplier of water and/or sewerage services and are located within the area for which Scottish Water is the appointed water and/or sewerage wholesaler. It shall not apply to premises outside that region.
2. This Charging Scheme should be read in conjunction with either:
 - (a) Business Stream's Standard Terms and Conditions for Scotland for Supplying Water and Waste Water Services, which can be found at [business-stream.co.uk/Terms and Conditions for Scotland](https://business-stream.co.uk/Terms%20and%20Conditions%20for%20Scotland) and which together form the Scheme of Terms and Conditions; or
 - (b) The Water Industry Commission for Scotland's Deemed Contract Scheme which can be found at [business-stream.co.uk/Deemed Contract terms and conditions](https://business-stream.co.uk/Deemed%20Contract%20terms%20and%20conditions)
3. For the purposes of Clause 9.1 of Business Stream's Standard Terms and Conditions for Scotland for Supplying Water and Waste Water Services, payment by Customers of their charges is due no later than 14 calendar days after the date on which Business Stream's bill is issued.
4. The amounts now fixed by Business Stream in respect of the charges provided for in this Charging Scheme are those shown in the Schedules.
5. All charges stated in this document are exclusive of Value Added Tax (VAT).
 - (a) VAT is chargeable at the standard rate on clean water charges for all customers whose main business activity falls within divisions 1 to 5 of the Standard Industrial Classifications (SIC) as used by Companies House.
 - (b) Customers whose activities do not fall into one of these 5 divisions are not liable for VAT on their water charges. For those customers whose business does fall into one of the divisions, VAT is only applicable on clean water charges. Waste water and drainage charges have zero rated VAT liability.
 - (c) All other elective services provided by Business Stream have a standard rated VAT liability. Elective services are any services that fall out with the primary water, waste water and drainage charges that every business is required to pay. The only exception to this is infrastructure charges for new water connections, which are outside the scope of UK VAT.
6. Nothing in this Charging Scheme shall affect Business Stream's powers or rights to enter into or be bound by agreements with persons to be charged, whether made before or after the coming into operation of this Scheme.
7. Standards of service - Business Stream has high standards and is committed to making sure its customers always get the service they deserve. It will do its utmost to put things right if there are any problems. If it fails to deliver its promised standards, it will compensate all affected customers. The levels of compensation can be found on our website [Standard Service Levels - business-stream.co.uk](https://business-stream.co.uk).

SECTION 2: PRIMARY CHARGES

Part 1 Water charges

1. Metered water

1.1 Fixed water charges for metered supplies

Meter size	Fixed charge (per year)
20mm or smaller	£160.27
25-30mm	£477.00
40mm	£1,349.00
50-63mm	£2,998.00
80mm	£7,806.00
100mm	£18,884.00
150mm	£53,136.00
200mm	£115,808.00
250mm	£209,818.00
300mm	£339,215.00

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.

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.

1.2 Volumetric water charges for metered supplies

For meters with a size up to and including 20mm

Consumption	Charge per m ³
0 - 25 m ³	£2.4046
Over 25m ³	£0.9019

For meters greater than 20mm

Consumption	Charge per m ³
0 -100,000 m ³	£0. 9019
100,001 - 250,000m ³	£0. 8310
250,001 to 1,000,000m ³	£0. 7432
over 1,000,000m ³	£0. 5510

2. Unmetered water

Fixed charge	Charge per £ of RV (not applicable if property is vacant)
£187.99	£0.02440

Part 2 Waste water

1. Metered waste water

1.1 Fixed waste water charges for metered supplies

Meter size	Fixed charge (per year)
20mm or smaller	£154.78
25-30mm	£499.00
40mm	£1,414.00
50-63mm	£3,143.00
80mm	£7,920.00
100mm	£19,284.00
150mm	£46,198.00

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.

1.2 Volumetric waste water charges for metered supplies

For meters with a size up to and including 20mm, for the first 23.75m³ of waste water, your volumetric charge is £2.6895 per m³. Any further waste water is charged £1.6172 per m³.

For meters greater than 20mm, you will be charged £1.6172 per m³ for the waste water volumetric charge.

