

## Your bill explained Scotland Unmetered properties

### Invoice no

You will receive invoices from us in sequence. You may receive multiple invoices for your water due to amendments made to your bill. We are legally obliged to send every invoice for your records; however you only need to pay the last one. They should all arrive at the same time so you can identify the one to pay.

### Supply point ID

You will have one or two supply point ID (SPID) numbers. One is for your water connection and/or one is for your waste water connection. This lets us know where your access to water is.

### Water service charges

This covers the provision of a clean, fresh water supply. It also covers the cost of removing water from your property. As you do not have a water meter, this charge will be based on the rateable value (RV) of your property. It's possible you could make a saving by having a water meter installed. You can find out more about reassessment and having a meter installed on our website at [business-stream.co.uk/water-meters](http://business-stream.co.uk/water-meters)

### Discounts

If you're entitled to any discounts, it will appear on this page on your bill. You can sign up for discounts on our website at [business-stream.co.uk/payment-savings](http://business-stream.co.uk/payment-savings)

You can find out more about your bill and use our frequently asked questions by visiting [business-stream.co.uk/your-bill](http://business-stream.co.uk/your-bill)

### FRONT OF YOUR BILL

**business stream**  
A SCOTTISH WATER COMPANY

[business-stream.co.uk](http://business-stream.co.uk)

Customer reference / invoice no

Invoice / tax point date: 7 April 2017  
Supply address: COMPANY NAME,  
1 Example Street, City, AB12 3CD

Supply point ID / waste supply point ID:  
22222222222/11

Our VAT number: 942 85941 85  
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COMPANY NAME,  
1 Example Street  
City  
AB12 3CD

### Your water services invoice

24 October 2016 - 31 March 2017

**YOUR ACCOUNT SUMMARY**

Your previous balance	£xxx.xx
Payments received	£xxx.xx
Your balance brought forward	

**YOUR CHARGES THIS PERIOD** (see page 2 for details)

Water services charges	£xxx.xx
VAT	£xxx.xx
<b>Total charges this period</b>	<b>£xxx.xx</b>

Your new account balance £xxx.xx

For ways to pay see page 3 →

**Reduce risk**

Winter Alerts

Winter-proof your business and sign up for free winter alerts.

Visit [business-stream.co.uk/bigfreeze](http://business-stream.co.uk/bigfreeze)

## Your bill explained Scotland Unmetered properties

### Fixed water charges

Fixed charges are applied to all properties for the upkeep of external pipes and pumps that supply water to your property.

### Rateable value water charges

This is your water charge. Rateable Value (RV) is an assessment of the value of a property made by the Scottish Assessors Association. We are required to use RV to calculate water charges for all properties that do not have a water meter fitted.

### Fixed waste water charges

Fixed charges are applied to all properties for the upkeep of external pipes and pumps remove waste water from your property.

### Rateable value waste water charges

This is your waste water charge. Rateable Value (RV) is an assessment of the value of a property made by the Scottish Assessors Association. We are required to use RV to calculate water charges for all properties that do not have a water meter fitted.

### BACK OF YOUR BILL

Customer reference / Invoice no:

Invoice / tax point date: 1 April 2012

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#### Your charges in detail

Water charges	Units	Rate	VAT	Charge
<b>Fixed water charge</b>				
Water Fixed Charge	24 Oct 11 - 31 Mar 12	199 days	0.000000	£000.00
<b>Rateable value water charge</b>				
Charges	24 Oct 11 - 31 Mar 12	10000 RV	0.000000	£000.00
<b>Total water charges</b>				£000.00

You could save money by measuring how much water you use. We can look at your site and make a more accurate estimate of your water use. Visit [www.business-stream.co.uk/reassessment](http://www.business-stream.co.uk/reassessment)

A yearly fee for the upkeep of pipes and pumps that supply your water.  
As your property doesn't have a meter, we calculate your water usage charge based on the rateable value (RV) of your property multiplied by the rate for the period covered.

Waste water charges	Units	Rate	VAT	Charge
<b>Fixed waste water charge</b>				
Waste Water Fixed Charge	24 Oct 11 - 31 Mar 12	199 days	0.000000	£000.00
<b>Rateable value waste water charge</b>				
Charges	24 Oct 11 - 31 Mar 12	10000 RV	0.000000	£000.00
<b>Total waste water charges</b>				£000.00

A yearly fee for the upkeep of external pipes and pumps that remove waste water from your property.  
As your property doesn't have a meter, we calculate your waste water charge based on the rateable value (RV) of your property multiplied by the rate for the period covered.

Drainage charges	Units	Rate	VAT	Charge
<b>Property drainage</b>				
Charges	24 Oct 11 - 31 Mar 12	10000 RV	0.000000	£000.00
<b>Roads drainage</b>				
Charges	24 Oct 11 - 31 Mar 12	10000 RV	0.000000	£000.00
<b>Total drainage charges</b>				£000.00

As you're connected to the public water and sewerage system, you're charged for the cost of collecting and treating rain water from your property. Charges are based on the rateable value (RV) of your property, even if you're exempt from commercial rates. Please note we use RV's as at 31 March 2005.

This covers your contribution to the public roads drainage system and helping to keep the roads free from flooding. Charges are based on the rateable value (RV) of your property, even if you're exempt from commercial rates. Please note we use RV's as at 31 March 2005.

<b>Subtotal</b>	£000.00
VAT	£000.00
<b>Total charges this period</b>	£000.00

**VAT on our charges**  
Most of our services are zero-rated (0) but some are standard rate (20) or outside scope (0). See [business-stream.co.uk/vat](http://business-stream.co.uk/vat) for more information.

### Property & road drainage

Any business that is connected to the public water and sewerage system is required to pay a charge towards the cost of collecting and treating rain water from the property. These charges also cover your contribution to the public roads drainage system and helping to keep the roads free from flooding. These charges are based on the Rateable Value (RV) of your property, even if you are exempt from commercial rates. For full details see [business-stream.co.uk/charges](http://business-stream.co.uk/charges)