



Our full charging statement for Scotland 2026/27



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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.

This Charging Scheme shall come into effect from 1st April 2026.

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 presented exclusive of applicable Value Added Tax (VAT) (as in (a) to (c) below) chargeable at the relevant rate.
 - (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.
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/Standard%20Service%20Levels).

SECTION 2: PRIMARY CHARGES

Part 1 Water

1. Metered water

1.1 Fixed water charges for metered supplies

| Meter size | Fixed charge (per year) |
|-----------------|-------------------------|
| 20mm or smaller | £208.24 |
| 25mm | £619.28 |
| 40mm | £1,751.00 |
| 50mm | £3,892.00 |
| 80mm | £10,141.00 |
| 100mm | £24,535.00 |
| 150mm | £69,041.00 |
| 200mm | £150,477.00 |
| 250mm | £272,633.00 |
| 300mm | £440,767.00 |

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 | £3.1242 |
| Over 25m ³ | £1.1718 |

For meters greater than 20mm

| Consumption | Charge per m ³ |
|------------------------------------|---------------------------|
| 0 -100,000 m ³ | £1.1718 |
| 100,001 - 250,000m ³ | £1.0797 |
| 250,001 to 1,000,000m ³ | £0.9656 |
| Over 1,000,000m ³ | £0.7159 |

2. Unmetered water

| Fixed charge | Charge per £ of RV (not applicable if property is vacant) |
|--------------|---|
| £244.26 | £0.03170 |

3. Raw (non-potable) water

3.1 Fixed water charges for metered supplies

| Meter size | Fixed charge (per year) |
|-----------------|-------------------------|
| 20mm or smaller | £191.19 |
| 25mm | £571.00 |
| 40mm | £1,612.00 |
| 50mm | £3,575.00 |
| 80mm | £9,312.00 |
| 100mm | £22,526.00 |
| 150mm | £63,390.00 |
| 200mm | £138,158.00 |
| 250mm | £250,308.00 |
| 300mm | £404,677.00 |

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.

3.2 Volumetric water charges for metered supplies

| Consumption | Charge per m ³ |
|------------------------------------|---------------------------|
| 0 -100,000 m ³ | £0.8883 |
| 100,001 - 250,000m ³ | £0.7061 |
| 250,001 to 1,000,000m ³ | £0.5516 |
| Over 1,000,000m ³ | £0.2737 |

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 | £201.12 |
| 25mm | £648.43 |
| 40mm | £1,833.00 |
| 50mm | £4,078.00 |
| 80mm | £10,289.00 |
| 100mm | £25,056.00 |
| 150mm | £60,029.00 |

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 £3.4946 per m³. Any further waste water is charged £2.1014 per m³.

For meters greater than 20mm, you will be charged £2.1014 per m³ for the waste water volumetric charge.

2. Unmetered waste water

| Fixed charge | Charge per £ of RV (not applicable if property is vacant) |
|--------------|---|
| £275.84 | £0.05320 |

Part 3 Drainage

1. Drainage for rateable value (RV) customers

| | |
|--|-----------|
| If ANY property drainage goes to the public sewerage system (pounds/£RV/annum) | £0.053595 |
|--|-----------|

2. Drainage for area-based customers (where applicable)

| | |
|--|-----------|
| Properties where area-based property drainage charges apply (pounds/m ²) | £1.441130 |
|--|-----------|

Part 4 Trade effluent

Your trade effluent charge will be the greater of:

- a minimum charge of £310 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) | £0.157760 |
| Va (Volumetric/Primary charge) | £0.105041 |
| Ba (Biological capacity charge) | £0.400818 |
| Sa (Sludge capacity charge) | £0.343557 |

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)

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) | £0.254311 |
| Vo (Volumetric/Primary charge) | £0.169606 |
| Bo (Secondary treatment charge) | £0.226670 |
| So (Sludge treatment charge) | £0.138608 |

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.

Ot and St are generally fixed for the Fiscal Year. Where it becomes apparent that the Ot and St being used for charging are no longer representative of the average strength across the year then Scottish Water, in consultation with us, may reassess the strengths from the date this becomes apparent.

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 | 2/3rds | 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 formulae.