2. Unmetered waste water

Fixed charge	Charge per £ of RV (not applicable if property is vacant)
£212.29	£0.04094

Part 3 Drainage

1. Drainage for RV customers

If ANY property drainage goes to the public sewerage system (pounds/£RV/annum)	£0.04125
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2. Drainage for area-based customers (where applicable)

Properties where area-based property drainage charges apply (pounds/m ²)	£1.10909
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Part 4 Trade effluent

Your trade effluent charge will be the greater of:

- a minimum charge of £239.21 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

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), chargeable total suspended solids load (TSSI) and chargeable settled biochemical oxygen demand load (sBODI) of the effluent discharged from your property.

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

Type of charge	Charge per m ³ per day
Ra (Reception charge)	£0.121412
Va (Volumetric/Primary charge)	£0.080840
Ba (Biological capacity charge)	£0.308469
Sa (Sludge capacity charge)	£0.264400

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 (Ss)

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

Type of charge	Charge per m ³
Ro (Reception charge)	£0.195717
Vo (Volumetric/Primary charge)	£0.130529
Bo (Secondary treatment charge)	£0.174445
So (Sludge treatment charge)	£0.106673

3. 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.

Ot and St are not defined in trade effluent consents. They are based for each fiscal year on the analytical results from the previous calendar year's sampling activity, as verified by Scottish Water.

4. Application of the trade effluent charge

The following conditions will apply with regard to the application of the trade effluent charge:

- Where preliminary treatment, biological oxidation or sludge treatment is not normally provided or is provided only in part for the trade effluent, the whole or due proportion of the respective charging component V, B or S is omitted as follows:

	PTI	SSI	BTI
Sub-primary	0	0	0
Primary	1	2/3	0
Secondary	1	1	1

- Each of the charging components, and the due proportion under B and S, are ascertained by Scottish Water on an annual basis.

PTI Preliminary treatment indicator – applies to Va and Vo components within the availability and operating charges formulas.

BTI Biological treatment indicator – applies to Ba and Bo components within the availability and operating charges formulas.

SSI Sewage sludge indicator – applies to Sa and So components within the availability and operating charges formulas.

5. Seasonal discharges

A seasonal discharge is defined as one that occurs during regular defined periods of the year and is constrained by the natural and seasonal availability of raw products. In these circumstances, the volume, BOD and TSSI factors used in the calculation of the availability charge will be as shown below:

$$[(\text{Volume 1} \times \text{length of period 1}) + (\text{Volume 2} \times \text{length of period 2}) + (\text{Volume 3} \times \text{length of period 3}) + (\text{Volume 4} \times \text{length of period 4})]/12$$

$$[(\text{BOD } 1 \times \text{length of period } 1) + (\text{BOD } 2 \times \text{length of period } 2) + (\text{BOD } 3 \times \text{length of period } 3) + (\text{BOD } 4 \times \text{length of period } 4)]/12$$

$$[(\text{TSSi } 1 \times \text{length of period } 1) + (\text{TSSi } 2 \times \text{length of period } 2) + (\text{TSSi } 3 \times \text{length of period } 3) + (\text{TSSi } 4 \times \text{length of period } 4)]/12$$

A 20% premium will apply will apply to the availability charge for registered seasonal dischargers.

The volume, the sBODI and the TSSi for each period and the duration of each period will be specified in the consent. There will be a maximum of four periods definable, with no period being shorter than one month, and a year will comprise 12 months (ie all months are equal in length in this calculation).

The consent document will show the availability parameters applying in the individually consented periods but not the calculated availability parameters.

The full value of the availability charges for the period the consent is in operation will be charged where a discharge point with seasonal discharge consent is either discontinued or terminated.

Part 5 Field troughs, drinking bowls and outside taps

Type of properties	£ per year
Crofts and registered small holdings	£108.89
Other properties	£167.06

Part 6 Scottish Government charge exemption scheme

If you're a charity registered with the Scottish Charity Regulator (OSCR) or a Community Amateur Sports Club (CASC) you can apply for exemption from your water, waste water and drainage charges.

