

SCOTTISH WATER
WHOLESALE CHARGES SCHEME
for the Financial Year 2008-09

Effective from

1 April 2008

for the Supply of Water and Sewerage Services

FOREWORD

This document is Scottish Water's Wholesale Charges Scheme for the financial year 2008-09, effective from 1 April 2008.

This Wholesale Charges Scheme has been approved by the Water Industry Commission for Scotland (The Commission) and will remain effective until amended or replaced by a subsequent Wholesale Charges Scheme approved by The Commission.

Registered Office

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1 CONTACT INFORMATION

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2 SCOTTISH WATER'S WHOLESALE CHARGES SCHEME

2.1 General

Scottish Water's Wholesale Charges Scheme for 2008-09 applies to water and sewerage (including Trade Effluent) services provided to Licensed Providers with respect to Supply Points as such term is defined in the Market Code.

All previous Charges Schemes of Scottish Water in so far as they relate to the services specified herein are hereby revoked from the date hereof. To the extent that this Wholesale Charges Scheme is inconsistent with any agreement binding upon Scottish Water the charges specified in the agreement will prevail subject to any specific allocation of any wholesale/retail element of those charges in terms of this Wholesale Charges Scheme.

This Wholesale Charges Scheme has been approved by The Commission under Section 29A of the 2002 Act.

Terms beginning with initial capital letters in this Wholesale Charges Scheme are defined in Appendix 1 attached.

2.2 Application of the Wholesale Charges Scheme

This Wholesale Charges Scheme will be used for ALL charges except Schedule 3 to the 2005 Act and Section 29E of the 2002 Act (details in 2.3 and 2.4 below).

Further provisions in relation to the application of this Wholesale Charges Scheme are provided within Clause 7 of each Wholesale Services Agreement.

2.3 Pre-existing agreements – Schedule 3 to the 2005 Act

Where there are existing agreements which set out charges which are outwith this Wholesale Charges Scheme described as "relevant agreements" in Schedule 3 to the Water Services etc (Scotland) Act 2005, the total charges (which shall remain payable to the Licensed Provider by its Customer) shall be deemed to be separated into a wholesale and a retail element. In order to calculate the wholesale charges payable by the Licensed Provider to Scottish Water for each Customer with such an agreement a reduction of 11% will be applied to the total charges due and payable by the Customer to the Licensed Provider on a case by case basis. The interim arrangements in respect of a 11% reduction will continue until the earlier of i) the date directed by Scottish Ministers pursuant to paragraph 2(3) of Schedule 3 to the Water Services etc (Scotland) Act 2005, or (ii) the date of the written notice given by The Commission pursuant to paragraph 2(3)(a) of that schedule 3. Once the final wholesale charges have been determined, wholesale bills for the period from April 2008 will be reviewed and reconciliations made in relation to differences between the interim and determined wholesale charges.

2.4 Departure from this Wholesale Charges Scheme – Section 29E of the 2002 Act

Provisions with respect to applications for departure from this Wholesale Charges Scheme in accordance with Section 29E of the 2002 Act are provided within Clause 7 of each Wholesale Services Agreement.

3 TERMS OF PAYMENT

3.1 General Provisions

General provisions relating to this Wholesale Charges Scheme are set out within this Section. Further provisions regarding terms of payment are provided within Clause 8 of each Wholesale Services Agreement.

3.1.1 Persons Chargeable

Each Licensed Provider will be charged for the supply of water and sewerage (including Trade Effluent) services to Supply Points registered to it. Wholesale Charges, apportioned on a calendar day basis, will apply to Supply Points / Discharge Points other than where the Supply Points / Discharge Points are classified as vacant under the Market Code.

3.1.2 Interest Rates

The interest rates that will apply in relation to:

Advanced Payment

Late Payment; and

Reconciliation Payment

will be as specified in the Wholesale Services Agreement agreed between Scottish Water and the Licensed Provider.

3.1.3 Charges related to Rateable Value

In 2008/09 Rateable Value will be the basis for levying Property and Roads Drainage Charges. It will also be used for Water and Foul Sewerage Charge in relation to non-household Supply Points affected by Scottish Water's compulsory meter installation programme, see section 3.1.4 for further information.

For the majority of Supply Points, the Rateable Value used will be that assigned prior to the April 2000 rates revaluation, unless the Supply Point has been built since then, has been re-valued following modification or extension, or has been brought into charge for the first time and the March 2000 Rateable Value is no longer available.

Where the use of the March 2000 Rateable Value is not appropriate for the reasons outlined above, Rateable Value based charges will be applied on the basis of the Rateable Value held by the LCRA in March 2005. Where the Rateable Value has been assigned to a Supply Point other than by the LCRA (commonly referred to as Cumulo Rateable Value and generally relating to facilities operated by utilities), the assigned value will be used as the basis for charging Rateable Value based charges, unless modified in agreement with Scottish Water. Supply Points built after March 2005 will use the Rateable Value allocated from that date.

3.1.4 Charges in respect of Supply Points affected by Scottish Water's meter installation programme

Scottish Water is currently in the process of installing meters at all unmeasured non-household Supply Points. In 2008-09, Supply Points affected by the meter installation programme will be assigned an assessed volume and assessed meter size by Scottish Water. Charges in respect of these Supply Points will be measured tariffs using the assessed volume and assessed meter size. There are no unmeasured tariffs in this Wholesale Charges Scheme.

For Supply Points affected by the metering programme, wholesale charges in 2008/09 will be based on a combination of the assessed meter size and volume and the actual Tariff Meter Size and volume recorded on the water meter (or volume discharged to the sewer) in the following proportions:

100% of the charge applied to the assessed meter size and volume and
0% of the charge applied to the actual Tariff Meter Size and volume recorded on the meter (or volume discharged to the sewer).

For Supply Points to be metered under the programme during 2008/09, the wholesale charge will be based on the assessed charge until the meter is installed. Once the meter has been installed the wholesale charges for the remainder of 2008/09 will be as described above.

The assessed volume will be calculated using the following formulae:

Assessed water volume (m³ per year) = ((0.0373 x Rateable Value) -24)

Assessed sewerage volume (m³ per year) = 95% x ((0.0373 x Rateable Value) -24)

Supply Points with Rateable Value below £RV650 will be assigned 0 volume by Scottish Water.

Assessed meter sizes, based on assessed consumption, will be allocated to Supply Points on the following basis.

Rateable Value		Assessed Meter size
up to & including	£RV70,000	20mm
Above £RV70,000 up to & including	£RV170,000	25mm
Above £RV170,000 up to & including	£RV280,000	40mm
Above £RV 280,000 up to & including	£RV1,675,000	50mm
More than £RV 1,675,000		80mm

3.1.5 Scottish Government Exemption Scheme

An exemption scheme with respect to Water and Sewerage Charges was developed by the Scottish Government and implemented by The Water and Sewerage Charge (Exemption) (Scotland) Regulations 2002. The exemption scheme has qualification requirements, and is therefore not available to all Supply Points. The scheme is restricted to Supply Points which received charitable relief on 31st March 1999. Supply Points occupied by qualifying organisations are exempt from Scottish Water's charges for water and Sewerage Services until April 2010, provided they continue to satisfy the qualification requirements.

Supply Points which qualified for the exemption scheme on or after 31 March 2006 including Supply Points which, whilst always eligible, only claimed their exemption on or after 31 March 2006 will attract a credit from Scottish Water which will be set against the wholesale charges to the Licensed Provider while Supply Points continue to be eligible for the exemption. The Licensed Provider is responsible for providing evidence, annually, of the continued entitlement to exemption for qualifying

The credit will be applied monthly based on the number of exempt Supply Points reported at the previous annual submission.

The annual Supply Points charge is applied in relation to the services provided by the Licensed Provider. The charges for each service supplied by the Licensed Provider are:

Licensed Provider supplies the Water Service	£14.61
Licensed Provider supplies the Sewerage Service	£15.73
Licensed Provider supplies both Water and Sewerage Services	£30.34

3.1.6 Supply Points with Multiple Tenants

Refer to section 5.15 of the Market Code.

3.1.7 Water and Sewerage Services Utilised for Fire Fighting Purposes

3.1.7.1 Meter Based Annual Charges

Where the Customer requires additional water and sewerage capacity solely for existing fire fighting purposes, and the Supply Point concerned was constructed prior to 1 April 2003, Scottish Water will make allowance for the fire fighting capacity as set out in this section 3.1.7.1.

Supply Points constructed after 1 April 2003 will not be given any such allowance, as the provision of water supply for fire fighting purposes should have been constructed from a point in the supply prior to the meter, i.e., a separate supply source.

Where Supply Points have been given such an allowance, Water Meter Based Annual Charges will be based on an assessed water meter size. The assessed water meter size will be based on the size of the water meter which would be required for "normal" domestic use, i.e., the water demand other than for fire fighting purposes supplied to the Supply Points. Foul Sewerage Meter Based Annual Charges will also be derived from the assessed water meter size and the charges in this Wholesale Charges Scheme will apply in the same way as they are applied to all other Supply Points.

