



Our Charging Statement for Non-Primary  
and Other Charges in Scotland  
2020-21

## 1 Temporary Consents for Trade Effluent Discharge

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A temporary consent will be valid for six months, after which time it will automatically terminate.

Category of Discharge	Charge per Consent
Low Strength	£212.46
Medium Strength	£425.04
High Strength	£708.29

## 2 Verification of Services

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### 2.1 De-registration Requests

Activity	Charge	Abortive Visit Charge
Verification using Scottish Water Systems	£24.19	N/A
Visit During Standard Hours (Two Person Service) First Hour	£222.32	£185.02
Visit Out-With Standard Hours (Two Person Service) Per Hour Thereafter	£148.40	N/A
Visit Out-With Standard Hours (Two Person Service) First Hour	£292.43	£243.49
Visit Out-With Standard Hours (Two Person Service) Per Hour Thereafter	£194.66	N/A
Visit requiring additional resources during or out-with standard hours	Based on Actual Cost	Based on 1 Hour 15 Minutes

### 2.2 Verification of Meter Details

Activity	Charge	Abortive Visit Charge
Visit During Standard Hours – First Hour	£111.22	£92.51
Visit During Standard Hours – Per Hour Thereafter	£74.14	N/A
Visit Out-With Standard Hours – First Hour	£146.16	£121.74
Visit Out-With Standard Hours – Per Hour Thereafter	£97.33	N/A
Visit requiring additional resources during or out-with standard hours	Based on Actual Cost	Based on 1 Hour 15 Minutes

## 2.3 Verification of Water Service Configuration

Activity	Charge	Abortive Visit Charge
Verification using Scottish Water Systems	£24.19	N/A
Visit During Standard Hours (Two Person Service) First Hour	£222.32	£185.02
Visit During Standard Hours (Two Person Service) Per Hour Thereafter	£148.40	
Visit Out-With Standard Hours (Two Person Service) First Hour	£292.43	£243.49
Visit Out-With Standard Hours (Two Person Service) Per Hour Thereafter	£194.66	
Visit requiring additional resources during or out-with standard hours	Based on Actual Cost	Based on 1 Hour 15 Minutes

## 2.4 Legal Review – Associated with Verification of Water Service or Supply Configurations

Activity	Charge
Legal (Property Ownership) Review Fee	£81.54

## 3 Water Shut off and Reconnection

There are two types of disconnections that we offer – temporary and permanent. You can request and pay for either type to be carried out at your property.

We will also temporarily or permanently disconnect your supply if you fail to pay your bills. If the supply has been temporarily disconnected, we will reconnect the supply once all outstanding bills have been paid, including the applicable disconnection, reconnection and cost of recovery charges. If your supply has been permanently disconnected, a new connection will need to be applied for, subject to capacity in Scottish Water's network.

### 3.1 Disconnection Surveys for Temporary and Permanent Disconnections

The cost for disconnecting your supply – whether temporarily or permanently – is based on whether alterations to your pipework are needed. To establish what work is required, we must first carry out a survey. If you need the survey to be done out-of-hours, i.e. out-with Monday to Friday, 8am to 6pm, the survey charges increase.

Activity	Charge	Abortive Visit Charge
The First Hour of an in-hours standard disconnection survey	£222.32	£185.02
For each hour thereafter of an in-hours standard disconnection survey	£148.40	N/A
The first hour of an out-of-hours standard disconnection survey	£292.43	£243.49
For each hour thereafter of an out-of-hours standard disconnection survey	£194.66	N/A
Survey requiring additional resources during or out-with standard hours	Based on actual cost	Based on 1 Hour 15 Minutes

If you can commit to going through with the disconnection before the survey is even carried out, and the survey shows that a standard disconnection is possible, we'll reduce your charges by the amounts below:

	Charge	Abortive Visit Charge
In-hours advanced commitment standard disconnection	£148.40	£185.02
Out-of-hours advanced commitment standard disconnection	£194.66	£243.49

### 3.2 Temporary Disconnection

A temporary disconnection should not last more than three months. Disconnections lasting longer than three months will be classed as a permanent disconnection and will be charged as such. The fixed charges for water, waste water and surface water drainage will continue to apply for each period of temporary disconnection. Should any further cost be incurred in securing access to carry out the survey (e.g. legal costs) these may also be added to your account.