The Scottish Government scheme which will help charities registered with the OSCR and CASCs with the cost of their water and waste water bills. Business Stream will support you through the application process and review your submitted materials before sending it to Scottish Water who will make the final decision on whether you're eligible for exemption.

From April 2015, support will be available to charities registered with OSCR and CASCs with an annual income below £300,000. There are a few exceptions. OSCR registered charities and CASCs will not be eligible for support where one or more of the following conditions are met;

- The organisation holds a permanent alcohol licence to sell alcohol at the premises.
- The premise is a charity shop or other premises used for the purposes of retailing new or second-hand merchandise.
- The premises operate as a café which is open to the public and operated on a regular basis to generate income. This excludes canteens that have been provided by the charity to support its own volunteers.
- The organisation is a Local Authority or an Arms-Length External Organisation (ALEO) which are organisations that can be used by councils to deliver services.

From April 2015 the level of support you will be given depends on your annual income

Income	Support provided to registered charity/CASC from 1 April 2015
Up to and including £200,000	Exempt
More than £200,000 up to and including £300,000	Support equivalent to 50% reduction from standard charges (see table below for further details*)
Over £300,000	No support

1. Partial exempt charges - Water service*

Fixed charges	20mm	£80.14
	25mm	£238.50
	40mm	£674.50
	50mm	£1,499.00
	80mm	£3,903.00
20mm volumetric	0-25m ³	£1.2023
	>25m ³	£0.4510
>20mm volumetric	0-100,000m ³	£0.4510
Unmeasured water	Fixed	£94.00
	Rateable value based	£0.01220
Taps and troughs	Crofts	£54.45
	Others	£83.53

2. Partial exempt charges - waste service*

Fixed charges	20mm	£77.39
	25mm	£249.50
	40mm	£707.00
	50mm	£1,571.50
	80mm	£3,960.00
20mm volumetric	0-23.75m ³	£1.3448
	>23.75m ³	£0.8086
>20mm volumetric	All volumes	£0.8086
Unmeasured waste	Fixed	£106.15
	Rateable value based	£0.02047
Property drainage	Rateable value based	£0.02063
	Area based drainage	£0.55455

You'll need to reapply every year going forward (before the 31 March) to ensure that your organisation is still eligible to be included within the Scottish Government Water and Sewerage Charges Exemption Scheme.

Further information about the scheme can be found at mygov.scot or on our website [Charity Exemption Scheme - business-stream.co.uk](https://business-stream.co.uk)

SECTION 3: NON PRIMARY CHARGES

Part 1 Trade effluent

1. Temporary consents for trade effluent discharge

A temporary consent will be valid for six months, after which time it will automatically terminate.

Category of discharge	Charge per consent
Low strength/risk	£234.08
Medium strength/risk	£468.38
High strength/risk	£780.30

Part 2 Verification of services

1. De-registration requests

Activity	Charge	Abortive visit charge
Verification using Scottish Water systems	£36.96	N/A
Visit during standard hours (two-person service) first hour	£284.25	£236.88
Visit during standard hours (two-person service) per hour thereafter	£189.61	
Visit out-with standard hours (two-person service) first hour	£378.11	£315.16
Visit out-with standard hours (two-person service) per hour thereafter	£251.88	
Visit requiring additional resources during or out-with standard hours	Based on actual cost	Based on 1 hr 15 mins

2. Verification of meter details

Activity	Charge	Abortive visit charge
Visit during standard hours first hour	£131.25	£118.49
Visit during standard hours per hour thereafter	£87.46	
Visit out-with standard hours first hour	£174.68	£157.58
Visit out-with standard hours per hour thereafter	£116.33	
Visit requiring additional resources during or out-with standard hours	Based on actual cost	Based on 1 hr 15 mins

3. Legal review

Activity	Charge
Legal (property ownership) review fee	£89.26

4. Verification of water service configuration

Activity	Charge	Abortive visit charge
Verification using Scottish Water systems	£36.96	N/A
Visit during standard hours (two-person service) first hour	£284.25	£236.88
Visit during standard hours (two-person service) per hour thereafter	£189.61	
Visit out-with standard hours (two-person service) first hour	£378.11	£315.16
Visit out-with standard hours (two-person service) per hour thereafter	£251.88	
Visit requiring additional resources during or out with standard hours	Based on actual cost	Based on 1 hr 15 mins