3.1.7.2 Volumetric Charges

No volumetric charges will be applied to the proportion of Water and Sewerage Services supplied to Supply Points which are utilised for fire fighting, testing of fire fighting apparatus or equipment for fire fighting training purposes.

Where the Licensed Provider considers that Water and Sewerage Services supplied to a Supply Point have been utilised for the purposes outlined above, it must apply for an allowance to Scottish Water, with the supporting evidence required in accordance with Process 26 of the Operational Code. Any reduction in the charged volume applied by Scottish Water will be based on the previous consumption profile at the Supply Point, where available.

No allowances will be applicable unless an application for an allowance has been made to Scottish Water.

3.1.7.3 Charges Applied to Fire Stations

Where the Supply Point is a fire station, Water Meter Based Annual Charges will be based on an assessed water meter size. The assessed water meter size will be based on the size of the water meter which would be required for "normal" domestic use, i.e., the water demand other than for fire fighting (as well as training and apparatus testing) purposes supplied to the Supply Point. Foul Sewerage Meter Based Annual Charges will also be derived from the assessed water meter size.

3.1.8 Value Added Tax

Charges are stated exclusive of VAT.

VAT will be chargeable in line with the Wholesale Services Agreement..

4 PRIMARY CHARGES FOR WATER

4.1 Water Charges at currently unmeasured Supply Points affected by the current meter installation programme and those already metered under the programme

Scottish Water is currently in the process of installing meters at all unmeasured non-household Supply Points. In 2008-09, Supply Points affected by the meter installation programme will be assigned an assessed volume and assessed meter size by Scottish Water. Charges in respect of these Supply Points will be measured tariffs using the assessed volume and assessed meter size. There are no unmeasured tariffs in this Wholesale Charges Scheme.

For Supply Points affected by the metering programme, wholesale charges in 2008/09 will be based on a combination of the assessed meter size volume and the actual Tariff Meter Size and volume recorded on the water meter in the following proportions:

100% of the charge applied to the assessed meter size and volume and
0% of the charge applied to the actual Tariff Meter Size and volume recorded on the meter.

The assessed volume will be calculated using the following formula:

Assessed water volume (m³ per year) = ((0.0373 x Rateable Value) -24)

Supply Points with Rateable Value below £RV650 will be assigned 0 volume by Scottish Water.

Assessed meter sizes, based on assessed consumption, will be allocated to Supply Points on the following basis.

Rateable Value		Assessed Meter size
up to & including	£RV70,000	20mm
Above £RV70,000 up to & including	£RV170,000	25mm
Above £RV170,000 up to & including	£RV280,000	40mm
Above £RV 280,000 up to & including	£RV1,675,000	50mm
More than £RV 1,675,000		80mm

4.2 The Water Charge

Subject to the provisions of this Wholesale Charges Scheme, the Water Charge is applied to all Supply Points with a measured piped supply of water where the installation, type and size of the meter in question has been approved or accepted by Scottish Water. At Supply Points affected by Scottish Water's compulsory meter installation programme, Water Charges will apply to assessed volumes and meter sizes described in 4.1.

Unless and until the installation, type and size of the meter in question is approved or accepted by Scottish Water, the water supply will be charged on assessed meter size and consumption.

The Water Charge has two components:

- a Meter Based Annual Charge; and
- a Volumetric Charge.

4.2.1 The Water Meter Based Annual Charge

The Water Meter Based Annual Charge is based on the size of the water meter on each water supply. Annual meter related charges are shown below and are applied on a daily basis (refer to 3.1.1).

If the exact size of the water meter existing at the Supply Points is not listed within this Wholesale Charges Scheme, the Meter Based Annual Charge applied for meters greater than 20mm will be that listed for the next size down. For example, if the existing meter at the Supply Points is 43mm, then the Meter Based Annual Charge applied will be that for a 40mm meter. For unquoted meters less than 20mm the 20mm charges apply.

The records to be held by the Central Market Agency for each measured connection will contain two entries reflecting the “Physical Meter Size” and the “Tariff Meter Size”. Charges are based on the “Tariff Meter Size. Generally the “Physical Meter” and the “Tariff Meter” Sizes are the same. However, there are circumstances in which the sizes will differ such as:

- Where the physical capacity of a water meter differs from the demand of the Supply Points and it has not been practical to change the meter, i.e., the “Tariff Meter Size” will reflect the demand of the Supply Points; and
- Where a metered connection provides a fire-fighting capability, the “Tariff Meter Size” will, (as opposed to the “Physical Meter Size”) reflect the non-fire-fighting demand of the Supply Points (See Section 3.1.7.3 for further information).

Where two or more measured supplies feed the same Supply Points, the Meter Based Annual Charge will be made separately for each supply unless such arrangement has been required by Scottish Water for operational purposes in which case the Meter Based Annual Charge will be determined on the basis of the size of metered connection that would have been provided if the operational constraints had not existed.

4.2.2 The Water Volumetric Charge

The Water Volumetric Charge is applied to all consumption recorded on the water meter(s) other than to the allowance given for water used for fire-fighting or fire training purposes (See Section 3.1.7.2 for further information.).

Volumetric Charges feature three elements:

- **Allocated Tranche** – volume up to 20m³ on every meter size. No volume charges apply.
- **Standard Volumes** – all volumes beyond the Allocated Tranche (i.e. annual consumption above 20m³ at any meter). This charge element is a declining block tariff that is common across all meter sizes; and
- **Capacity Volume** – volumes up to the Capacity Volume Threshold, beyond the Allocated Tranche,

The consumption for a 20mm meter, with Capacity Volume Threshold of 100m³, recording 300m³ water use in the Fiscal Year would be sub-divided as follows

Allocated Tranche	20m ³
Standard Volume	280m ³ (being 300m ³ minus 20m ³ Allocated Tranche)
Capacity Volume	80m ³ (being 100m ³ Capacity Volume Threshold minus 20m ³ Allocated Tranche)

The specific charge applicable is based on a stepped tariff, which is applied to the total annual water consumption at a Supply Point and is also dependent on whether that Supply Point was subject to a Large User Volume Agreement in 2006/07.

Where two or more measured supplies feed the same Supply Point, the Allocated Tranche and the Capacity Volumes for each meter will be aggregated and applied at a Supply Point level. The Standard Volume charges apply to the aggregated volume of the meters.

No volume charges apply if the volume of water used is less than 20m³. All volumetric thresholds (Allocated Tranche and Capacity Volume) are annual figures. These will be applied proportionally for Supply Points that are occupied for less than the full Fiscal Year.

The standard tariffs apply to all consumption recorded on the water meter(s), excluding the Allocated Tranche. Additionally the Capacity Volume Charge applies to the volume below the Capacity Volume Threshold (unique for each meter size).

4.2.3 The Scale of Charges

Meter Related Annual Capacity Charges - Water

	Meter Based Annual charge (£/meter)	^a Capacity Volume Threshold (m ³)
20 mm	67	100
25 mm	129	500
40 mm	511	1,000
50 mm	921	2,500
80 mm	1,791	7,500
100 mm	1,943	25,000
150 mm	4,090	75,000
200 mm	30,672	100,000
250 mm	81,792	150,000
300 mm	101,218	300,000

^a This represents the annual consumption recorded on the water meter where the Capacity Volume Charge will apply in addition to the Standard Volume Charge.

Volumetric Charges (All rates in (p/m³))

Standard Volume Charges^b	
Greater than 0 up to and including 20m ³ (Allocated Tranche)	0
Greater than 20m ³ up to and including 250,000m ³	68.40
Greater than 250,000m ³ up to and including 1,000,000m ³	57.75
Greater than 1,000,000m ³	35.44
Capacity Volume Charges^c	
Capacity Volume Charge (applied to the Capacity Volume and is additional to the Standard Volume Charge)	50.29

^b In 2008/09 phasing adjustments will apply to the Standard Volume Charges shown above (not to the Capacity Volume Charge) for Supply Points supplied under a LUVA agreement in 2006/07. The following adjustments will apply to the share of volume above 100MI measured at the Supply Point (sum of all measured consumption) in the Fiscal Year: 100 – 250MI -30%, 250MI – 1,000MI -25%, >1,000MI +21%.

^c In 2008/09, for measured connections with a 20mm meter and unmeasured Supply Points for which a 20mm meter has been assigned through assessment, a phasing premium of +50% will apply to the effective rate (Standard Volume Charge plus Capacity Volume Charge) applied to the Capacity Volume. The premium will not apply to connections at LUVA Supply Points.

4.3 Field Troughs and Drinking Bowls

Charges apply to unmeasured connections and apply per trough or drinking bowl irrespective of the field being in grass or crop. The Charge will apply for each trough or drinking bowl.

Field troughs and drinking bowls fall into two categories:

- farms (excluding Crofts and Registered Small Holdings); and
- Crofts and Registered Small Holdings.

4.3.1 The Scale of the Charge

The following charges apply:

Type of Supply Points	£ / annum
Farm	£120.11
Crofts & Registered Small Holdings	£78.28

The Licensed Provider will be required to provide evidence of the Supply Points being either a registered Croft under Crofting legislation or provide a Small Holding Registration Number granted by the Scottish Executive, before Crofts and Small Holdings charges will be applied.

