

Frequently Asked Questions

Q: Can I install a water meter?

A: Yes, in most cases a water meter can be fitted by Scottish Water.

Q: How much will it cost to install a water meter?

A: In most cases the water meter is at no cost, however there may be a charge for a site survey and any additional piping.

Q: How much can I save by installing a water meter?

A: That may be difficult to calculate, however, you will then be charged on your actual usage rather than estimated usage with a reduction in fixed charges depending on meter size.

Q: I'm moving premises – how do I change my property's address details?

A: Contact us to update your account details – and please remember to let us know 14 days before you move.

Q: My business is flooded – what do I do?

A: If you have flooding indoors, within our operating hours, Monday – Friday 8.30am to 5.30pm, contact us. Out with these hours contact Scottish Water on 0845 600 8855.

Then follow these steps:

- turn off your water at the stop valve immediately
- switch off immersion heaters and boilers.
- turn on all hot and cold taps, to drain the system and minimise damage
- let any solid fuel fires die down
- switch off your electricity supply at the main if there's a risk that water could come into contact with electrical wiring or fittings.
- a temporary repair can be made to a burst pipe by binding it tightly with a cloth or tape, or using a pipe clamp. However, any burst pipe should be replaced as soon as possible by a qualified plumber.

Q: The water coming through my taps is dirty – who should I contact?

A: If you've run your taps for some time and discoloured water is still flowing, contact Scottish Water on 0845 600 8855.

Q: What do the charges on my water bill cover?

A: The bill is divided into different types of water charge:

- a fixed charge to keep you connected to the water supply and or the sewers
- 'volumetric' charges, based on how much water you use and returned to the sewers
- property and roads drainage charges, based on your property's rateable value.

Q: How do I pay my water bill?

A: We've made it as easy as possible. You pay monthly by direct debit.

Q: Where is my water meter located?

A: The location of your water meter is usually shown on your bill. Most meters are outside the building, but within the boundary of the property.

Q: How do I read my meter?

A: You'll find a small square lid. Lift it up and make a note of the black numbers on a white background. (Ignore the white numbers on red.) Then visit the submit a meter reading page.

Q: My water meter is damaged – what should I do?

A: Get in touch with us and we'll work out the best solution.

Q: My meter has stopped turning – what do I do?

A: Get in touch with us – we'll get you a replacement, or have a look to see what the problem is.

Q: How are water charges calculated?

A: The volumetric charge for water is based upon usage recorded through your water meter. For customers with a meter size of up to and including 20mm, there are four charge steps:

0 to 25m³

26 to 100,000m³

100,001 to 250,000m³

250,001m³ and above

For customers with a meter over 20mm there are three charge steps:

0 to 100,000m³

100,001 to 250,000m³

250,001m³ and above

Q: My trade effluent bill is sent to a different address to my water and waste water bill, will this change?

A: Yes, you will now receive all of your bills to the address on your current water and waste water account.

Q: What happens if my business is supplied by multiple supply meters?

A: All of your supply meters will be consolidated onto one account so you will have one reference number for one site.

Q: I have a complaint about Castle Waters customer service. Who should I contact?

A: If you're unhappy with anything we've done – or haven't done – please let us know. You can contact our CEO via ceo@castlewater.co.uk or call us on 01250 833101.

Q: How can I claim compensation for my business for disruption in water supply and waste water services?

A: Contact us. We'll be in touch to check the details and handle your claim.

Q: How can I manage my water usage more efficiently?

A: Contact us and we will arrange a water audit to advise on possible solutions to reduce, reuse or recycle, leading to potential cost savings.