Part 3 Water shut off and reconnection

1. Permanent and temporary disconnection surveys

Activity	Charge	Abortive visit charge
At customer's request		No charge
For non-payment or denying access to meter		
The first hour of an in-hours standard disconnection survey	£262.63	£236.88
For each hour thereafter of an in-hours standard survey	£175.03	
The first hour of an out-of-hours standard disconnection survey	£349.11	£315.16
For each hour thereafter of an out-of-hours standard survey	£232.66	
Survey requiring additional resources during or out-with standard hours	Based on actual cost	Based on 1 hr 15 mins

Costs incurred to secure access to allow the survey to be undertaken, such as legal costs, may be recovered in addition to the above charges.

2. Permanent disconnection inspection fees

Activity	Charge	Abortive visit charge
At customer's request		No charge
Permanent Disconnection inspection during standard hours		
The first hour on site	£131.25	£118.49
For each hour thereafter	£87.46	
Permanent Disconnection inspection out with standard hours		
The first hour on site	£174.68	£157.58
For each hour thereafter	£116.33	

3. Permanent disconnection charges

Activity	Charge	Abortive visit charge
At customer's request		No charge
For non-payment or denying access to meter		
Permanent disconnection during standard hours	£601.16	£256.59
Permanent disconnection out-with standard hours	£781.53	£333.42

4. Temporary disconnection charges

Activity	Charge	Abortive visit charge
At customer's request		No charge
For non-payment or denying access to meter		
First hour of in-hours standard temp disconnection where no pipework modification is required	£262.63	£236.88
For each hour thereafter of an in-hours standard temp disconnection	£175.03	
First hour of out-of-hours standard temp disconnection with no pipework modification required	£349.11	£315.16
For each hour thereafter of an out-of-hours standard temporary disconnection	£232.66	
Non-standard temporary disconnection	Based on actual cost	Based on 1 hr 15 mins

Costs incurred to secure access to allow the disconnection to be undertaken, such as legal costs, may be recovered in addition to the above charges.

5. Reconnection charges following temporary disconnection

Activity	Charge	Abortive visit charge
In-hours reconnection	£142.12	£118.49
Out-of-hours reconnection	£189.05	£157.58
Reconnection requiring pipe work alteration	Based on actual cost	Based on 1 hr 15 mins

6. Discontinuation and re-establishment of trade effluent Service

Activity	Charge
Survey to establish if TE service can be discontinued	Reasonable Costs Incurred
Discontinuation of TE services	Reasonable Costs Incurred
Re-establishment of TE services	Reasonable Costs Incurred
Abortive visits	Reasonable Costs Incurred

7. Service removal verification survey

Activity	Charge	Abortive visit charge
Survey during standard hours for the first hour	£0.00	£118.49
For each hour thereafter during standard hours	£0.00	
Survey out with standard hours for the first hour	£0.00	£157.58
For each hour thereafter out-with hours	£0.00	
Survey requiring additional resources during or out-with standard hours	Based on actual cost	Based on 1 hr 15 mins

Part 4 Metering services

1. Survey charge for change of meter

Activity	Charge	Abortive visit charge
In-hours meter survey	£284.25	£236.88
Out-of-hours meter survey	£378.11	£315.16
Meter surveys requiring additional resources	Reasonable costs incurred	Reasonable costs incurred

2. Survey charge for meter accuracy test

Activity	Charge	Abortive visit charge
Survey during standard hours first hour	£142.12	£118.49
Survey during standard hours per hour thereafter	£94.64	
Survey out-with standard hours first hour	£189.05	£157.58
Survey out-with standard hours per hour thereafter	£126.00	
Survey requiring additional resources during or out-with standard hours	Based on actual cost	Based on 1 hr 15 mins

