

# What you pay for your water and waste water services in 2019/20



**Scottish  
Water**

Trusted to serve Scotland

We work 24 hours a day, 365 days a year to keep the water cycle running and your charges low.

Each year we invest every penny we collect through customer charges to run and improve your water and waste water services.



We maintain and are improving **242** water treatment works and **30,246** miles of water pipes to deliver **1.38** billion litres of clear, fresh drinking water every day, so it's there day or night when you turn on the taps.

We also maintain and are improving **1,826** waste water treatment works and **32,940** miles of sewers to take away **929** million litres of waste water and help protect the natural environment in your area.



**This costs around £1 a day for the average household\*.**

On average, we carry out **1 quality test every 2 minutes**<sup>†</sup> on the tap water we supply, to make sure that you enjoy your supply of great-tasting Scottish drinking water.

<sup>†</sup> This is based on 2017 figures, the most up to date figures available at time of going to print.

\* The average household is between Council Tax Band B and Band C and has a combined bill of around £1 a day. Individual Water Supply and Waste Water Collection charges are less than £1 a day for all households (except for the individual Waste Water Collection charges for Band G households and the individual Water Supply and Waste Water Collection charges for Band H households).

## Promising to give you value for money

We continue to successfully deliver a quality service to our customers. The quality of your Scottish drinking water remains at very high levels, and we work to deliver these essential services to you in an affordable and sustainable way. To help us make sure that we can continue to provide you with at least the same high levels of service that you currently receive, in 2019/20 the Combined Services charge for the average household will rise by around £6 from the amount last year. At £369, the average Scottish Water bill will still stay lower than the average bill in England and Wales.



## Your water, your life

Water is vital to our daily lives. From topping up from the tap to drink it and stay refreshed, to cooking, cleaning or flushing, we use it virtually every moment, every day.

It's a precious resource and we are trusted to care for the water on which Scotland depends. But you can also play a part. There are lots of simple, effective things we can all do in terms of how we use water which can help have a positive effect on our lives and our communities:

- Top up from the tap – use a refillable bottle and enjoy Scotland's great-tasting water fresh from the tap. It's good for you, your pocket and the environment.
- Don't flush wipes and other bathroom waste items that should be put in the bin, and recycle or put all cooled fat, oil and grease in the bin, not down the sink<sup>^</sup>; and
- Use water wisely around the home, whatever the weather.

To find out more, visit [www.scottishwater.co.uk](http://www.scottishwater.co.uk)

<sup>^</sup> Please check with your local Council/waste contractor for info on how to recycle or dispose of used fat, oil and grease in your area.

## Keeping you informed

You can keep up to date about our work or service updates, such as having no water supply, in your area:

Visit: [www.scottishwater.co.uk/updates](http://www.scottishwater.co.uk/updates)

Text (SMS): If you would like to receive free texts (SMS)\*\* please text the word '**Update**' with your postcode to **82228** (Example text: Update EH10 6XH).

## Our services – your rights

Our customers and communities are at the heart of everything we do. We always aim to deliver on our promises and are always looking at how we can improve the service and the value that we provide. It is important that we aim to provide you with a great customer experience – and that when we say we will do something, we will do it.

We want you to be aware of our promises and your rights under our service standards. To find out more, visit [www.scottishwater.co.uk/yourrights](http://www.scottishwater.co.uk/yourrights)

## Who regulates the water industry in Scotland?

The Water Industry Commission for Scotland is the economic regulator of the water industry in Scotland, approving the levels we charge you. The Commission can be contacted at [www.watercommission.co.uk](http://www.watercommission.co.uk)

Citizens Advice Scotland (CAS) represents the interests of consumers within Scotland's water industry. CAS can be contacted on **03454 04 05 06** or at [www.cas.org.uk](http://www.cas.org.uk)

The Drinking Water Quality Regulator (DWQR) monitors and regulates the quality of the water we deliver to you. The DWQR can be contacted at [www.dwqr.scot](http://www.dwqr.scot)

The Scottish Environment Protection Agency (SEPA) sets standards for and monitors waste water and other discharges into local streams, rivers and the sea. SEPA can be contacted at [www.sepa.org.uk](http://www.sepa.org.uk)



\*\* For more info and T&Cs visit [www.scottishwater.co.uk/textterms](http://www.scottishwater.co.uk/textterms)

## Household Charges 2019/20

Your charges are based on the Council Tax Band for your home. For 2019/20 the Combined Services charge for the average household will rise by 1.6% from what you paid last year. The table below tells you what your charges are from 1 April 2019 to 31 March 2020.

Council Tax Band	Water Supply	Waste Water Collection	Combined Services
Band A	£137.04	£159.12	£296.16
Band B	£159.88	£185.64	£345.52
Band C	£182.72	£212.16	£394.88
Band D	£205.56	£238.68	£444.24
Band E	£251.24	£291.72	£542.96
Band F	£296.92	£344.76	£641.68
Band G	£342.60	£397.80	£740.40
Band H	£411.12	£477.36	£888.48

These charges apply to every household which has a connection to the public water supply, the public waste water network, or both.

Your water and waste water charges will be shown on your Council Tax bill, **even if you receive Council Tax Reduction**. Some Council Tax exemptions and discounts will also apply to these charges, such as single occupancy or if you are a student.

If your property has been altered to meet the needs of a disabled person, you may be entitled to a Disabled Banding Reduction on the charges you pay for your property.

Your local Council bills and collects these charges on our behalf and you can find details of how to pay on your Council Tax bill. Please contact your local Council for more information and help with payment options.

**Important: If you receive Council Tax Reduction** you must still pay a water and waste water charge for the services that you have at your home. However you will receive a reduction of up to 25% on the charges shown in the table above.

# Keeping up to date and getting in touch

Find out more about Scottish Water, our charges, our customer charter and keep up to date with what we are doing in your area:

## Visit



[www.scottishwater.co.uk](http://www.scottishwater.co.uk)

## Follow us



[facebook.com/scottishwater](https://facebook.com/scottishwater)



[@scottish\\_water](https://twitter.com/scottish_water)

## Email



[help@scottishwater.co.uk](mailto:help@scottishwater.co.uk)

## Call

Customer Helpline free 24/7



**0800 0778778**

Alternative formats of this leaflet can be made available free of charge. For information on Braille, large print, audio and a variety of languages, please call our Customer Helpline.

If you have a disability, medical condition or other reason where you may need additional assistance from Scottish Water then please contact us and we can add your name, address and requirements to our confidential Additional Support Register.

We record all calls for quality and training purposes.