Activity	Charge	Abortive Visit Charge
The First Hour of an in-hours standard temporary disconnection where no pipework modification is required	£222.32	£185.02
For each hour thereafter of an in-hours temporary disconnection	£148.40	N/A
The first hour of an out-of-hours standard temporary disconnection where no pipework modification is required	£292.43	£243.49
For each hour thereafter of an out-of-hours standard temporary disconnection	£194.66	N/A
Non-standard Temporary Disconnection	Based on Actual Cost	Based on Actual Cost

### 3.3 Permanent Disconnection

If you ask us to permanently disconnect your water supply, you will be charged based upon the actual cost of providing this service, but we ask that a deposit of £250+VAT is paid prior to us submitting the request. Any costs will be deducted from this amount – any difference will be refunded, and any further costs will be invoiced upon completion of the work. Abortive visit charges will also apply. These will be based on 1 hour 15 minutes of reasonable resources.

Activity	Charge	Abortive Visit Charge	Customer Request
Permanent Disconnection during Standard Hours	£582.06	£232.85	£0.00
Permanent Disconnection outwith Standard Hours	£756.67	£302.62	£0.00
Permanent Disconnection Inspection	£73.81	Based on 1 Hour 15 Minutes	£0.00

### 3.4 Discontinuation and Re-establishment of Trade Effluent Service

Activity	Charge
Survey to Establish if Trade Effluent Service can be discontinued	Reasonable Costs Incurred
Discontinuation of Trade Effluent Services	Reasonable Costs Incurred
Re-establishment of Trade Effluent Services	Reasonable Costs Incurred
Abortive Visits	Reasonable Costs Incurred

### 3.5 Reconnection Charges Following Temporary Disconnection

Activity	Charge	Abortive Visit Charge
In-hours Reconnection	£111.22	£92.51
Out-of-hours Reconnection	£146.16	£121.74
Reconnection Requiring Pipework Alteration	Based on Actual Cost	Based on 1 Hour 15 Minutes

### 3.6 Service Removal Verification Survey

Activity	Charge	Abortive Visit Charge
Survey During Standard Hours for the First Hour	£111.22	£92.51
Survey During Standard Hours per Hour Thereafter	£74.14	N/A
Survey out-with Standard Hours for the First Hour	£146.16	£121.74
Survey out-with Standard Hours per Hour Thereafter	£97.33	N/A
Survey requiring additional resources during or out-with standard hours	Based on Actual Cost	Based on 1 Hour 15 Minutes

## 4 Metering Services

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Metering your supply allows us to bill you based on your actual consumption and allows you to monitor and manage your usage. Our metering services will help you get a meter installed, keep it working properly and make sure it's the right size for your property.

If you have any questions regarding meters that we haven't answered here, please call our Customer Service Team on 0330 333 6510 or email at [customersupport@castlewater.co.uk](mailto:customersupport@castlewater.co.uk)

If you ask for a meter to be installed at your un-metered property, then we will request the service from Scottish Water and charge you based on the meter installation standard charges as shown below.

Meters will only be installed where practicable, so we must first carry out a survey at your property to make sure that the installation is possible. When this is not possible, we will explain the circumstances behind Scottish Waters decision.

If you need the survey to be done out of hours, i.e. out-with 8am to 6pm Monday to Friday, the survey charges increase. Scottish Water will also need to survey the property if you require a different

size of meter or you'd like the meter to undergo an accuracy test and the meter is subsequently found to be accurate.

#### Meter Installation

If it is possible to install your meter, but the installation requires one or more of the following, you will be charged based on the actual cost of undertaking the installation:

- Separating the water supply pipe to your property, if it also supplies another property
- Substantial plumbing work
- Installing more meters, for example because the property has more than one water supply
- Installing a meter elsewhere in the property, other than Scottish Waters preferred location

Wherever possible, we will notify you in advance of these charges. In all other cases, the following charges apply.