3. Meter installation

Meter size (mm)	15	20	25	30	40	50	80	100	150
Above ground/internal meter	£352.60	£369.25	£425.36	£509.13	£867.27	£1,116.40	£1,261.83	£1,522.18	£1,810.07
Below ground meter (no dig up)	£553.88	£570.72	£626.66	£710.62	£758.30	£1,415.90	£1,561.27	£1,821.33	£2,112.30
Below ground dig-up & rebuild chamber in verge	£1,141.54	£1,158.36	£1,177.93	£1,214.34	£1,298.30	£1,748.69	£1,894.22	£2,154.42	£2,442.58
Below ground dig-up & rebuild chamber in surfaced footpath	£1,141.54	£1,158.36	£1,177.93	£1,214.34	£1,298.30	£1,748.69	£1,894.22	£2,154.42	£2,442.58
Below ground dig-up & rebuild chamber in surfaced road	£1,530.46	£1,547.30	£1,639.41	£1,687.09	£1,734.77	£1,983.69	£2,129.29	£2,389.41	£2,677.67
Below ground, no dig-up + MSM meter in verge	£224.44	£238.78	£253.34						
Below ground, dig-up & install ebco box + MSM meter in verge	£791.79	£797.41	£847.79						
Below ground, dig-up & install ebco box + MSM meter in surfaced footpath	£944.72	£958.83	£1,057.50						
Below ground, dig up & install ebco box + MSM meter in road	£1,130.39	£1,136.00	£1,186.39						

Meter size (mm)	200	250	300	350	400	450	500	600
Above ground/internal meter	£874.83	£1,272.54	£1,486.80	£2,059.56	£2,559.87	£2,875.60	£3,489.92	£4,362.84
Below ground meter (no dig up)	£896.56	£1,294.38	£1,508.86	£2,457.39	£3,008.09	£3,323.71	£4,013.18	£4,936.28
Below ground dig-up & rebuild chamber in verge	£2,239.77	£2,642.08	£2,913.68	£6,013.95	£6,886.20	£7,201.60	£7,891.18	£8,814.28
Below ground dig-up & rebuild chamber in surfaced footpath	£2,330.94	£2,729.10	£2,943.58	£6,151.71	£6,983.87	£7,299.60	£7,988.84	£8,912.17
Below ground dig-up & rebuild chamber in surfaced road	£2,661.56	£2,919.61	£3,287.31	£6,497.79	£7,850.30	£8,303.34	£8,992.59	£9,916.14

Charge for abortive visit £118.49

4. Changing meter sizes

Meter size (mm)	15	20	25	30	40	50	80	100	150
Above ground	£249.20	£280.44	£319.08	£369.48	£620.25	£681.74	£776.60	£874.83	£1,035.44
Below ground meter (no dig up)	£262.30	£293.66	£332.08	£382.81	£641.98	£703.36	£798.67	£844.70	£1,057.28
Below ground dig-up & rebuild chamber in verge	£915.04	£946.17	£1,047.08	£1,097.37	£1,230.88	£1,492.84	£1,594.65	£1,640.91	£2,193.29
Below ground dig-up & rebuild chamber in surfaced footpath	£986.72	£1,017.96	£1,114.28	£1,164.91	£1,315.55	£1,553.21	£1,670.48	£1,716.40	£2,286.36
Below ground dig-up & rebuild chamber in surfaced road	£1,154.60	£1,185.85	£1,286.88	£1,337.28	£1,494.86	£1,732.41	£1,858.52	£1,904.78	£2,481.47
Below ground, no dig-up + MSM meter in verge	£438.48	£452.81	£555.96						
Below ground, dig-up & install ebco box + MSM meter in verge	£929.60	£947.29	£1,047.08						
Below ground, dig-up & install ebco box + MSM meter in surfaced footpath	£1,001.28	£1,018.97	£1,114.28						
Below ground, dig up & install ebco box + MSM meter in road	£1,169.50	£1,187.20	£1,286.88						