4.4 Outside Taps

The Outside Taps Charge applies to all external taps at Supply Points (including farms) where Water Charges are not based on Rateable Value nor is the supply through a water meter.

Outside taps fall into two categories:

- farms (excluding Crofts and Registered Small Holdings) and other Supply Points; and
- Crofts and Registered Small Holdings.

4.4.1 The Scale of the Charge

The following charges apply:

Type of Supply Points	£ / annum
Farm & Other Supply Points	£120.11
Crofts & Registered Small Holdings	£78.28

The Licensed Provider will be required to provide evidence of the Supply Points being either a registered Croft under Crofting legislation or provide a Small Holding Registration Number granted by the Scottish Executive, before Crofts and Small Holdings charges will be applied.

4.5 Water Services to Caravans

Where a Licensed Provider provides Water Services in relation to an unmeasured caravan site and there are caravans located at that site which do not have a Council Tax classification then the Licensed Provider will be charged a fixed water charge per annum in relation to each such caravan.

4.5.1 The Scale of the Charge

The following charge applies:

Revisions approved 6 February 2008.

Fixed Charge	£ / annum
Water	£106

5 PRIMARY CHARGES FOR SEWERAGE (Including Trade Effluent)

5.1 The Sewerage Service

5.1.1 In this Wholesale Charges Scheme Sewerage Charges relate to charges for Foul Sewerage Services and Surface Water Drainage Services

5.1.2 Trade Effluent Charges apply to Trade Effluent Services.

5.2 Sewerage Charge at currently unmeasured Supply Points affected by the current meter installation programme and those already metered under the programme

Scottish Water is currently in the process of installing meters at all unmeasured non-household Supply Points. In 2008-09, Supply Points affected by the meter installation programme will be assigned an assessed volume and assessed meter size by Scottish Water. Charges in respect of these Supply Points will be measured tariffs using the assessed volume and assessed meter size. There are no unmeasured tariffs in this Wholesale Charges Scheme.

For Supply Points affected by the metering programme wholesale charges in 2008/09 will be based on a combination of the assessed meter size and volume and the actual Tariff Meter Size and volume recorded on the water meter in the following proportions:

100% of the charge applied to the assessed meter size and volume and
0% of the charge applied to the return to the actual Tariff Meter Size and the volume of waste discharged to the sewer.

The assessed volume will be calculated using the following formula:

Assessed sewerage volume (m³ per year) = 95% x ((0.0373 x Rateable Value) -24)

Supply Points with Rateable Value below £RV650 will be assigned 0 volume by Scottish Water.

Assessed meter sizes, based on assessed consumption, will be allocated to Supply Points on the following basis.

Rateable Value		Assessed Meter size
up to & including	£RV70,000	20mm
Above £RV70,000 up to & including	£RV170,000	25mm
Above £RV170,000 up to & including	£RV280,000	40mm
Above £RV 280,000 up to & including	£RV1,675,000	50mm
More than £RV 1,675,000		80mm

5.3 The Foul Sewerage Charge

Subject to the provisions of this Wholesale Charges Scheme the Sewerage Charge is applied to all Supply Points which:

- are drained to the Public Sewerage System, or have a drain connected, either directly or through an intermediate sewer or drain, to the Public Sewerage System provided for foul water or surface water or both; or
- are Supply Points having the benefit of facilities which drain to the Public Sewerage System or drain so connecting; or

- have a septic tank overflow that drains to the Public Sewerage System.

The Sewerage Charge has four components:

- a Meter Based Annual Charge;
- a Volumetric Charge;
- a Rateable Value based Charge for Property Drainage; and
- a Rateable Value based Charge for Roads Drainage.

5.3.1 The Foul Sewerage Meter Based Annual Charge

The Foul Sewerage Meter Based Annual Charge is based on the size of the water meter on each water supply. Annual meter related charges (shown below) are applied on a daily basis (see 3.1.1). At Supply Points that have not yet been measured, sewerage Meter Based Annual Charges will apply to assessed meter sizes as described in 5.2.

If the exact size of the water meter existing at the Supply Points is not listed within this Wholesale Charges Scheme, the Meter Based Annual Charge for meters greater than 20mm will be that listed for the next size down. For example, if an existing meter at the Supply Points is 43mm, then the Meter Based Annual Charge applied will be that for a 40mm meter. For unquoted meters less than 20mm the 20mm charges apply

The records to be held by the Central Market Agency for each metered connection will contain two entries reflecting the “Physical Meter Size” and the “Tariff Meter Size”. Charges are based on the “Tariff Meter Size”. Generally the “Physical Meter” and the “Tariff Meter” Sizes are the same. However, there are circumstances in which the sizes will differ such as:

- Where the physical capacity of a water meter differs from the demand of the Supply Points and it has not been practical to change the meter, i.e., the “Tariff Meter Size” will reflect the demand of the Supply Points;
- Where a metered connection provides a fire-fighting capability, the “Tariff Meter Size” will (as opposed to the “Physical Meter Size”); reflect the non-fire-fighting demand of the Supply Points (See Section 3.1.7.3 for further information);
- Where the Supply Points has a Trade Effluent discharge, the Foul Sewerage Meter Based Annual Charges are derived from the size of the water meter that is required to provide the non-industrial water use. In such cases, Scottish Water will determine the non-industrial water demand and assess the appropriate water meter size to determine the Sewerage Meter Based Annual Charge; and
- Where a low “return to sewer” has been assigned to the Supply Points, i.e. a smaller water meter would be required to provide the volume of water that is returned to the sewer.

5.3.2 The Foul Sewerage Volumetric Charge

The Foul Sewerage Volumetric Charge is applied to 95% of all consumption recorded on the water meter. The volume component is not applied to water used for fire fighting or fire training purposes (See Section 3.1.7.2 for further information). At Supply Points that have not yet been measured, sewerage volumetric charges will apply to assessed volumes as described in 5.2.

Where the Licensed Provider can show to Scottish Water's satisfaction, that a figure less than 95% of the measured water volume supplied to the Supply Points is being returned to sewer on an average long term basis, a reduced volume percentage (a non-return to sewer

allowance) representing that average long term return will be applied to the volumetric charge.

Where more than one meter supplies the Supply Points, a non-return to sewer allowance will only be applied to meters where it has been adequately demonstrated that less than 95% of the water supplied by that meter returns to sewer.

Non-return to sewer allowances will apply from the date on which the Licensed Provider has demonstrated to Scottish Water's satisfaction that such an allowance is justified.

All non-return to sewer allowances applied, are subject to review by Scottish Water. Such reviews will be undertaken through contact with the Licensed Provider. Where there is a change of occupier or a change of use at the Supply Points, the Chargeable Volume will revert to 95%.

When Licensed Providers become aware that an applied non-return to sewer allowance at a Supply Points, no longer accurately reflects the actual volume of water returning to sewer, they must inform Scottish Water forthwith and without delay.

Where a Supply Point qualifies for a non-return to sewer allowance, the reduced volume percentage applied will be taken into account when deciding on the appropriate meter size to be used when charging measured Foul Sewerage Meter Based Annual Charges. In such cases, Scottish Water will assess the appropriate meter size to determine the Measured Fixed Sewerage Charge.

Volumetric Charges feature three elements:

- **Allocated Tranche** – volume up to 20m³ on every meter size. No volume charges apply.
- **Standard Volumes** – all volumes beyond the Allocated Tranche (i.e. annual consumption above 20m³ at any meter); and
- **Capacity Volume** – volumes up to the Capacity Volume Threshold, beyond the Allocated Tranche,

The consumption for a 20mm meter, with Capacity Volume Threshold of 50m³, recording 300m³ water use (amounting to 285m³ sewage) in the Fiscal Year would be sub-divided as follows

Allocated Tranche	20m ³
Standard volume	265m ³ (being 285m ³ minus 20m ³ Allocated Tranche)
Capacity Volume	30m ³ (being 50m ³ Capacity Volume Threshold minus 20m ³ Allocated Tranche)

No volume charges apply if the volume of sewage returned to the sewer is less than 20m³. All volumetric thresholds (Allocated Tranche and Capacity Volume) are annual figures. These will be applied proportionally for Supply Points that are occupied for less than the full Fiscal Year.

Where two or more measured supplies feed the same Supply Points, the Allocated Tranche and the Capacity Volumes for each meter will be aggregated and applied at a Supply Points level.

5.3.3 Property Drainage Charges

Where any rainwater drains to the Public Sewerage System from the Supply Points, then Property Drainage Charges will apply.

Area based Property Drainage Charges are only applicable to Supply Points that qualified for the Charge in 2005-06.

5.3.4 Roads Drainage Charges

Roads Drainage Charges are charged to all Supply Points that have a connection to the Public Sewerage System.

5.3.5 The Scale of Charges

The structure of Foul Sewerage Charge is similar to that used for water.