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

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

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 | £141.48 |
| Other properties | £217.07 |

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 (CASCs) 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/CASCs from 1 April 2015 |
|----------------------|--|
| Up to £199,999 | Exempt |
| £200,000 to £299,999 | Support equivalent to 50% reduction from standard charges (see table overleaf for further details) |
| Over £300,000 | No support |

1. Partial exempt charges - water service

| | | |
|------------------|----------------------|-----------|
| Fixed charges | 20mm | £104.12 |
| | 25mm | £309.64 |
| | 40mm | £875.50 |
| | 50mm | £1,946.00 |
| | 80mm | £5,070.50 |
| 20mm volumetric | 0-25m3 | £1.5621 |
| | >25m3 | £0.5859 |
| >20mm volumetric | 0-100,000m3 | £0.5859 |
| Unmeasured water | Fixed | £122.13 |
| | Rateable value based | £0.01585 |
| Taps and troughs | Crofts | £70.74 |
| | Others | £108.54 |

2. Partial exempt charges - waste service

| | | |
|-------------------|----------------------|-----------|
| Fixed charges | 20mm | £100.56 |
| | 25mm | £324.22 |
| | 40mm | £916.50 |
| | 50mm | £2,039.00 |
| | 80mm | £5,144.50 |
| 20mm volumetric | 0-23.75m3 | £1.7473 |
| | >23.75m3 | £1.0507 |
| >20mm volumetric | All volumes | £1.0507 |
| Unmeasured waste | Fixed | £137.92 |
| | Rateable value based | £0.02660 |
| Property drainage | Rateable value based | £0.02680 |
| | Area based drainage | £0.72057 |

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 | £304.15 |
| Medium strength/risk | £608.61 |
| High strength/risk | £1,013.90 |

Part 2 Verification of services

1. De-registration requests and verification of water service configuration

| Activity | Charge | Abortive visit charge |
|--|----------------------|-----------------------|
| Verification using Scottish Water systems | £24.86 | N/A |
| Visit during standard hours (two-person service) first hour | £311.47 | £259.61 |
| Visit during standard hours (two-person service) per hour thereafter | £207.64 | |
| Visit out-with standard hours (two-person service) first hour | £414.28 | £345.29 |
| Visit out-with standard hours (two-person service) per hour thereafter | £276.19 | |
| 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 | £155.79 | £129.80 |
| Visit during standard hours per hour thereafter | £103.82 | |
| Visit out-with standard hours first hour | £207.20 | £172.59 |
| Visit out-with standard hours per hour thereafter | £138.09 | |
| 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 | |
| Requested by Licensed Provider, for non-payment or denying access to meter | | |
| The first hour of an in-hours standard disconnection survey | £287.68 | £259.61 |
| For each hour thereafter of an in-hours standard survey | £191.76 | |
| The first hour of an out-of-hours standard disconnection survey | £382.42 | £345.29 |
| For each hour thereafter of an out-of-hours standard survey | £255.19 | |
| 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, or attempt 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 | £143.87 | £129.80 |
| For each hour thereafter | £95.99 | |
| Permanent Disconnection inspection out with standard hours | | |
| The first hour on site | £191.40 | £172.59 |
| For each hour thereafter | £127.54 | |
| All other non-standard disconnections | Based on actual cost | Based on 1 hr 15 mins |

3. Permanent disconnection charges

| Activity | Charge | Abortive visit charge |
|--|-----------------------|-----------------------|
| At customer's request | No charge | |
| Requested by Licensed Provider, for non-payment or denying access to meter | | |
| Standard disconnection in hours for the first hour on site | £287.68 | £259.61 |
| Standard disconnection in hours for each hour thereafter | £194.70 | |
| Standard disconnection out-of-hours for the first hour on site | £382.42 | £345.29 |
| Standard disconnection out-of-hours for each hour thereafter | £259.06 | |
| Permanent disconnection during standard hours | £658.86 | £281.18 |
| Permanent disconnection out-with standard hours | £856.54 | £365.38 |
| All other non-standard disconnections | Based on actual costs | Based on 1hr 15 mins |

4. Temporary disconnection charges

| Activity | Charge | Abortive visit charge |
|---|----------------------|-----------------------|
| At customer's request | No charge | |
| Requested by Licensed Provider, for non-payment or denying access to meter | | |
| First hour of in-hours standard temp disconnection where no pipework modification is required | £287.68 | £259.61 |
| For each hour thereafter of an in-hours standard temp disconnection | £194.70 | |
| First hour of out-of-hours standard temp disconnection with no pipework modification required | £382.42 | £345.29 |
| For each hour thereafter of an out-of-hours standard temporary disconnection | £259.06 | |
| Advanced Commitment reduced charge standard disconnection during standard hours where no pipework modifications or excavation is required | £194.70 | £259.61 |
| Advanced commitment reduced charge standard disconnection out-with standard hours where no pipework modifications or excavation is required | £259.06 | £345.29 |
| Non-standard temporary disconnection | Based on actual cost | Based on 1 hr 15 mins |

