



**Scottish
Water**

Trusted to serve Scotland

WHAT YOU PAY FOR YOUR WATER AND WASTE WATER SERVICES IN 2022/2023

THIRST **QUENCHING** **STUBBLES** **HAVING**
 **TOOTH BRUSHING**
COFFEE BREWING
BATH FILLING
FACE **MONEY** **SAVING** **HAIR** **RINSING**
WASHING  **TEA-MAKING**
PLANET SAVING **LOO** **FLUSHING**
CLOTHES  **HEAD**
CLEANING **CLEARING** **POT**
TAP **TURNING**  **BOILING**
DISH  **LIFE-**
WASHING **GIVING**

We deliver **1.53 billion** litres of clear, fresh drinking water every day so it's there whenever you turn on the taps.

We protect the environment by removing and treating **1.08 billion** litres of waste water every day.

Our vital public services help more than **5 million** customers and over **2.6 million** households across Scotland go about their day-to-day lives.

We operate more than **2,000** water and waste water treatment works and over **60,000** miles of water pipes and sewers.

Drinking water quality remains at its highest ever level - we carry out, on average, **1 quality test every 2 minutes[†]** on the water we supply to your taps.

Our focus is on delivering an excellent service, providing great value for money, and reducing the effect we have on the environment. We work 24 hours a day, 365 days a year to keep the water cycle running.

The charges you pay allow us to operate and improve water and waste water services in communities across Scotland.

THIS COSTS
AROUND
£1 A DAY
FOR THE
AVERAGE
HOUSEHOLD*



[†]This is based on 2020 figures – the most up-to-date figures available at the 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.



Promising to give you value for money

Around £1 a day doesn't buy much these days – you wouldn't get a takeaway coffee, a bus ticket, or a newspaper for that.

And yet, for around £1 a day you get to do a long list of essential things, such as take a shower, wash your clothes, cook, clean, flush the loo, heat your home and, of course, have a cuppa. Most people in Scotland use about 165 litres of tap water every day.

We live in an ever-changing world. Climate change and different weather patterns make it harder to deliver the water Scotland needs every day. We're investing over £600 million a year to keep Scotland's water the way you like it.

We work to deliver our services and transform the organisation to make sure we can meet future challenges, especially around climate change, maintaining and replacing ageing infrastructure, and reducing carbon emissions.



Our services – your rights

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

To find out more about your rights under our service standards visit:

www.scottishwater.co.uk/ourpromises



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



Help us to help you

Water is a precious natural resource and we must all look after it. When nature calls, there's a world to save - so **join the wave**:

- Only flush the 3Ps - toilet **p**aper, **p**ee & **p**oo.
- Don't flush single-use wipes, period products or other bathroom waste items as these can contain plastic. Put them in the bin instead.
- Recycle or put all cooled fat, oil and grease in a bin, not down the sink[^].
- Top up from the tap - use a refillable bottle and enjoy great-tasting water from the tap. It's good for you, your pocket and the planet.
- Water is always worth saving - there are lots of simple ways to save water that can help keep your energy costs down. Find out how much water you use in your household, visit: **www.getwaterfit.co.uk**

To find out more, visit **www.scottishwater.co.uk**

[^] 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.



Stay in the know

To keep up to date with the latest news and find out about our campaigns and how we are supporting communities around Scotland, sign up to receive our e-newsletter.

Visit **www.yourwateryourlife.co.uk/join-the-wave-form**



Who regulates the water industry in Scotland?

To find out more about the water industry in Scotland and our regulators, visit

www.scottishwater.co.uk/WaterIndustryScot

Household charges 2022/23

Your charges are based on the Council Tax band for your home. The table below tells you what your charges are from 1 April 2022 to 31 March 2023.

Council Tax Band	Water Supply	Waste Water Collection	Combined Services
Band A	£147.60	£171.36	£318.96
Band B	£172.20	£199.92	£372.12
Band C	£196.80	£228.48	£425.28
Band D	£221.40	£257.04	£478.44
Band E	£270.60	£314.16	£584.76
Band F	£319.80	£371.28	£691.08
Band G	£369.00	£428.40	£797.40
Band H	£442.80	£514.08	£956.88

These charges apply to every household which has a connection to the public water supply, the public waste water network, or both. If your Council Tax bill includes services that you believe your home is not connected to, please contact our Customer Portal via: www.scottishwater.co.uk/ChargesFAQ

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 35% 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

Follow us

 facebook.com/scottishwater

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

Email

help@scottishwater.co.uk

Call

Free Customer Helpline

(24 hours a day, seven days a week)

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 why you may need additional assistance from Scottish Water, then please contact us and we can add your name, address and requirements to our confidential Priority Services Register.

We record all calls for quality and training purposes.

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