Meter size (mm)	200	250	300	350	400	450	500	600
Above ground/internal meter	£1,832.54	£2,233.39	£3,456.65	£5,212.70	£6,118.78	£7,316.62	£9,754.30	
Below ground meter (no dig up)	£1,876.33	£2,277.07	£3,889.08	£5,644.91	£6,601.28	£7,798.89	£10,312.06	
Below ground dig-up & rebuild chamber in verge	£3,197.71	£3,603.04	£5,264.33	£9,350.99	£10,444.89	£11,642.40	£14,155.79	
Below ground dig-up & rebuild chamber in surfaced footpath	£3,289.32	£3,690.06	£5,402.09	£9,448.88	£10,542.44	£11,740.40	£14,253.34	
Below ground dig-up & rebuild chamber in surfaced road	£3,619.39	£3,880.35	£5,679.07	£10,315.31	£11,408.76	£12,744.14	£15,257.31	

Charge for abortive visit £118.49

5. Replacing or repairing a damaged meter

Meter size (mm)	15	20	25	30	40	50	80	100	150
Above ground	£209.66	£241.13	£279.66	£330.17	£515.20	£547.00	£677.48	£704.48	£739.98
Below ground meter (no dig up)	£235.87	£267.34	£305.87	£356.49	£558.99	£590.91	£721.16	£748.16	£783.66
Below ground dig-up and rebuild chamber in verge	£853.66	£884.91	£985.82	£1,036.33	£1,121.34	£1,353.74	£1,493.18	£1,520.06	£1,893.24
Below ground dig-up and rebuild chamber in surfaced footpath	£929.82	£961.18	£1,057.50	£1,108.01	£1,210.38	£1,418.59	£1,571.02	£1,598.01	£1,990.68
Below ground dig-up and rebuild chamber in surfaced road	£1,093.45	£1,124.59	£1,225.61	£1,276.12	£1,385.32	£1,593.64	£1,757.05	£1,784.04	£2,181.20
Below ground no dig-up + MSM meter in verge	£224.44	£238.78	£253.34						
Below ground dig-up and install ebco box + MSM meter in verge	£868.44	£882.44	£985.82						
Below ground dig-up and install ebco box + MSM meter in surfaced footpath	£944.72	£958.83	£1,057.50						
Below ground, dig up and install ebco box + MSM meter in road	£1,108.24	£1,122.46	£1,225.61						
Above ground replace Helix 4000 mechanism					£326.36	£333.87	£406.89	£436.57	£465.92
Below ground replace Helix 4000 mechanism					£348.20	£355.82	£428.73	£458.41	£487.76

Meter size (mm)	200	250	300	350	400	450	500	600
Above ground/internal meter	£852.88	£1,250.81	£1,464.96	£2,037.61	£2,538.14	£2,853.87	£3,468.08	£4,341.00
Below ground dig-up and rebuild chamber in surfaced road	£896.56	£1,294.38	£1,508.86	£2,457.39	£3,008.09	£3,323.71	£4,013.18	£4,936.28
Below ground meter (no dig up)	£2,239.77	£2,642.08	£2,913.68	£6,013.95	£6,886.20	£7,201.60	£7,891.18	£8,814.28
Below ground dig-up and rebuild chamber in verge	£2,330.94	£2,729.10	£2,943.58	£6,151.71	£6,983.87	£7,299.60	£7,988.84	£8,912.17
Below ground dig-up and rebuild chamber in surfaced footpath	£2,661.56	£2,919.61	£3,287.31	£6,497.79	£7,850.30	£8,303.34	£8,992.59	£9,916.14
Above ground replace Helix 4000 mechanism	£604.46	£655.98	£750.96					
Below ground replace Helix 4000 mechanism	£626.42	£721.39	£772.80					

Charge for abortive visit £118.49

6. 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 (within 5%), 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 size (mm)	15	20	25	30	40	50	80	100	150
Meter accuracy test	£578.39	£578.39	£578.39	£578.39	£578.39	£578.39	£999.37	£1,072.73	£1,179.92

Meter size (mm)	200	250	300	350	400	450	500	600
Meter accuracy test	£1,576.28	£1,974.22	£2,188.70	£3,512.54	£4,063.47	£4,553.80	£5,243.28	£6,516.72

Charge for abortive visit £118.49

Part 5 New connections

There is an application fee of £93.00+VAT that applies to all new connection applications. If you decide not to proceed with the connection, it will not be refunded.