Costs incurred to secure access, or attempt 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 | £155.79 | £129.80 |
| Out-of-hours reconnection | £207.20 | £172.59 |
| 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 | £129.80 |
| For each hour thereafter during standard hours | £0.00 | |
| Survey out with standard hours for the first hour | £0.00 | £172.59 |
| 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 | £311.47 | £259.61 |
| Out-of-hours meter survey | £414.28 | £345.29 |
| Meter surveys requiring additional resources | Reasonable costs incurred | Reasonable costs incurred |

2. Survey charge for accuracy test

| Activity | Charge | Abortive visit charge |
|---|----------------------|-----------------------|
| Survey during standard hours first hour | £155.79 | £129.80 |
| Survey during standard hours per hour thereafter | £103.82 | |
| Survey out-with standard hours first hour | £207.20 | £172.59 |
| Survey out-with standard hours per hour thereafter | £138.09 | |
| Survey requiring additional resources during or out-with standard hours | Based on actual cost | Based on 1 hr 15 mins |

3. Survey charge for meter installation

| Activity | Charge | Abortive visit charge |
|---|----------------------|-----------------------|
| Survey during standard hours first hour | £143.87 | £129.80 |
| Survey during standard hours per hour thereafter | £95.99 | |
| Survey out-with standard hours first hour | £191.40 | £172.59 |
| Survey out-with standard hours per hour thereafter | £127.54 | |
| Survey requiring additional resources during or out-with standard hours | Based on actual cost | Based on 1 hr 15 mins |

4. Meter installation

| Meter size (mm) | 15 | 20 | 25 | 30 | 40 | 50 | 80 | 100 | 150 |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Above ground/internal meter | £390.88 | £409.27 | £471.42 | £564.40 | £961.34 | £1,237.48 | £1,398.73 | £1,687.27 | £2,006.61 |
| Below ground meter (no dig up) | £613.98 | £632.47 | £694.65 | £787.65 | £840.60 | £1,569.57 | £1,730.78 | £2,019.00 | £2,341.49 |
| Below ground dig-up & rebuild chamber in verge | £1,265.39 | £1,284.09 | £1,305.82 | £1,346.18 | £1,439.23 | £1,938.47 | £2,099.86 | £2,388.26 | £2,707.77 |
| Below ground dig-up & rebuild chamber in surfaced footpath | £1,265.39 | £1,284.09 | £1,305.82 | £1,346.18 | £1,439.23 | £1,938.47 | £2,099.86 | £2,388.26 | £2,707.77 |
| Below ground dig-up & rebuild chamber in surfaced road | £1,696.62 | £1,715.18 | £1,817.34 | £1,870.14 | £1,923.06 | £2,199.06 | £2,360.44 | £2,648.75 | £2,968.37 |
| Below ground, no dig-up + MSM meter in verge | £248.75 | £264.65 | £280.78 | | | | | | |
| Below ground, dig-up & install ebco box + MSM meter in verge | £877.69 | £833.94 | £975.80 | | | | | | |
| Below ground, dig-up & install ebco box + MSM meter in surfaced footpath | £1,047.20 | £1,062.88 | £1,172.19 | | | | | | |
| Below ground, dig up & install ebco box + MSM meter in road | £1,253.11 | £1,259.34 | £1,315.15 | | | | | | |

| Meter size (mm) | 200 | 250 | 300 | 350 | 400 | 450 | 500 | 600 |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Above ground/internal meter | £969.69 | £1,410.64 | £1,648.19 | £2,283.12 | £2,837.74 | £3,187.85 | £3,868.81 | £4,836.49 |
| Below ground meter (no dig up) | £993.88 | £1,434.94 | £1,672.60 | £2,724.17 | £3,334.57 | £3,684.57 | £4,448.86 | £5,472.09 |
| Below ground dig-up & rebuild chamber in verge | £2,482.92 | £2,928.91 | £3,230.08 | £6,666.91 | £7,633.80 | £7,983.47 | £8,747.98 | £9,771.21 |
| Below ground dig-up & rebuild chamber in surfaced footpath | £2,583.95 | £3,025.34 | £3,263.12 | £6,819.56 | £7,742.11 | £8,092.11 | £8,856.17 | £9,879.74 |
| Below ground dig-up & rebuild chamber in surfaced road | £2,950.52 | £3,236.57 | £3,644.14 | £7,203.28 | £8,702.62 | £9,204.83 | £9,968.89 | £10,992.80 |

