

## Explanation of Water Charges

Your water bill will normally consist of charges from three different services (water, waste and drainage) and will also show a breakdown between fixed charges and usage charges.

### Water charge

Water charges cover the provision of fresh water. Customers pay a fixed or standing charge plus charges for usage. If you have a water meter, the usage charge is based on your metered water use. Alternatively, if you have an unmetered supply, it is based on the rateable value of your property.

### Waste water charge

Waste charges consist of both a fixed or standing charge and a volumetric charge. For metered customers, charges are based on the water used at the property. For unmetered customers charges are based on the rateable value.

### Surface water drainage charges

Drainage charges are applied for **roads drainage** and **property drainage** and cover the cost of collecting and treating rainwater, and bringing it back into the supply system.

In line with Scottish Ministers' principles of charging, roads drainage is your share of the cost of collecting water from Scotland's roads, and does not relate to the specific roads serving your property.

Drainage charges are calculated according to the rateable value of your property regardless of whether you have a meter.

### Trade effluent charge

If your business produces trade effluent, it will be charged for disposing and treating waste, and the charge will be based both on volumes and the nature of the effluent.



### Contact us

If you have a question about your charges or want to discuss payment options or the other services we can provide, you can contact us via the online enquiry form at:

[www.castlewater.co.uk](http://www.castlewater.co.uk), email us on [info@castlewater.co.uk](mailto:info@castlewater.co.uk)

or call us on **01250 833101**

Our helpdesk opens from 8am-6pm Monday to Friday.

## Frequently Asked Questions

### Exemptions

There is an exemption scheme provided by the Scottish Government which applies to charities and community amateur sports clubs.

Please visit [www.castlewater.co.uk/charities-exemption-form/](http://www.castlewater.co.uk/charities-exemption-form/) for details.

If you are a small business with a business rates exemption, this will not apply to your water charges.

### New Customer

Every year, Scottish Water assesses a number of sites across Scotland which have incorrectly not been charged historically. These sites are allocated to one of a small number of Licensed Providers. Charges are a statutory responsibility of the occupier of the premises.

If you are a new customer who has not been required to pay water charges previously, your charges would normally be assessed on industry standard estimates – for small premises this will be of 500m<sup>3</sup> of water used per annum. This is reassessed as meter readings are recorded (which takes place every six months). If you think this estimate may not be reasonable in your own case, please contact us and we can discuss options to take meter readings more often, or if you have no meter to carry out a reassessment of your usage.

### Landlord or tenant's responsibility

Under the Water Industry (Scotland) Act 2002 the liability for charges is with the "occupier", not the owner. When premises are unoccupied the liability will revert to the owner. In many cases, a property owner may choose to pay the charges based on contractual agreements between landlord and tenant. However, if charges are not paid by the landlord it is the occupier's responsibility to pay them.

### Castle Water's Licence

Castle Water Ltd is a Licensed Provider of Water and Sewerage services, with authority under the Water Services etc. (Scotland) Act 2005 to fix, demand and recover charges for water and sewerage.

Castle Water is licensed by the Water Industry Commission for Scotland

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

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