Meter Related Annual Capacity Charges– Foul Sewerage

	Meter Based Annual charge (£/meter)	* Premium Capacity Volume (m ³)
20 mm	77	50
25 mm	153	250
40 mm	604	500
50 mm	900	1,500
80 mm	2,437	3,000
100 mm	4,329	10,000
150 mm	13,868	20,000

*This represents the annual sewage volume (generally based on 95% of the metered water consumption) above which the Premium Capacity Volume Charge will cease to apply.

Volumetric Foul Sewerage Charge (all rates in p/m3)

0-20m ³ (Allocated Tranche)	0
Standard Volume Charge	122.59
Capacity Volume Charge	102.24

Property and Roads Drainage Charges

	Units	Rate
Property Drainage Charges	.p / £ Rateable Value /year	1.4835

	Units	Rate
Area based Property Drainage Charges	.p per m ²	30.8397

	Units	Rate
Roads Drainage Charges	.p / £ Rateable Value /year	1.9773

5.4 The Trade Effluent Charge

The Trade Effluent Charge is payable in respect of Trade Effluent Services. Trade Effluent has the meaning given in the appendix to this Wholesale Charges Scheme. In this section, references to foul sewage and sludge are to those received at Scottish Water's STW.

The Trade Effluent Charge is made up of two elements:

- the Availability Charge at a rate per calendar day; and
- the Operating Charge at a rate per cubic metre (m³).

Trade Effluent charging is subject to a minimum charge per annum. For each charging year it is the greater of:

- a minimum charge for the financial year of £143; or
- the sum of the elements (a) and (b) below.

(a) The Availability Charge

The Availability Charge is derived from the number of calendar days in the year for which the availability is provided, and is calculated according to the charging components for daily volume, suspended solids load and oxygen demand load, derived from the expression:

$$nD \times [CDV \times (Ra + Va) + (Ba \times sBODI) + (Sa \times TSSI)]$$

Where:

nD	=	Number of calendar days per annum of availability
Ra	=	Reception charging component in pence/m ³ per calendar day
Va	=	Volumetric/Primary charging component in pence/m ³ per calendar day
Ba	=	Biological Capacity charging component in pence/Kg per calendar day
Sa	=	Sludge Capacity charging component in pence/Kg per calendar day
CDV	=	Chargeable Daily Volume of the Trade Effluent in m ³
sBODI	=	Settled Biochemical Oxygen Demand load of the Trade Effluent
TSSI	=	Total Suspended Solids load of the Trade Effluent

(b) The Operating Charge

The Operating Charge is calculated according to the nature, composition and volume of the effluent discharged in the respective period at a rate per cubic metre (m³) derived from the expression:

$$AVD \times [Ro + Vo + Bo \times (Ot/Os) + So \times (St/Ss)]$$

Where:

- AVD = Actual Volume Discharged in m³
- Ro = Reception charging component in pence/m³
- Vo = Volumetric/Primary charging component in pence/m³
- Bo = Secondary Treatment charging component in pence/m³
- So = Sludge Treatment charging component in pence/m³
- Ot* = the fixed strength (settled Chemical Oxygen Demand) of the Trade Effluent
- Os* = the standard strength of settled Chemical Oxygen Demand of the foul sewage
- St = the fixed strength (settleable solids) of the Trade Effluent
- Ss = the standard strength of settleable solids in the foul sewage

*Ot and St are derived:

- after one hour's quiescent settlement at a pH of 7; and
- from analysis of samples of the Trade Effluent, or according to the assessed strength of the effluent or any standard strength of the relevant type of Trade Effluent.

5.4.1 Application of the Trade Effluent Charge

The following conditions will apply with regard to the application of the Trade Effluent Charge:

- Where preliminary treatment, biological oxidation or sludge treatment is not normally provided or is provided only in part for the Trade Effluent, the whole or due proportion of the respective charging component V, B or S is omitted as follows:

	PTI	SSI	BTI
Sub-primary	0	0	0
Primary	1	2/3 ^{rds}	0
Secondary	1	1	1

- Each of the charging components, and the due proportion under B and S, are ascertained by Scottish Water on an annual basis.

PTI Preliminary Treatment Indicator – applies to Va and Vo components within the Availability and Operating charges formulae

BTI Biological Treatment Indicator – applies to Ba and Bo components within the Availability and Operating charges formulae

SSI Sewage Sludge Indicator – applies to Sa and So components within the Availability and Operating charges formulae

5.4.2 Seasonal Discharges

A seasonal discharge is defined as one that occurs during regular defined periods of the year and is constrained by the natural and seasonal availability of raw products. In these circumstances, the volume, BOD and TSSI factors used in the calculation of the Availability Charge will be as shown below:

$$[(\text{Volume 1} \times \text{length of period 1}) + (\text{Volume 2} \times \text{length of period 2}) + (\text{Volume 3} \times \text{length of period 3}) + (\text{Volume 4} \times \text{length of period 4})]/12$$
$$[(\text{BOD 1} \times \text{length of period 1}) + (\text{BOD 2} \times \text{length of period 2}) + (\text{BOD 3} \times \text{length of period 3}) + (\text{BOD 4} \times \text{length of period 4})]/12$$
$$[(\text{TSSI 1} \times \text{length of period 1}) + (\text{TSSI 2} \times \text{length of period 2}) + (\text{TSSI 3} \times \text{length of period 3}) + (\text{TSSI 4} \times \text{length of period 4})]/12$$

A 20% premium will apply to the availability charge for registered seasonal dischargers.

The volume, the sBODI and the TSSI for each period and the duration of each period will be specified in the consent. There will be a maximum of 4 periods definable, with no period being shorter than one month, and a year will comprise 12 months i.e. all months are equal in length in this calculation.

5.4.3 Recovery of Extra-ordinary Costs

Where it can be demonstrated that a discharge of Trade Effluent caused events which resulted in extra-ordinary costs to Scottish Water, i.e., costs not recovered through the Trade Effluent Charge to Licensed Providers, the occupier of the Discharge Point giving rise to the discharge, or the holder of the Trade Effluent consent, as appropriate, will be held liable for such costs and will be charged by Scottish Water.

Extra-ordinary costs may relate to physical damage to assets and costs arising from clean-up costs or additional sampling costs, as a result of a non-compliant discharge, or costs arising from effecting a discontinuation of Trade Effluent Services. Scottish Water may recover costs of pre-emptive measures taken to minimise the impact on Scottish Water's assets of anticipated breaches of discharge consent.

5.4.4 Trade effluent capping

Historically, a number of customers have benefited from arrangements made by Scottish Water that were designed to limit the impact of increasing trade effluent charges due to circumstances not of the customer's making. This has resulted in many customers paying trade effluent charges that are lower than Scottish Water's standard published charges. These arrangements are referred to in this charges scheme as "capped trade effluent arrangements". For these purposes, a customer for whom a "relevant agreement" (within the meaning of Schedule 3 to the Water Services etc. (Scotland) Act 2005) is in place is deemed not to be subject to a capped trade effluent arrangement.

All capped trade effluent arrangements will be phased out over three years so that, from 2010-11, standard published charges apply to the affected discharge points. This is consistent with the policy published by the Commission in December 2006. As set out in the Commission's policy, 2007-08 was a grace year and the phased removal of caps commences in 2008-09.

Phased charges will be calculated so that, before allowing for the impact of changes in underlying variables (volume, strength, consent parameters and prices), the wholesale charge will grow in the same proportion each year. This avoids imposing the heaviest monetary increases on customers in the first year of phasing.

For example, a customer who was charged £500 (at a retail level) in 2006-07, but would have been charged £1,000 under Scottish Water's standard published charges, can be said to have a 50% discount in 2006-07. The following table shows the discounts in each year of phasing that will give a constant annual growth rate in the wholesale charge relating to the customer.

Phasing of capped trade effluent arrangements

Year	2006-07	2007-08	2008-09	2009-10	2010-11
Notional uncapped charge	£1,000	£1,000	£1,000	£1,000	£1,000
Notional capped charge	£500	£500	£629	£794	£1,000
Discount	50%	50%	37%	21%	0%
Notional growth rate	n/a	0%	26%	26%	26%

For each discharge point affected by a capped trade effluent arrangement, a discount will be calculated for 2008-09 and 2009-10 by the method described above. The discount will be applied to the wholesale charge calculated for that discharge point in accordance with the standard charges published in this wholesale charges scheme.

More detail on the process and calculation of phased charges for discharge points affected by capped trade effluent arrangements are available in *Trade Effluent Capping — a Technical Note*, published by the Commission in February 2008.

The Scale of Charges

The Wholesale Trade Effluent Charges for Trade Effluent Services provided to Discharge Points are as follows:

AVAILABILITY		
Ra	p/m ³ /day	7.5354
Va	p/m ³ /day	5.0172
Ba	p/kg/day	19.1450
Sa	p/kg/day	16.4099

OPERATIONAL		
Ro	p/m ³ standard strength	12.1471
Vo	p/m ³ standard strength	8.1012
Bo	p/m ³ standard strength	10.8268
So	p/m ³ standard strength	6.6206

Standard Strengths		
Os	mg / litre	350
Ss	mg / litre	250

Minimum Charge	£143
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5.5 Sewerage Services to Caravans

Where a Licensed Provider provides Sewerage Services in relation to an unmeasured caravan site and there are caravans located at that site which do not have a Council Tax classification then the Licensed Provider will be charged a Fixed Charge per annum in relation to each such caravan.