Charge for abortive visit £129.80

5. Changing meter sizes

| Meter size (mm) | 15 | 20 | 25 | 30 | 40 | 50 | 80 | 100 | 150 |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Above ground | £276.19 | £310.80 | £353.69 | £409.58 | £687.56 | £755.66 | £860.94 | £969.69 | £1,147.77 |
| Below ground meter (no dig up) | £290.75 | £325.58 | £368.03 | £424.25 | £711.64 | £779.63 | £885.36 | £936.32 | £1,171.96 |
| Below ground dig-up & rebuild chamber in verge | £1,014.38 | £1,048.88 | £1,160.76 | £1,216.54 | £1,364.49 | £1,654.91 | £1,767.80 | £1,818.99 | £2,431.40 |
| Below ground dig-up & rebuild chamber in surfaced footpath | £1,093.79 | £1,128.51 | £1,235.24 | £1,291.24 | £1,458.35 | £1,721.88 | £1,851.80 | £1,902.65 | £2,534.56 |
| Below ground dig-up & rebuild chamber in surfaced road | £1,279.93 | £1,314.54 | £1,426.54 | £1,482.32 | £1,657.15 | £1,920.46 | £2,060.24 | £2,11.53 | £2,750.83 |
| Below ground, no dig-up + MSM meter in verge | £485.96 | £501.87 | £616.22 | | | | | | |
| Below ground, dig-up & install ebco box + MSM meter in verge | £1,030.51 | £1,050.00 | £1,160.76 | | | | | | |
| Below ground, dig-up & install ebco box + MSM meter in surfaced footpath | £1,109.92 | £1,129.63 | £1,235.24 | | | | | | |
| Below ground, dig up & install ebco box + MSM meter in road | £1,296.40 | £1,316.11 | £1,426.54 | | | | | | |

| Meter size (mm) | 200 | 250 | 300 | 350 | 400 | 450 | 500 | 600 |
|--|-----------|-----------|-----------|------------|------------|------------|------------|-----|
| Above ground/internal meter | £2,031.56 | £2,475.87 | £3,831.96 | £5,778.64 | £6,783.05 | £8,111.04 | £10,813.26 | |
| Below ground meter (no dig up) | £2,080.06 | £2,524.25 | £4,311.21 | £6,257.77 | £7,317.96 | £8,645.61 | £11,431.61 | |
| Below ground dig-up & rebuild chamber in verge | £3,544.80 | £3,994.25 | £5,835.87 | £10,366.38 | £11,579.00 | £12,906.54 | £15,692.76 | |
| Below ground dig-up & rebuild chamber in surfaced footpath | £3,646.49 | £4,090.80 | £5,988.64 | £10,474.80 | £11,687.20 | £13,015.18 | £15,800.96 | |
| Below ground dig-up & rebuild chamber in surfaced road | £4,012.28 | £4,301.69 | £6,295.63 | £11,435.31 | £12,647.60 | £14,127.79 | £16,913.79 | |

Charge for abortive visit £129.80

6. Replacing or repairing a damaged meter

| Meter size (mm) | 15 | 20 | 25 | 30 | 40 | 50 | 80 | 100 | 150 |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Above ground | £232.40 | £267.23 | £310.01 | £366.01 | £571.20 | £606.48 | £751.07 | £780.86 | £820.28 |
| Below ground meter (no dig up) | £261.52 | £296.24 | £339.13 | £395.13 | £619.69 | £655.08 | £799.45 | £829.36 | £868.67 |
| Below ground dig-up and rebuild chamber in verge | £946.28 | £980.89 | £1,092.89 | £1,148.89 | £1,243.08 | £1,500.68 | £1,655.24 | £1,685.04 | £2,098.88 |
| Below ground dig-up and rebuild chamber in surfaced footpath | £1,030.73 | £1,065.45 | £1,172.19 | £1,228.30 | £1,341.76 | £1,572.59 | £1,741.48 | £1,771.39 | £2,206.84 |
| Below ground dig-up and rebuild chamber in surfaced road | £1,212.17 | £1,246.67 | £1,358.56 | £1,414.56 | £1,535.74 | £1,766.68 | £1,947.79 | £1,977.69 | £2,418.08 |
| Below ground no dig-up + MSM meter in verge | £248.75 | £264.65 | £280.78 | | | | | | |
| Below ground dig-up and install ebco box + MSM meter in verge | £962.75 | £978.20 | £1,092.89 | | | | | | |
| Below ground dig-up and install ebco box + MSM meter in surfaced footpath | £1,228.52 | £1,062.88 | £1,172.19 | | | | | | |
| Below ground, dig up and install ebco box + MSM meter in road | £1,228.52 | £1,244.32 | £1,358.56 | | | | | | |
| Above ground replace Helix 4000 mechanism | | | | | £361.76 | £370.04 | £450.91 | £483.95 | £516.43 |
| Below ground replace Helix 4000 mechanism | | | | | £385.95 | £394.35 | £475.21 | £508.03 | £540.62 |

