

24 February 2021

Castle Water Scotland Limited

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Contact Us

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Or why not try our webchat service at
castlewater.co.uk

Changes to water services charges

Dear customer,

There are some important changes happening to water services charges from 1st April 2021.

Changes to all water services charges

Following the Strategic Review of Charges 2021-27, the Water Industry Commission for Scotland has decided that prices for all water services will be increased by circa 2.5% from 1st April 2021. This change will help to meet the Scottish Ministers' environmental, quality and customer service objectives for the industry.

One simple drainage charge

From 1st April 2021, the way that drainage services are charged will change too. To simplify the charging of drainage services, Property Drainage and Roads Drainage charges will be consolidated in to one single charge, termed 'Property Drainage'. The new Property Drainage charge will only apply to premises with property drainage services.

Changes that affect your Castle Water bill will be automatically updated from the 1st April 2021.



We continue to offer a range of payment support options to help our customers affected by the COVID-19 pandemic. For more information visit castlewater.co.uk/covid-19-support.



For practical advice to help your business use less water to become more sustainable and lower bills, visit castlewater.co.uk/waterefficiency.

If you have any questions, please get in touch with us by using the contact details at the top of this letter.

Yours faithfully,

Castle Water