5.5.1 The Scale of Charge

The following charge applies:

Fixed Charge	£ / annum
Sewerage	£119.

6 OTHER WHOLESALE SERVICES (NON-PRIMARY CHARGES)

6.1 Verification of service provision

6.1.1 If a Licensed Provider considers that a Supply Point is being charged for services that it does not receive or that the meter details held by the Central Market Agency for the site are not correct the Licensed Provider can request that Scottish Water investigate the services provided to the site. There is no charge for this work if the service details held by the Central Market Agency prove to be incorrect.

6.1.1.1 A standard charge will apply where Scottish Water's investigations confirm that the recorded services and/or meter details are correct or the service arrangements have been changed without notification to Scottish Water. The standard charge is based on a single person service, if additional resources are required we will charge the Licensed Provider the Reasonable Costs Incurred of the actual work involved. Additional Charges will be applied if the visit is required to be made out-with Standard Hours.

6.1.2 The Scale of the Charge

Activity	Charge	Abortive Visit Charge
Visit during Standard Hours (Single Person Service) - services and/or meter details are as specified	£70.50 for the first hour on site plus £47.00 per hour thereafter	£58.80
Visit out-with Standard Hours –(Single Person Service) services and/or meter details are as specified	£94.30 for the first hour on site plus £62.80 per hour thereafter	£78.60
Visit requiring additional resources (irrespective of time) when services and/or meter details are as specified	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

6.2 Water Bylaws Inspection - Repeat Visit Charge

After an initial Water Bylaws Inspection where Scottish Water has found contraventions, a programme and timescale for remedial works will be agreed with the Customer. Scottish Water will charge the Licensed Provider if the programme and timescales are not adhered to resulting in the need for additional inspections. Additional Charges will be applied for repeat visits that require to be made out-with Standard Hours. If additional resources are required we will charge the Licensed Provider the Reasonable Costs Incurred of the actual work involved.

6.2.1 The Scale of the Charge

Activity	Charge	Abortive Visit Charge
Repeat Inspection during Standard Hours	£70.50	£58.80
Repeat Inspection out-with Standard Hours	£94.30	£78.60
Inspection requiring additional resources (irrespective of time)	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

6.3 Water Supply Shut-off and Reconnection

6.3.1 Temporary Disconnection

Where a Licensed Provider requests a temporary disconnection from the water supply at occupied Supply Points, Scottish Water will charge the Licensed Provider:

- a Survey Charge to determine if a temporary disconnection is viable and to determine, where viable, the likely cost of both temporary disconnection and subsequent permanent disconnection as well as possible reconnection; and
- a standard charge where the standard disconnection process applies, as defined in the Disconnection Code and where no pipe-work alteration is required.

The level of charges for the Survey Charge and the charge for the temporary disconnection will depend on if the requested disconnection is under Appendix 3 of the Disconnections document (September 2007) which relates to License Providers requesting disconnections in relation to non-payment, denying access to a meter or failure to provide a refundable deposit by the Customer or under Appendix 4 which relates to requested disconnections being prompted by the non-household Customer,

The level of charge for the Survey Charge will further depend on whether the survey is to be carried out during or out-with Standard Hours.

Meter Based Annual Charges will continue to apply for each period of temporary disconnection shut-off regardless of whether the disconnection was requested by the Licensed Provider or initiated by Scottish Water.

Where the non-standard disconnection process applies, as defined in the Disconnection Code, or where pipe-work alteration is required Scottish Water will charge the Licensed Provider:

- a Survey Charge for determining if a temporary disconnection is viable and the likely cost of both temporary disconnection and subsequent permanent disconnection as well as possible reconnection); and
- a charge based on the Reasonable Costs Incurred of the actual work involved.

Where a survey reveals that a standard disconnection can be made at a Supply Point it is possible to carry the disconnection out immediately following the survey. If a Licensed Provider commits to paying standard disconnection fees in advance of a survey, we offer a reduced charge that reflects the need only to visit a Supply Point once to undertake both the survey and standard disconnection. In these cases the Advanced Commitment Reduced Charge applies

6.3.2 Permanent Disconnection

Where the Licensed Provider requests a permanent disconnection on behalf of its customer, Scottish Water will charge the Licensed Provider:

- a Survey Charge to determine if a permanent disconnection is viable and produce a quotation for undertaking the permanent disconnection; and
- the quoted price if Scottish Water is instructed to complete the permanent disconnection

The level of charges for the Survey Charge and the disconnection will depend on whether or not the activity, be it the survey or the permanent disconnection, is required to be carried out during or out-with Standard Hours.

6.3.2.1 Inspection Charges

An Inspection Charge will apply where Scottish Water is required to approve a permanent disconnection that has been carried out by a third party. The level of charges for the inspection will depend on whether or not the inspection is required to be carried out during or out-with Standard Hours.

6.3.3 Reconnection Charges

Scottish Water will apply charges where a Licensed Provider requests that the water supply at occupied Supply Points which was previously temporarily disconnected be reconnected. Standard charges will apply where no pipe-work alteration is required and where the standard disconnection process applied (as defined in the Disconnection Code) to the earlier disconnection.

Where the non-standard disconnection process applied (as defined in the Disconnection Code) to the earlier disconnection or where pipe-work alteration is required as part of the reconnection, Scottish Water will charge the Reasonable Costs Incurred.

6.3.4 Abortive Visit Charges

The Licensed Provider will pay Abortive Visit charges if Scottish Water is unable to complete a survey or any work in connection with temporary or permanent disconnections or reconnections, due to actions of the Licensed Provider or of the Customer.

6.3.5 The Scale of Charges for Temporary and Permanent Disconnections and Reconnections

The following charges apply:

Temporary Disconnection – Appendix 3 request (Licensed Provider initiated request for non-payment, denying access to a meter or failure to provide refundable deposit)

Survey Charge

Activity	Charge	Abortive Visit Charge
Survey during Standard Hours	£141.00 for the first hour on site plus £94.00 per hour thereafter	£117.60
Survey out-with Standard Hours	£188.60 for the first hour on site plus £125.60 per hour thereafter	£157.20
Survey requiring additional resources	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Charge for disconnection

Activity	Charge	Abortive Visit Charge
Standard disconnection during Standard Hours where no pipework modifications or excavation is required	£141.00	£117.60
Standard disconnection out-with Standard Hours where no pipework modifications or excavation is required	£188.60	£157.20
Non-standard disconnection	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Temporary Disconnection -- Appendix 4 request (Proprietor initiated request)

Survey Charge

Activity	Charge	Abortive Visit Charge
Survey during Standard Hours	£70.50 for the first hour on site plus £47.00 per hour thereafter	£58.80
Survey out-with Standard Hours	£94.30 for the first hour on site plus £62.80 per hour thereafter	£78.60
Survey requiring additional resources	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Charge for disconnection

Activity	Charge	Abortive Visit Charge
Standard disconnection during Standard Hours where no pipework modifications or excavation is required	£70.50	£58.80
Standard disconnection out-with Standard Hours where no pipework modifications or excavation is required	£94.30	£78.60
Advanced Commitment Reduced Charge. Standard disconnection during Standard Hours where no pipework modifications or excavation is required	Saving of £47.00	£58.80
Advanced Commitment Reduced Charge. Standard disconnection out-with Standard Hours where no pipework modifications or excavation is required	Saving of £62.80	£78.60
Non-standard disconnection	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Permanent Disconnection

Survey Charge

Activity	Charge	Abortive Visit Charge
Survey during Standard Hours	£70.50 for the first hour on site plus £47.00 per hour thereafter	£58.80
Survey out-with Standard Hours	£94.30 for the first hour on site plus £62.80 per hour thereafter	£78.60
Survey requiring additional resources	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Charge for Permanent Disconnection

Activity	Charge	Abortive Visit Charge
Permanent disconnection during Standard Hours	Based on quotation	Based on 1 hour 15 minutes of reasonable resources
Permanent disconnection out-with Standard Hours	Based on quotation	Based on 1 hour 15 minutes of reasonable resources

Inspection Fee associated with permanent disconnections

Activity	Charge	Abortive Visit Charge
Inspection during Standard Hours	£70.50 for the first hour on site plus £47.00 per hour thereafter	£58.80
Inspection out-with Standard Hours	£94.30 for the first hour on site plus £62.80 per hour thereafter	£78.60
Inspection requiring additional resources	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Reconnecting Supply Points previously disconnected on a temporary basis.