| Meter size (mm) | 200 | 250 | 300 | 350 | 400 | 450 | 500 | 600 |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Above ground/internal meter | £945.39 | £1,386.67 | £1,624.00 | £2,258.81 | £2,813.55 | £3,163.66 | £3,844.51 | £4,812.30 |
| Below ground meter (no dig up) | £993.88 | £1,434.94 | £1,672.60 | £2,724.17 | £3,334.57 | £3,684.57 | £4,448.86 | £5,472.09 |
| Below ground dig-up and rebuild chamber in verge | £2,482.92 | £2,928.91 | £3,230.08 | £6,666.91 | £7,633.80 | £7,983.47 | £8,747.98 | £9,771.21 |
| Below ground dig-up and rebuild chamber in surfaced footpath | £2,583.95 | £3,025.34 | £3,263.12 | £6,819.56 | £7,742.11 | £8,092.11 | £8,856.17 | £9,879.74 |
| Below ground dig-up and rebuild chamber in surfaced road | £2,950.52 | £3,236.57 | £3,644.14 | £7,203.28 | £8,702.62 | £9,204.83 | £9,968.89 | £10,992.80 |
| Above ground replace Helix 4000 mechanism | £669.98 | £727.10 | £832.38 | | | | | |
| Below ground replace Helix 4000 mechanism | £649.40 | £799.68 | £856.58 | | | | | |

Charge for abortive visit £129.80

7. 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 | £641.17 | £641.17 | £641.17 | £641.17 | £641.17 | £641.17 | £1,107.79 | £1,189.10 | £1,307.93 |

| Meter size (mm) | 200 | 250 | 300 | 350 | 400 | 450 | 500 | 600 |
|---------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Meter accuracy test | £1,747.42 | £2,188.59 | £2,426.25 | £3,894.01 | £4,504.64 | £5,048.17 | £5,812.46 | £7,224.33 |

Charge for abortive visit £129.80

Part 5 New connections

There is an application fee of £113.68+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 | £615.32 per property or sub unit |
| Supply with meter => 25mm Water | £1,845.98 per property or sub unit |
| Supply with meter < 25mm Sewerage | £615.32 per property or sub unit |
| Supply with meter => 25mm Sewerage | £1,845.98 per property or sub unit |

2. Connection charges

| Connection type | Part 2 (non-trunk main) | Part 3 (trunk main) | Abortive visit charge |
|---|-------------------------------|------------------------------|--------------------------|
| Connection to live water mains (32mm outside diameter and below) | £487.08 | 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 | £50.62 | |
| Onsite Connection Inspection during Standard Hours | | |
| The first hour on site | £155.79 | £129.80 |
| For each hour thereafter | £103.82 | |
| Onsite Connection Inspection out with Standard Hours | | |
| The first hour on site | £207.20 | £172.59 |
| For each hour thereafter | £138.09 | |

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 (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 |

The above charges will apply where there is no meter at the development. Where there is a meter at the development, standard metered charges will apply, as outlined in the Primary Charges section of the document.

2. Site accommodation water and waste water

Where water and/or waste water supply to site accommodation is unmetered, 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 formulae:

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) | £2.44 per week |
| Site accommodation charges: fixed charge per week (waste) | £1.52 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 | £70.33 | |
| Visit In hours | £155.79 | £129.80 |
| For each hour thereafter in-hours | £103.82 | |
| Visit Out-of-hours | £207.20 | £172.59 |
| For each hour thereafter out-of-hours | £138.09 | |
| 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 your payment on time, we'll send you reminders to pay. If we still don't receive payment, we'll send you a letter stating that we have applied a charge as shown in the table below to cover our costs of recovery. If you still fail to pay your bill, a second recovery charge may be applied to your account and the case will be passed to one of our debt collection partners. We'll write to you to let you know if this happens. If we have to visit a customer's property to obtain payment, then we may also add an attendance charge to cover our costs of recovery.

| Activity | Charge (excluding VAT) |
|--------------------------------|------------------------|
| First cost of recovery charge | £82.50 |
| Second cost of recovery charge | £110.00 |
| Attendance charge | £180.00 |