#### 4.1 Survey Charge for Change of Meter

Activity	Charge	Abortive Visit Charge
In-hours Meter Survey	£222.32	£185.02
Out-of-hours Meter Survey	£292.43	£243.49
Meter Surveys Requiring Additional Resources	Reasonable Costs Incurred	Reasonable Costs Incurred

#### 4.2 Survey Charge for Meter Accuracy Test

Activity	Charge	Abortive Visit Charge
Survey During Standard Hours for the First Hour	£111.22	£92.51
Survey During Standard Hours per Hour Thereafter	£74.14	N/A
Survey out-with Standard Hours for the First Hour	£146.16	£121.74
Survey out-with Standard Hours per Hour Thereafter	£97.33	N/A
Survey requiring additional resources during or out-with standard hours	Based on Actual Cost	Based on 1 Hour 15 Minutes

#### 4.3 Meter Installation

Meter Size (mm)	15	20	25	30	40	50	80	100	150
Above Ground / Internal Meter	£203.17	£230.72	£265.89	£311.47	£487.20	£516.21	£634.82	£659.23	£691.38
Below Ground Meter (No Dig Up)	£214.14	£242.59	£277.65	£323.57	£507.25	£536.26	£654.53	£679.17	£711.31
Below Ground Dig Up and Rebuild Chamber in Verge	£774.82	£803.26	£894.77	£940.58	£1,017.74	£1,228.64	£1,355.20	£1,379.73	£1,718.42
Below Ground Dig Up and Rebuild Chamber in Surfaced Footpath	£843.92	£872.37	£959.84	£1,005.65	£1,098.50	£1,287.66	£1,425.98	£1,450.40	£1,806.90
Below Ground Dig Up and Rebuild Chamber in Surfaced Road	£992.43	£1,020.77	£1,112.38	£1,158.30	£1,257.31	£1,446.48	£1,594.77	£1,619.30	£1,979.71
Below Ground no Dig Up + MSM Meter in Verge	£203.73	£216.61	£229.94						
Below Ground, dig up and install ebco box + MSM meter in verge	£788.26	£801.02	£894.77						
Below ground, dig up and install ebco box + MSM meter in surfaced footpath	£857.36	£870.24	£959.84						
Below ground, dig up and install ebco box + MSM meter in road	£1,005.87	£1,018.75	£1,112.38						

Meter Size (mm)	200	250	300	350	400	450	500	600
Above Ground / Internal Meter	£793.97	£1,155.06	£1,349.49	£1,869.28	£2,323.55	£2,609.94	£3,167.58	£3,959.98
Below Ground Meter (No Dig Up)	£813.79	£1,174.88	£1,369.42	£2,230.48	£2,730.22	£3,016.72	£3,642.46	£4,480.34
Below Ground Dig Up and Rebuild Chamber in Verge	£2,032.91	£2,398.03	£2,644.54	£5,458.54	£6,250.16	£6,536.43	£7,162.29	£8,000.16
Below Ground Dig Up and Rebuild Chamber in Surfaced Footpath	£2,115.68	£2,477.10	£2,671.65	£5,583.54	£6,338.86	£6,625.36	£7,250.99	£8,088.98
Below Ground Dig Up and Rebuild Chamber in Surfaced Road	£2,415.73	£2,649.92	£2,983.68	£5,897.58	£7,125.22	£7,536.48	£8,162.11	£9,000.21

Charge for Abortive Visit - £92.51

#### 4.4 Changing Meter Sizes

Meter Size (mm)	15	20	25	30	40	50	80	100	150
Above Ground / Internal Meter	£226.24	£254.58	£289.63	£335.33	£562.91	£618.69	£704.93	£793.97	£939.79
Below Ground Meter (No Dig Up)	£238.00	£266.45	£301.39	£347.42	£582.74	£638.40	£724.86	£766.64	£959.62
Below Ground Dig Up and Rebuild Chamber in Verge	£830.48	£858.82	£950.43	£996.02	£1,117.20	£1,354.86	£1,447.38	£1,489.38	£1,990.69
Below Ground Dig Up and Rebuild Chamber in Surfaced Footpath	£895.55	£923.89	£1,011.36	£1,057.39	£1,194.03	£1,409.86	£1,516.14	£1,557.92	£2,075.14
Below Ground Dig Up and Rebuild Chamber in Surfaced Road	£1,047.98	£1,076.43	£1,168.05	£1,213.74	£1,356.77	£1,572.37	£1,686.94	£1,728.83	£2,252.21
Below Ground no Dig Up + MSM Meter in Verge	£398.05	£410.93	£504.56						
Below Ground, dig up and install ebco box + MSM meter in verge	£843.70	£859.71	£950.43						
Below ground, dig up and install ebco box + MSM meter in surfaced footpath	£908.77	£924.90	£1,011.36						
Below ground, dig up and install ebco box + MSM meter in road	£1,061.54	£1,077.55	£1,168.05						



