

Primary charging statement for Scotland

2026/27

**For customers contracted
prior to 1 November 2022**



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SECTION 1: INTRODUCTION

1. This primary charging scheme shall apply to:
 - (a) Non-household premises for which Business Stream is 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; and
 - (b) For Customers who agreed a water and waste water supply contract with Business Stream prior to 1 November 2022.

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

2. All other charges including those for default, customers who entered into a contract with Business Stream after 1 November 2022, and non-primary charges can be found on our website [full details of all charges](#).
3. This Charging Scheme should be read in conjunction with Business Stream's Standard Terms and Conditions for Scotland for Supplying Water and Waste Water Services, found at [business-stream.co.uk/Terms and Conditions for Scotland](https://business-stream.co.uk/Terms%20and%20Conditions%20for%20Scotland) and together form the Scheme of Terms and Conditions.
4. For the purpose 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.
5. The amounts now fixed by Business Stream in respect of the charges provided for in this Charging Scheme are those shown in the Schedules.
6. All charges stated in this document are presented exclusive of any applicable Value Added Tax (VAT) (set out 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.
7. 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.
8. 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 at [Standard Service Levels - business-stream.co.uk](#).

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	£ 220.73
25mm	£656.44
40mm	£1,856.06
50mm	£4,125.52
80mm	£10,749.46
100mm	£26,007.10
150mm	£73,183.46
200mm	£159,505.62
250mm	£288,990.98
300mm	£467,213.02

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	£3.3117
Over 25m ³	£1.2421

For meters greater than 20mm

Consumption	Charge per m ³
0 -100,000 m ³	£1.2421
100,001 - 250,000m ³	£1.1445
250,001 to 1,000,000m ³	£1.0235
over 1,000,000m ³	£0.7589

2. Unmetered water

Fixed charge	Charge per £ of RV (not applicable if property is vacant)
£244.26	£0.0317

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	£213.19
25mm	£687.34
40mm	£1,942.98
50mm	£4,322.68
80mm	£10,906.34
100mm	£26,559.36
150mm	£63,630.74

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 £3.7043 per m³. Any further waste water is charged £2.2275 per m³.

For meters greater than 20mm, you will be charged £2.2275 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	£0.0532

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

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

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

Type of charge	Charge per m ³
Ro (Reception charge)	£0.254311
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 (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 £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	£110.37
	25mm	£328.22
	40mm	£928.03
	50mm	£2,062.76
	80mm	£5,374.73
20mm volumetric	0-25m ³	£1.6559
	>25m ³	£0.6211
>20mm volumetric	0-100,000m ³	£0.6211
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	£106.60
	25mm	£343.67
	40mm	£971.49
	50mm	£2,161.34
	80mm	£5,453.17
20mm volumetric	0-23.75m ³	£1.8522
	>23.75m ³	£1.1138
>20mm volumetric	All volumes	£1.1138
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 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)