Charge for Reconnecting Supply Points (following temporary disconnection)

Activity	Charge	Abortive Visit Charge
Standard reconnection during Standard Hours where no pipework modifications or excavation is required	£70.50	£58.80
Standard reconnection out-with Standard Hours where no pipework modifications or excavation is required	£94.30	£78.60
Non-standard reconnection	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

6.4 Discontinuation and Re-establishment of Trade Effluent Service

Scottish Water will, when requested to do so by a Licensed Provider, visit the Supply Points of a Licensed Providers Customer to determine if a temporary discontinuation of the Trade Effluent service is viable and to determine where viable the likely cost of both the temporary and subsequent permanent discontinuation as well as the possible reconnection. A Survey Charge will apply in every case. Where it is determined that it is possible to discontinue the Trade Effluent Service by physical means the Licensed Provider will be charged the Reasonable Costs Incurred for undertaking this work.

If the discontinuation cannot be achieved by physical means, Scottish Water will take further steps to attempt to discontinue the service. Scottish Water will charge the Licensed Provider, based on Reasonable Costs Incurred, for all work undertaken in relation to the requested discontinuation, even if this proves to be unsuccessful.

Scottish Water will apply charges where a Licensed Provider requests that the Trade Effluent Service at occupied Supply Points which was previously temporarily discontinued be re-established.

Abortive Visit charges will apply if Scottish Water is unable to complete work in connection with the discontinuation of a Trade Effluent Service due to actions of the Licensed Provider or of the Customer.

6.4.1 The Scale of the Charge

Survey to establish if Trade Effluent Service can be discontinued	Reasonable Costs Incurred
Discontinuation of Trade Effluent Service	Reasonable Costs Incurred
Re-establishment of Trade Effluent Service	Reasonable Costs Incurred
Abortive Visits	Reasonable Costs Incurred

6.5 Reported Supply Failure

If a Licensed Provider reports to Scottish Water that the supply of water and Sewerage Services has been interrupted and Scottish Water can demonstrate that the interruption is due to the action of the occupier of the Supply Points and that the Licensed Provider registered to the Supply Points had not taken reasonable steps to establish if this was the case, the Licensed Provider will be charged a standard charge. The standard charge is based on a single person service, if additional resources are required we will charge the Licensed Provider the Reasonable Costs Incurred of the actual work involved. Additional Charges will be applied if the visit is required to be made out-with Standard Hours.

Abortive Visit charges will apply if Scottish Water is unable to complete work in connection with a reported supply failure due to actions of the Licensed Provider or of the Customer.

6.5.1 The Scale of the Charge

Activity	Charge	Abortive Visit Charge
Visit during Standard Hours (Single Person Service) – where Licensed Provider is liable	£70.50 for the first hour on site plus £47.00 per hour thereafter	£58.80
Visit out-with Standard Hours –(Single Person Service) where Licensed Provider is liable	£94.30 for the first hour on site plus £62.80 per hour thereafter	£78.60
Visit requiring additional resources where Licensed Provider is liable	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

6.6 Investigation of Reported Water Supply Pipe burst

If a Licensed Provider reports to Scottish Water a suspected burst water pipe which they believe is under Scottish Water's ownership and it is subsequently established by Scottish Water that the burst water pipe is on a pipe under the ownership of the occupier of the Supply Points registered to that Licensed Provider, the Licensed Provider will be charged a standard charge for establishing such ownership. The standard charge is based on a single person service, if additional resources are required we will charge the Licensed Provider the Reasonable Costs Incurred of the actual work involved. Additional Charges will be applied under these circumstances if the visit is required to be made out-with Standard Hours.

Abortive Visit charges will apply if Scottish Water is unable to complete work in connection with the investigation of a reported water supply pipe burst due to actions of the Licensed Provider or of the Customer.

6.6.1 The Scale of the Charge

Activity	Charge	Abortive Visit Charge
Visit during Standard Hours (Single Person Service) – where Licensed Provider is liable	£70.50 for the first hour on site plus £47.00 per hour thereafter	£58.80
Visit out-with Standard Hours –(Single Person Service) where Licensed Provider is liable	£94.30 for the first hour on site plus £62.80 per hour thereafter	£78.60
Visit requiring additional resources where Licensed Provider is liable	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

6.7 Metering Services

6.7.1 Meter Installation

Scottish Water will meter unmeasured Supply Points out-with the compulsory metering programme during the period of which this Wholesale Charges Scheme is in effect:

- at no additional charge, where a Licensed Provider requests a meter to be installed at a previously unoccupied Supply Point, as and when that Supply Point becomes occupied; or
- at a Licensed Provider's request where the Licensed Provider has agreed to pay for the installation before the work has been carried out.

Where a Licensed Provider has agreed to pay for the installation Scottish Water will apply the following charges:

- a Survey Charge to determine if installation is viable and, where viable, the likely cost of installation; and
- standard charges, where the connection is standard i.e. access is unhindered and no pipe-work alteration is necessary

The level of Survey Charge and the level of standard charge will depend on whether or not the activity, be it the survey or the installation, is required to be carried out during or out-with Standard Hours.

Where the installation is non-standard Scottish Water will charge:

- a Survey Charge to determine whether the installation is viable and the likely cost of installation; and
- the Reasonable Costs Incurred of the actual work involved.

Where Scottish Water has installed a meter following a Licensed Provider's request, charges will be applied on a metered basis immediately following the installation. The Licensed Provider cannot have a meter removed after one has been fitted.

6.7.2 Changing of meter at the request of a Licensed Provider

If the Licensed Provider requests Scottish Water to change a water meter that serves a Supply Points with a Supply Point(s) registered to them, the Licensed Provider will be subject to the following charges:

- a Survey Charge to determine, if a meter exchange is appropriate, viable; and, where viable, the likely cost of the meter exchange; and
- the Reasonable Costs Incurred of the actual work involved .

The level of charges for the Survey Charge will depend on whether or not the survey is required to be carried out during or out-with Standard Hours.

6.7.3 Replacing a Faulty/Damaged Meter

Licensed Providers are responsible for the due care of a water meter existing on a Supply Point to which they are registered. Where a water meter within the boundary of a Supply Point is faulty/damaged and needs to be replaced, the Licensed Provider is subject to the following charges, if the fault/damage was caused by an act or omission of the Licensed Provider or its Customer:

- a Survey Charge to determine if a meter is faulty/damaged, the cause of the fault/damage and the likely cost of the replacement; and
- the Reasonable Costs Incurred of the actual work involved.

The level of Survey Charge that will apply where the fault/damage was caused by act or omission of Licensed Provider or its Customer will depend on whether or not the survey is required to be carried out during or out-with Standard Hours.

Scottish Water will notify the Licensed Provider in advance of the Reasonable Costs Incurred.

6.7.4 Meter Accuracy Test

If the Licensed Provider believes a water meter is not registering accurately, they must notify Scottish Water who will arrange to have it tested. Scottish Water will arrange for the meter to be tested and the test results will be confirmed to the Licensed Provider within 10 Business Days of Scottish Water removing the meter from the Supply Points, other than where there are exceptional circumstances beyond Scottish Water's reasonable control such as road or street works.

6.7.4.1 Meter Reading Accurately

Where the "tested" meter is found to be accurate to within 5% of the actual volume passing through it, the Licensed Provider will be charged:

- a Survey Charge to determine if it is possible to perform a Meter Accuracy Test and, if possible, the likely cost of the Meter Accuracy Test. A Survey Charge will apply in every case; and
- the Reasonable Costs Incurred of the actual work involved.

The level of Survey Charge will depend on whether or not the survey is required to be carried out during or out-with Standard Hours.

The standard charge (for meters up to and including 50mm) includes the recovery of the meter from the chamber where no excavation is required.

For meters greater than 50mm or where excavation is required i.e. non-standard, the charge is based on the Reasonable Costs Incurred.

6.7.4.2 Meter Reading Inaccurately

If the test results confirm the meter is not accurate to within 5%, no Survey Charge or testing fee will be charged by Scottish Water. Any refund or additional charges payable as a result of an inaccurate meter reading will be determined in accordance with the Market Code.

6.7.5 Abortive Visit Charges

For all metering services, Abortive Visit charges will apply when Scottish Water is prevented from undertaking a survey or any work and this is due to actions of either the Licensed Provider or the Customer or erroneous information provided by either the Licensed Provider or the Customer.

6.7.6 The Scale of the Charge

The following charges apply:

Metering Services

Meter Installation -- at Licensed Provider's request where the Licensed Provider has agreed to pay for the installation before the work has been carried out

Survey Charge

Activity	Charge	Abortive Visit Charge
Survey during Standard Hours	£70.50 for the first hour on site plus £47.00 per hour thereafter	£58.80
Survey out-with Standard Hours	£94.30 for the first hour on site plus £62.80 per hour thereafter	£78.60
Survey requiring additional resources	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Charge for installation

Activity	Charge	Abortive Visit Charge
Standard Installation	Refer to rates in Appendix 2	Based on 1 hour 15 minutes of reasonable resources
Non-standard installation	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Changing a meter size

Survey Charge

Activity	Charge	Abortive Visit Charge
Survey during Standard Hours	£70.50 for the first hour on site plus £47.00 per hour thereafter	£58.80
Survey out-with Standard Hours	£94.30 for the first hour on site plus £62.80 per hour thereafter	£78.60
Survey requiring additional resources	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Charge for changing a meter size

Activity	Charge	Abortive Visit Charge
Exchange Meter	Reasonable Costs Incurred	Reasonable Costs Incurred
Advanced Commitment Reduced Charge. Standard meter exchange during Standard Hours where no pipework modifications or excavation is required	Saving of £47	£58.80
Advanced Commitment Reduced Charge. Standard meter exchange out-with Standard Hours where no pipework modifications or excavation is required	Saving of £62.80	£78.60
Non-standard meter exchange	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Replacing/Repairing a faulty/damaged meter within the boundary of a Supply Point – charges apply where the fault/damage was caused by actor omission of Licensed Provider or its Customer.