#### 4.4 Changing Meter Sizes (continued)

Meter Size (mm)	200	250	300	350	400	450	500
Above Ground / Internal Meter	£1,663.31	£2,027.09	£3,137.34	£4,731.22	£5,553.63	£6,640.82	£8,853.49
Below Ground Meter (No Dig Up)	£1,703.07	£2,066.85	£3,529.79	£5,123.55	£5,991.55	£7,078.62	£9,359.73
Below Ground Dig Up and Rebuild Chamber in Verge	£2,902.37	£3,270.29	£4,778.14	£8,487.36	£9,480.13	£10,567.20	£12,848.30
Below Ground Dig Up and Rebuild Chamber in Surfaced Footpath	£2,985.47	£3,349.25	£4,903.14	£8,576.18	£9,568.83	£10,656.02	£12,936.90
Below Ground Dig Up and Rebuild Chamber in Surfaced Road	£3,285.07	£3,521.95	£5,154.58	£9,362.53	£10,355.07	£11,567.14	£13,848.13

Charge for Abortive Visit - £92.51

#### 4.5 Replacing or Repairing Damaged Meter

It is your responsibility to make sure that your meter is protected and kept in good condition. If your meter is damaged by frost or by someone other than a representative of Castle Water or Scottish Water, then the charge below will apply for repairing the meter. Wherever possible, we will notify you in advance of these charges.

We may also charge you for the volume of water that we estimate would have passed through the damaged meter during the time that it was damaged.

Meter Size (mm)	15	20	25	30	40	50	80	100	150
Above Ground / Internal Meter	£190.29	£218.74	£253.79	£299.71	£467.60	£496.50	£614.99	£639.41	£671.55
Below Ground Meter (No Dig Up)	£214.14	£242.59	£277.65	£323.57	£507.25	£536.26	£654.53	£679.17	£711.31
Below Ground Dig Up and Rebuild Chamber in Verge	£774.82	£803.26	£894.77	£940.58	£1,017.74	£1,228.64	£1,355.20	£1,379.73	£1,718.42
Below Ground Dig Up and Rebuild Chamber in Surfaced Footpath	£843.92	£872.37	£959.84	£1,005.65	£1,098.50	£1,287.66	£1,425.98	£1,450.40	£1,806.90
Below Ground Dig Up and Rebuild Chamber in Surfaced Road	£992.43	£1,020.77	£1,112.38	£1,158.30	£1,257.31	£1,446.48	£1,594.77	£1,619.30	£1,979.71
Below Ground no Dig Up + MSM Meter in Verge	£203.73	£216.61	£229.94						
Below Ground, dig up and install ebco box + MSM meter in verge	£788.26	£801.02	£894.77						
Below ground, dig up and install ebco box + MSM meter in surfaced footpath	£857.36	£870.24	£959.84						
Below ground, dig up and install ebco box + MSM meter in road	£1,005.87	£1,018.75	£1,112.38						
Above Ground Replace Helix 4000 Mechanism					£296.13	£303.07	£369.38	£396.14	£422.91
Below Ground Replace Helix 4000 Mechanism					£316.06	£323.01	£389.20	£416.08	£442.74