1. Infrastructure charge

Supply with meter < 25mm Water	£544.54 per property or sub unit
Supply with meter => 25mm Water	£1,633.63 per property or sub unit
Supply with meter < 25mm Sewerage	£544.54 per property or sub unit
Supply with meter => 25mm Sewerage	£1,633.63 per property or sub unit

2. Connection charges

	Part 2 (non-trunk main)	Part 3 (trunk main)	Abortive visit charge
Connection to live water mains (32mm outside diameter and below)	£409.02	Reasonable costs incurred	Based on 1 hr 15mins
Connection to live water mains Greater than 32mm	Reasonable costs incurred	Reasonable costs incurred	Based on 1hr 15mins
Sewerage connection	Based on actual cost	Based on 1hr 15mins	Based on 1hr 15mins

3. Inspection charges

Activity	Charge	Abortive visit charge
Desktop Inspection	£36.17	
Onsite Connection Inspection during Standard Hours		
The first hour on site	£142.12	£118.49
For each hour thereafter	£94.64	
Onsite Connection Inspection out with Standard Hours		
The first hour on site	£189.05	£157.58
For each hour thereafter	£126.00	

Part 6 Building water

1. Water for business and industrial developments

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)	0.30% of the total estimated contract price
All traditional work with a contract price greater than £500,000 (excluding costs of ready-mix concrete)	0.30% 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

2. Site accommodation water

Where water and/or waste water supply to site accommodation is un-metered, fixed and volumetric charges will apply in addition to any building water charges. Fixed charges will be based on the 20mm meter annual charge and the number of weeks the supply has been made available. Volumetric charges will be applied using the current metered volumetric charges and an assessment of the volume of water used.

The assessment of the volume of water and waste water used will be calculated using the following formulas:

Water: Number of people using site accommodation x Weeks onsite x PCC

Waste water: Number of people using site accommodation x Weeks onsite x PCC

PCC: Per capita consumption for site accommodation charges will be based on the procedure for calculating volume at re-assessed un-metered premises.

Activity	Charge
Site accommodation charges: fixed charge per week (water)	£1.88 per week
Site accommodation charges: fixed charge per week (waste)	£1.17 per week
Volumetric charges	Same as the current volumetric charges

Part 7 Other charges

1. Sampling and laboratory services

The charge for sampling and laboratory services is based on actual cost

2. Water bylaws inspections or on-site advice

Activity	Charge	Abortive visit charge
Copy Plans	£64.73	
In hours	£142.12	£118.49
For each hour thereafter in-hours	£94.64	
Out-of-hours repeat	£189.05	£157.58
For each hour thereafter out-of-hours	£126.00	
Additional resources (irrespective of time)	Reasonable costs incurred	Based on 1 hr 15mins

3. Quotations

Business Stream will make a connection offer for all new developments, which will include a quotation for the following costs; Application Fee, Building Water, Infrastructure, Inspection and Connection.

The charges stated in the quotation will apply rather than those in the Charges Scheme that is in force at the date of connection.

Once a quote has been issued it must be accepted within 60 days of its receipt. Once accepted the quotation will be valid for a period of one calendar year from the quotation date.

4. Statement of account

The charge for providing a statement of account is £10+VAT for each statement we produce.

5. Other goods and services

The main services that Business Stream supplies are stated in this charging statement. Any other services will be provided at reasonable cost and these will be explained to you.

6. Cost of recovery charges

If we don't receive payment on time from you, we'll send you reminders to pay. If we still do not receive payment, we will issue a letter stating that we have applied a charge of £75+VAT to cover our costs of recovery. If you still continue to fail to pay your bill a second recovery charge of £100+ VAT will be applied to your account and the case will be passed on to one of our debt collection partners. We will inform you in advance

if your account is going to incur this charge but to avoid running the risk of this charge being applied, we recommend that you set up a direct debit. Not only do you receive a discount while on direct debit, but you will be safe in the knowledge that your bills are being taken care of and no collection charges will be applied while your direct debit is active.