Activity	Charge	Abortive Visit Charge
Survey during Standard Hours	£70.50 for the first hour on site plus £47.00 per hour thereafter	£58.80
Survey out-with Standard Hours	£94.30 for the first hour on site plus £62.80 per hour thereafter	£78.60
Survey requiring additional resources	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Charge for Replacing/Repairing a faulty or damaged meter

Activity	Charge	Abortive Visit Charge
Replace/repair meter	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources
Advanced Commitment Reduced Charge. Standard replacement / repair during Standard Hours where no pipework modifications or excavation is required	Saving of £47.00	£58.80
Advanced Commitment Reduced Charge. Standard replacement / repair out-with Standard Hours where no pipework modifications or excavation is required	Saving of £62.80	£78.60

Meter Accuracy Test (charge applies where meter is found to read accurately within 5%)

Activity	Charge	Abortive Visit Charge
Survey during Standard Hours	£70.50 for the first hour on site plus £47.00 per hour thereafter	£58.80
Survey out-with Standard Hours	£94.30 for the first hour on site plus £62.80 per hour thereafter	£78.60
Survey requiring additional resources	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Charge for Meter Accuracy Test

Activity	Charge	Abortive Visit Charge
Standard Test for meters less 50mm and no excavation or access problems	£398.70	Based on 1 hour 15 minutes of reasonable resources
Standard Test for meters less 50mm requiring excavation or where there are access problems	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources
Standard Test for meters 50mm or larger	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources
Advanced Commitment Reduced Charge. Standard meter accuracy test during Standard Hours where no pipework modifications or excavation is required	Saving of £47.00	Based on 1 hour 15 minutes of reasonable resources
Advanced Commitment Reduced Charge. Standard meter accuracy test out-with Standard Hours where no pipework modifications or excavation is required	Saving of £62.80	Based on 1 hour 15 minutes of reasonable resources

6.8 Development Services

Development in the form of household, business or industrial growth places demands on Scottish Water's assets and resources. To ensure the efficient use of these assets a series of development charges apply. These charges fall into three categories:

- a) Infrastructure charges
- b) Connection charges and inspection fees; and
- c) Building water charges.

With the creation of retail competition the route for securing these services varies depending on the nature of the development. The table below shows the various routes. The charges covered in this document relate to the services provided through Licensed Providers.

	Self-Build Houses	Commercial House Development	Non-Household Development
Infrastructure Charges	Direct from Scottish Water	Direct from Scottish Water	Secured through Licensed Provider
Building Water	Direct from Scottish Water	Secured through Licensed Provider	Secured through Licensed Provider
Connection Charges and Inspection Fees	Direct from Scottish Water	Direct from Scottish Water	Secured through Licensed Provider

6.8.1 Water for Building Work – Commercial House Building

A standard charge will be applied for the supply of water used in commercial house building, whether part of a development or a single property and this will depend on the type of house.

We will charge the actual cost to us of providing and removing a water supply.

6.8.1.1 The Scale of the Charge

The following charges for building water will apply when used in the construction of houses:

Type of House	£ / per House
Flat	£88.
Semi Detached House/Terraced	£109
Detached	£140

6.8.2 Water for Building Work – Business & Industrial Developments

The building water charge for the supply of water used in the building of business and industrial developments will comprise two components:

- A percentage of the estimated cost reported in planning permission applications and building warrant approvals. The estimated cost is the total price of the contract less the value of any pre-mixed concrete; and
- The Reasonable Costs Incurred of Scottish Water providing and removing the water connection in each particular case.

6.8.2.1 The Scale of the Charge

The following charges for building water will apply when used in the construction of business and industrial Supply Points:

Development Criteria (based on construction costs)	% Applied
All traditional work with a contract price of up to £500,000 (exclude costs of ready mix concrete)	0.267% of the total estimated contract price
All traditional work with a contract price greater than £500,000 (exclude costs of ready mix concrete)	0.267% of the first £500,000 and 0.134% for the remainder of the total estimated contract price
All non-traditional work (exclude costs of ready mix concrete)	0.134% of the total estimated contract price

6.8.3 Infrastructure Charges

For new Supply Points which have not previously been connected to the public water or sewerage supply system, Licensed Providers must pay an Infrastructure Charge for each connection. Infrastructure charges may also apply where a Supply Points is redeveloped including renovation or conversion.

In relation to business and industrial developments that comprise of a number of sub-units, such as a shopping centre, the infrastructure charges will apply to each of the sub-units within the development.

6.8.3.1 Scale of the Charge

Infrastructure Charges	Unit	£ / per Unit
Business & Industrial		
Water Infrastructure Charge	Per unit or sub-unit	£276.80
Sewerage Infrastructure Charge	Per unit or sub-unit	£276.80

6.8.4 Water Connection Charges

Scottish Water will undertake all connections to the Public Water Supply System in compliance with construction standards set out in Water for Scotland.

If the Communication Pipe has an outside diameter of less than or equal to 32mm, and where the connection is not to a Trunk Main, a standard charge will apply based on the labour and materials required to complete the pipe-laying work only for connection to the Public Water Supply System. The Licensed Provider will be responsible for:

- a) Arranging all excavation work (or providing suitable ducts, or both);
- b) Filling in and reinstating the footpath and road; and
- c) Providing all materials (other than those required for pipe-laying) including water toby (external stopcock) or meter chamber.

If the Communication Pipe has an outside diameter greater than 32mm, or if the connection is to a Trunk Main, Scottish Water will charge the Reasonable Costs Incurred of actual work involved.

Water Connection Charges involving connections to commercial house developments, i.e., where the development is exclusively households, will be billed to the developer directly by Scottish Water.

Water Connection Charges for tie-ins at mixed development (households and commercial) will be allocated by Scottish Water between the housing developer and the Licensed Provider of the developer of the commercial development.

6.8.4.1 Changes to Water Connection Charges

There may be occasions when Scottish Water is required to review Water Connection Charges where circumstances change. This may be where:

- The work carried out by Scottish Water is delayed for reasons beyond its control;
- Scottish Water has introduced a new set of charges before the Licensed Provider confirms that they have laid their internal supply pipework;
- The work carried out by Scottish Water has to be done outwith normal working hours; or
- The Licensed Provider has not laid the internal supply pipework within three months of Scottish Water having set the charge.

6.8.4.2 Scale of the Charge

	Part 2 (Non-Trunk Main)	Part 3 (Trunk Main)	Abortive Visit Charge
Connection to Live Water Mains (32mm outside diameter and below)	£258.50	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources
Connection to Live Water mains >32mm outside diameter	Reasonable Costs Incurred	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

6.8.5 Inspection Charges

An Inspection Charge will apply where Scottish Water is required to approve a water connection where the Licensed Provider has made the water connection to a self lay main constructed by agreement with us in accordance with Water for Scotland guidelines.

An Inspection Charge will apply where Scottish Water is required to approve a sewerage connection where the Licensed Provider has made the sewerage connection.

Inspection Charges involving connections to commercial house developments, i.e., where the development is exclusively households, will be billed to the developer directly by Scottish Water.

6.8.5.1 Scale of the Charge

	Inspection	Abortive Visit Charge
Water Connection Inspection (per connection)	£42.90 (per connection)	Based on 1 hour 15 minutes of reasonable resources
Sewerage Connection Inspection (per connection)	£42.90 (per connection)	Based on 1 hour 15 minutes of reasonable resources

6.9 Provision of information

Scottish Water receives enquiries about the location of its services from a range of organisations and individuals and for a range of purposes. In some instances charges will apply, in other circumstances charges will not apply.

When charges will not apply

- Plans can be inspected given three hours notice in advance. Three working days is required notice if several sets of plans need to be made available. There is no charge for inspecting plans at Scottish Water offices.
- Scottish Water will not charge Licensed Providers who ask for copies of plans showing the location of Scottish Water assets on Supply Points registered to them.
- There is no charge if the plans requested are to allow Scottish Water's pipelines and other assets to be located to avoid damage during site investigation works, excavation or other activities or to minimise potential safety and operational issues.
- Local Authorities, Statutory Undertakers or in relation to enquiries regarding prospective 29E departures.

When you will need to pay

- Charges will apply when Licensed Providers request copy plans of asset locations on land that is not registered to them.
- We will make a charge for any other administration or consultation for this type of service, such as site visits or advice while inspecting plans.