Meter Size (mm)	200	250	300	350	400	450	500	600
Above Ground / Internal Meter	£774.14	£1,135.23	£1,329.66	£1,849.46	£2,303.73	£2,590.34	£3,147.65	£3,940.05
Below Ground Meter (No Dig Up)	£813.79	£1,174.88	£1,369.42	£2,230.48	£2,730.22	£3,016.72	£3,642.46	£4,480.34
Below Ground Dig Up and Rebuild Chamber in Verge	£2,032.91	£2,398.03	£2,644.54	£5,458.54	£6,250.16	£6,536.43	£7,162.29	£8,000.16
Below Ground Dig Up and Rebuild Chamber in Surfaced Footpath	£2,115.68	£2,477.10	£2,671.65	£5,583.54	£6,338.86	£6,625.36	£7,250.99	£8,088.98
Below Ground Dig Up and Rebuild Chamber in Surfaced Road	£2,415.73	£2,649.92	£2,983.68	£5,897.58	£7,125.22	£7,536.48	£8,162.11	£9,000.21
Above Ground Replace Helix 4000 Mechanism	£548.69	£595.39	£681.63					
Below Ground Replace Helix 4000 Mechanism	£568.51	£654.75	£701.34					

Charge for Abortive Visit - £92.51

#### 4.6 Meter Accuracy Test

If you believe that your water meter is not registering correctly, then we can arrange for it to be tested by Scottish Water. If the meter is found to be recording your usage accurately (within 5%), you will be charged for the testing, as per below. If it has been recording your usage inaccurately, this will be corrected at no cost to you.

Meter Size (mm)	15	20	25	30	40	50	80	100	150
Meter Accuracy Test	£312.26	£348.21	£399.39	£449.23	£690.82	£747.38	£906.98	£973.62	£1,070.94

Meter Size (mm)	200	250	300	350	400	450	500	600
Meter Accuracy Test	£1,430.80	£1,791.89	£1,986.54	£3,188.19	£3,688.05	£4,133.25	£4,759.10	£5,914.72

Charge for Abortive Visit - £92.51

## 5 New Connections

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Castle Water will process applications for all new connections to the public network for all commercial developments, but Scottish Water will process all non-commercial applications directly.

There is an application fee of £101.36+VAT that applied to all new connection applications. If you decide not to proceed with the connection, this will not be refunded.

There are four main elements to the new connection charge. Any additional costs will be quotes to you in advance of any work being carried out.

- Infrastructure Charge
- Connection Charge
- Inspection Charge
- Building Water

### 5.1 Infrastructure Charge

For new properties, or properties that have not previously been connected to the network, you will be charged for each connection to the public water mains or sewerage network.

For commercial house developments and self-build houses, the infrastructure charge will be applied by Scottish Water; for non-household developments, the infrastructure charge will be applied by Castle Water as described below.

The infrastructure charge may also apply where a site is redeveloped, resulting in a greater demand for water from the site.

The standard charge applies to each property or sub unit. For example, a development incorporating a block of six offices units will be charged six infrastructure charges.

Water	£457.73 per property or sub unit
Sewerage	£457.73 per property or sub unit

This charge is payable in advance of the connection work taking place.

### 5.2 Connection Charges

If your development includes business or industrial units, then Castle Water can arrange for new communication pipes to be connected to the existing network, or for an inspection to take place to ensure that your own connection work meets all the relevant construction standards. Please note, the communication pipe is the pipe between the public main and the boundary of the road the main is in.

All connections to the public mains and sewerage network must be inspected; however, if your development is entirely domestic, then Scottish Water will provide these services for you directly.

If the communication pipe has a diameter no larger than 32mm, we will charge a fixed sum for the connection. An additional charge applies if a second 'manifold' connection is required, and the work will be carried out at the same time as the first connection.

Scottish Water arranges for the labour and material needed to complete the pipe laying work for the connection to the existing trunk main only. You will be responsible for:

- Arranging all excavation work (or providing suitable ducts, or both)
- Filling in and reinstating the footpath and road
- Providing all materials, including a water toby (external stopcock) or meter chamber

If the communication pipe has an outside diameter larger than 32mm, the above still applies, but the charge will reflect the actual cost of the work carried out. You will be asked for an advanced payment based on an estimated cost of the work. If the actual cost is less, we will refund the different; if the actual cost is more, you will be invoiced for the balance.

	Part 2 (non-trunk main)	Part 3 (trunk main)	Abortive Visit Charge
Connection to live water mains (32mm outside diameter and below)	£346.75	Reasonable Costs Incurred	Based on 1 Hour 15 Minutes
Connection to live water mains greater than 32mm	Reasonable Costs Incurred	Reasonable Costs Incurred	Based on 1 Hour 15 Minutes
Sewerage connection	Based on Actual Cost	Based on 1 Hour 15 Minutes	Based on 1 Hour 15 Minutes

### 5.3 Inspection Charges

If you or your contractor have made the water connection to a self-lay main, constructed by agreement with us in accordance with Water for Scotland guidelines, we will charge an inspection fee to approve a water or sewerage connection.

Activity	Charge	Abortive Visit Charge
Inspection Fee (Water)	£73.81	Based on 1 Hour 15 Minutes
Inspection Fee (Sewerage)	£73.81	Based on 1 Hour 15 Minutes
Sewer CCTV (Where faults are detected)	£130.14	N/A

### 5.4 Repeat design review charge

All designs for a water connection are subject to review. Where a submission is not to an appropriate standard or is deficient this will be returned for amendment. Repeat design review charges will apply in situations where the resubmitted details are subject to further technical review.

Type of Review	Description	Charge
Minor Review	(Other than Corrections) up to 1 hour	£49.39
Standard Repeat Design Review	1 to 3 hours	£148.29
Major Repeat Design Review	More than 3 hours	£74.14 per hour

## 6 Building Water

All building water requests for non-household developments should be directed to Castle Water and not Scottish Water. Customers requiring water for self-build houses and commercial house developments should contact Scottish Water directly.

The charges will be zero rated for VAT purposes for all business customers, except those whose main business activity is within Divisions 1 to 5 of the 1980 Standard Industrial Classification. Where applicable, VAT will be added at the standard rate to the charges shown below.

### 6.1 Water for Business and Industrial Developments

For all other commercial building work, we base the charge on two components, where the site is unmetered:

- A percentage of the estimated cost reported in planning permission applications and building warrant approvals. The total estimated cost is the total price of the contract less the value of any pre-mix concrete.
- The actual cost incurred by us for providing and removing the water supply

Construction Type (Based on construction costs)	Charge
All traditional work with a contract price of up to £500,000 (excluding costs of ready-mix concrete)	0.3% of the total estimated contract price
All traditional work with a contract price greater than £500,000 (excluding costs of ready-mix concrete)	0.3% of the first £500,000 of the total estimated contract price, 0.16% for the rest of the total estimated contract price
All non-traditional work, modernisation and cost, rehabilitation contracts (excluding costs of ready-mix concrete)	0.16% of the total estimated contract price
Additional charge for providing and removing the water supply	Based on actual cost

Where Scottish Water has approved that a metered supply can be used to supply building water for construction activities both fixed and volumetric water charges apply, at standard rates and the cost incurred by us for providing and removing the water supply.

### 6.2 Site Accommodation Water

Where water and/or waste water supply to site accommodation is un-metered, fixed and volumetric charges will apply in addition to any building water charges. Fixed charges will be based on the 20mm meter annual charge and the number of weeks the supply has been made available. Volumetric charges will be applied using the current metered volumetric charges and an assessment of the volume of water used.

The assessment of the volume of water and waste water used will be calculated using the following formulas:

Water: Number of people using site accommodation x weeks on site x PCC

Waste Water: Number of people using site accommodation x weeks on site x PCC

PCC Per capita consumption for site accommodation charges will be based on the procedure for calculating volume at re-assessed un-metered premises.

Activity	Charge
Site accommodation charges: fixed charge per week (water)	£1.49 per week
Site accommodation charges: fixed charge per week (waste)	£1.08 per week
Volumetric charges	Same as the current volumetric charges

## 7 Sampling and Laboratory Services

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The charge for sampling and laboratory services is based on actual cost.

## 8 Water Byelaws Inspections or on-site advice

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If Scottish Water has found contraventions during a water byelaws inspection, a programme of works and timescale for completion will be agreed with you. If the programme and timescales are not adhered to, resulting in additional inspections by Scottish Water, additional charges will be applied.