VAT will be chargeable at the applicable rate in line with HMRC regulations.

6.9.1 Scale of the Charge

Activity	Charge	Abortive Visit Charge
Provision of information	£40.50 (per enquiry)	
Visit during Standard Hours (Single Person Service) - services and/or meter details are as specified	£70.50 for the first hour on site plus £47.00 per hour thereafter	£58.80
Visit out-with Standard Hours – (Single Person Service) services and/or meter details are as specified	£94.30 for the first hour on site plus £62.80 per hour thereafter	£78.60
Visit requiring additional resources (irrespective of time) when services and/or meter details are as specified	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

6.10 Any other goods and services provided

Any charges raised under Process 28 Operational Code will be charged at the Reasonable Actual Cost of providing the service.

6.10.1 The Scale of the Charge

Other goods and services provided

Reasonable Costs Incurred

Appendix 1 – Definitions and Acronyms

Allocated Tranche	This is the volume of water (or sewerage) that is included within the meter based annual charges. Effectively a volumetric rate of 0p is applied to the volume in the Allocated Tranche.
Business Day	Any day other than a Saturday, a Sunday or a bank holiday in Scotland under the Banking and Financial Dealings Act 1971.
Capacity Volume	This is the volume to which the Capacity Volume Charge applies. The Capacity Volume is the Capacity Volume Threshold less the Allocated Tranche.
Capacity Volume Charge	This is a charge that is applied to the Capacity Volume.
Capacity Volume Threshold	This is the volume, unique for each meter size, at which the Capacity Volume Charge ceases to apply.
Chargeable Volume	The volume of water and/or sewerage used in the calculation of water and/or Sewerage Charge.
Charges Scheme	Scottish Water's Wholesale Charges Scheme for water and Sewerage Services to Licensed Providers, as from time to time made by Scottish Water, and approved by The Commission, under Section 29A of the Water Industry (Scotland) Act 2002.
Communication Pipe	the pipe/connection from the boundary of the Supply Points to the public system.
Council Tax	Has the meaning set out in Section 70 (1) of the Local Government Finance Act 1992.
Cumulo Rateable Value	Has the meaning specified in Section 3.1.
Croft	Has the meaning set out in the Crofters (Scotland) Act 1993.
Customer	A Customer of a Licensed Provider, who is supplied with Water Services and/or Sewerage Services by that Licensed Provider.
Discharge Point	Has the meaning defined in the Market Code.
Eligible Premises	Eligible Premises under section 27 of the Water Services etc (Scotland) Act 2005.
Fiscal Year	Scottish Water's accounting period running from 1 st April to 31 st March.
Large User Volume Agreement	A written agreement between the Licensed Provider and its Customer which sets out the volumetric charge specified in Section 4.2.3, for the supply of water to the Supply Points of that Customer.
LCRA	The Local Council Regional Assessors who are the body responsible for determining the Rateable Value of a Supply Points.
Licensed Provider	Any person licensed to provide Water Services and/or Sewerage Services under the Water Services etc (Scotland) Act 2005.
Market Code	The code designated as such by or under the Water Services (Codes and Services) Directions 2007 (or any other direction which amends, replaces or supplements, or is made in respect of substantially the same subject matter as that direction.
Physical Meter Size	The actual size of a water meter used in the measurement of the volume of water supplied to a Supply Points.

Property Drainage Charges	Has the meaning specified in Section 5.3.3.
Public Water Supply System	This term is defined in the Water Services etc (Scotland) Act 2005.
Public Sewerage System	This term is defined in section 29 of the Water Services etc (Scotland) Act 2005.
Rateable Value	The monetary valuation in £ of a Supply Points determined by the LCRA used by Scottish Water for the purposes of determining certain wholesale charges.
Reasonable Costs Incurred	Relates to the actual costs of the resources to be deployed including attributable overheads. Charges calculated using this approach will use one hour as the average travel time in addition to the on-site time.
Roads Drainage Charges	Has the meaning specified in Section 5.3.4.
Scottish Water	A body corporate established under section 20 of the Water Industry (Scotland) Act 2002.
Sewerage Charge	Has the meaning specified in Section 5.2.
Sewerage Services	Making arrangements for, or in relation to the provision of sewerage to, or the disposal of sewage from, the Supply Points of another person through the Public Sewerage System.
Standard Hours	8am to 6pm on Business Days.
Supply Point	Has the meaning defined in the Market Code. Water and Sewerage Supply Points are defined analogously.
Tariff Meter Size	The size of a water meter used to determine the fixed water and/or Sewerage Charge to Licensed Providers for water and/or Sewerage Services supplied to a Supply Points through a water meter.
The Commission	The Water Industry Commission for Scotland established under Section 1 of the 2002 Act.
Trade Effluent	Means any liquid, either with or without particles of matter in suspension therein, which is wholly or in part produced in the course of any trade or industry carried on at trade Supply Points, including trade waste waters or water heated in the course of any trade or industry and, in relation to any trade Supply Points, means such liquid as aforesaid which is so produced in the course of any trade or industry carried on at those Supply Points.
Trade Effluent Charge	Is defined within Section 5.4.
Trade Effluent Services	The meaning of "Trade Effluent Services" is set out in section 20 (15) of the Water Services etc. (Scotland) Act 2005.
Trunk Main	A public water supply pipe connected to a water treatment works or water service reservoir.
Water Charges	Has the meaning specified in Section 4.2.
Water Services	Making arrangements for or in relation to the supply of water to the Supply Points of another person through the Public Water Supply System.
Wholesale Services Agreement	An agreement between Scottish Water and a Licensed Provider, setting out the terms and conditions of the relationship between the parties, as required by section 16 of the Water Services etc. (Scotland) Act 2005.

Appendix 2 – Wholesale Meter Installation Charges - From April 2008

Meter Installation Standard Charges			
			Wholesale
Description	Unit		2008-9
Internal fit PSMT meter (15mm)	1		243.03
Internal fit PSMT meter (20mm)	1		254.60
Internal fit PSMT meter (25mm)	1		293.18
Internal fit PSMT meter (30mm)	1		351.05
Internal fit PSMT meter (40mm)	1		597.93
Internal fit helix meter (50mm)	1		764.73
Internal fit helix meter (80mm)	1		869.90
Internal fit helix meter (100mm)	1		1,049.28
Internal fit helix meter (150mm)	1		1,247.95
External fit in existing chamber (no dig-up) (15mm)	1		381.91
External fit in existing chamber (no dig-up) (20mm)	1		393.48
External fit in existing chamber (no dig-up) (25mm)	1		432.06
External fit in existing chamber (no dig-up) (30mm)	1		489.92
External fit in existing chamber (no dig-up) (40mm)	1		522.71
External fit in existing chamber (no dig-up) (50mm)	1		975.98
External fit in existing chamber (no dig-up) (80mm)	1		1,076.28
External fit in existing chamber (no dig-up) (100mm)	1		1,255.66
External fit in existing chamber (no dig-up) (150mm)	1		1,456.26
External fit, dig-up & rebuild chamber in verge/footpath (15mm)	1		786.96
External fit, dig-up & rebuild chamber in verge/footpath (20mm)	1		798.53
External fit, dig-up & rebuild chamber in verge/footpath (25mm)	1		837.11
External fit, dig-up & rebuild chamber in verge/footpath (30mm)	1		894.97
External fit, dig-up & rebuild chamber in verge/footpath (40mm)	1		812.03
External fit, dig-up & rebuild chamber in verge/footpath (50mm)	1		1,205.51
External fit, dig-up & rebuild chamber in verge/footpath (80mm)	1		1,305.81
External fit, dig-up & rebuild chamber in verge/footpath (100mm)	1		1,485.19
External fit, dig-up & rebuild chamber in verge/footpath (150mm)	1		1,683.86
External fit, dig-up and rebuild chamber in surfaced road (15mm)	1		1,055.06
External fit, dig-up and rebuild chamber in surfaced road (20mm)	1		1,066.64
External fit, dig-up and rebuild chamber in surfaced road (25mm)	1		1,130.11
External fit, dig-up and rebuild chamber in surfaced road (30mm)	1		1,163.08
External fit, dig-up and rebuild chamber in surfaced road (40mm)	1		1,195.87
External fit, dig-up and rebuild chamber in surfaced road (50mm)	1		1,367.53
External fit, dig-up and rebuild chamber in surfaced road (80mm)	1		1,467.83
External fit, dig-up and rebuild chamber in surfaced road (100mm)	1		1,647.21
External fit, dig-up and rebuild chamber in surfaced road (150mm)	1		1,845.88
External fit, dig-up & install ebco box + MSM meter in verge (15mm)	1		545.86
External fit, dig-up & install ebco box + MSM meter in verge (20mm)	1		549.71
External fit, dig-up & install ebco box + MSM meter in verge (25mm)	1		584.43
External fit, dig-up & install ebco box + MSM meter in road (15mm)	1		779.24
External fit, dig-up & install ebco box + MSM meter in road (20mm)	1		783.10
External fit, dig-up & install ebco box + MSM meter in road (25mm)	1		817.82