Activity	Charge	Abortive Visit Charge
In hours	£111.22	£92.51
For each hour thereafter in hours	£74.14	N/A
Out of hours repeat	£146.16	£121.74
For each hour thereafter out of hours	£97.33	N/A
Additional resources (irrespective of time)	Reasonable costs incurred	Based on 1 hour 15 minutes

## 9 Copies of bills

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We will always issue you with regular bills, but we also know that sometimes you need extra copies. If you need an email copy that we've already sent to you, a charge of £2.50+VAT is applicable for each bill you require.

If you need a paper copy of a bill that we've already sent to you, a charge of £5.00+VAT is applicable for each bill you require.

To request a copy invoice, contact our Customer Service Team at [customersupport@castlewater.co.uk](mailto:customersupport@castlewater.co.uk) or on 0330 333 6510.

## 10 Statement of Account

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Castle Water can supply you with a history of your account, like a bank statement. Our statement of account service can summarise the bills, payments, amendments and current balance of your account, and present it to you in one comprehensive document.

The charge for providing a statement of account is £10+VAT for each statement we produce.

## 11 Other Goods and Services

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The main services that Castle Water Ltd supplies are stated in this charging statement. Any other services will be provided at reasonable cost and these will be explained to you at the time of request.

Activity	Charge	Abortive Visit Charge
Missed Meter Read Penalty Charge	£40.00	N/A
Customer Requested Meter Reader Site Visit	£50.00	£50.00

## 12 VAT

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VAT is not applicable on water charges for all business customers, except those whose main business activity is within divisions 1 to 5 of the 1980 Standard Industrial Classification (VAT does not apply to any waste water or drainage charges). Full details of the Standard Industrial Classifications can be obtained from HMSO. Where applicable, VAT will be added at the standard rate to the charges shown.

The charges for all other services are also subject to VAT for all customers, regardless of their Standard Industrial Classification.

If you are in any doubt concerning the application of VAT, please contact us.

## 13 Cost of Recovery Charges

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If we don't receive payment on time from you, we'll send you reminders to pay. If we still do not receive payment, we will issue a letter stating that we have applied a charge of £75+VAT to cover our costs of recovery. If you continue to fail to pay your bill, a second recovery charge of £100+VAT will be applied to your account and the case will be passed on to our Legal Team. We will inform you in advance if your account is going to incur this charge, but to avoid running the risk of this charge being applied, we recommend that you set up a direct debit. Not only do you receive a discount while on direct debit, but you will be safe in the knowledge that your bills are being taken care of and no collection charges will be applied while your direct debit is active.



## 14 Service Standards

Castle Water are committed to providing an excellent customer service, and will offer the following compensation to our customers should we fail to meet our service standards listed below:

Service Standards	Compensation
1. We will respond to written or telephone complaints within eight business days.	£20
2. We will respond to invoice queries within ten business days (five for change of payment method).	£20
3. We will give 24 hours' notice if we cancel or move an appointment.	£20
4. We will warn you of any planned interruptions 48 hours in advance and restore supply on time.	£50 (£25 for every 12 hours delay)
5. We will restore supply within 12 hours if there is an unplanned interruption (48 hours for a strategic main supplying a large area).	£50 (£25 for every 12 hours delay)
6. If you call our emergency number because water is coming from your gas appliances, we'll contact Scottish Water and call you straight back.	£20
7. If your property is damaged from Sewer flooding, we'll refund your annual wastewater charge. (not due to general surface flooding of area, defect in customer's private drain or due to customer's actions)	Up to £1,000
8. If you ask for a water meter to be fitted, we'll arrange for a survey on your property and let you know the results within ten business days.	£20
9. If you contact us about problems with your water pressure, we'll investigate and let you know the problem within five working days.	£20
10. Response to emergencies – meet emergency minimum standards of service.	5 -15% of water and waste water charge (max £5,000)
11. We'll let you know about any changes to maximum tariffs within 10 business days.	£20
12. If we fail to pay due default standard payment within 10 business days of qualifying event or claim, we'll credit your account within ten business days.	£20

These standards are based on the default standards set by the Water Industry Commission for Scotland.