



## The reassessment process for unmetered supply points

This information note provides an outline of the main elements of the reassessment process for unmetered supply points.



## Introduction

Not all non-household premises are suitable for metering. In order to take account of this, a process known as the reassessment process for unmetered supply points has been devised. The process is explained in this summary. Further information and the relevant application forms can be found on your licensed provider's website. You should also refer to 'Information Note 12: Metering and your business' for further information about the Full Business Metering programme.

## What is the point of the reassessment process?

The main point of the process is to overcome the practical difficulties encountered by Scottish Water during the Full Business Metering (FBM) programme. Under the FBM programme the Scottish government required Scottish Water to fit water meters to all non-household premises in Scotland free of charge<sup>1</sup>. Practical difficulties Scottish Water encountered during the FBM programme included complicated, or shared, pipe work which made the installation of a meter uneconomic under the terms of the programme.

Under the reassessment process you can ask Scottish Water to consider again whether a meter can be fitted free of charge at your premises under the FBM programme. If a meter cannot be fitted, Scottish Water will offer to make a contribution towards the cost of you installing your own meter. However, if your premises still remain unmetered you may then move to a system of charging based on the estimated consumption at your premises rather than its rateable value.

## How will I decide whether to apply?

Scottish Water will produce a list of unmetered supply points<sup>2</sup> that will be available to all licensed providers. This list will also provide standardised information on the reasons why a supply point has not been metered under the FBM programme. Licensed providers will also be able to use the Wholesale Charge Calculator to determine whether you could benefit from moving to charges based on an assessment of your consumption rather than charges based on the rateable value of your premises.

<sup>1</sup> <http://www.scotland.gov.uk/Publications/2006/11/17090339/0>

<sup>2</sup> The place (or places) where the water supply enters your business premises.



This information is intended to help you decide, in conjunction with your licensed provider, whether a reassessment request should be submitted on your behalf.

## How is the reassessment process initiated?

Once you have established that you will benefit from reassessment, your licensed provider will fill out a Reassessment Request Form<sup>3</sup> for water and wastewater<sup>4</sup> on your behalf and submit it to Scottish Water. Once the process is underway, Scottish Water will need access to your premises to assess whether or not a meter can be fitted free of charge under the FBM programme. You will be required to allow Scottish Water access to your premises to carry out this assessment and to fit a meter if that is possible.

## What happens next?

Having received the necessary form from your licensed provider, Scottish Water will assess whether a meter can be fitted at your premises under the FBM programme. If a meter can be fitted under the FBM programme, Scottish Water will fit the meter (at no cost to you), the reassessment request process will end and you will move onto the FBM phased charging programme<sup>5</sup>.

If a meter *cannot* be fitted under the FBM programme, Scottish Water will offer to make a contribution to the costs of changing your premises' internal pipework in order to install a meter (a Contribution Offer). You will then need to decide whether or not to accept the Contribution Offer and have the necessary work carried out for a meter to be fitted.

## I have carried out the necessary work. At what point do I receive my Contribution Offer?

Not until a meter has been installed at your premises by Scottish Water. Then the agreed amount will be transferred to your licensed provider and your supply point(s) will move to metered charging. It is then the responsibility of the licensed provider to pass on the contribution to you.

<sup>3</sup> The request form is completed by the licensed provider in conjunction with you.

<sup>4</sup> Requests may only be submitted for both water and wastewater.

<sup>5</sup> See Information Note 12: Metering and your business, for details of the FBM programme and the phasing of charges.



### **What if I don't want to accept the Contribution Offer from Scottish Water?**

In this case, you will move from paying rateable value-based charges to paying charges based on an estimate of your actual consumption. These charges will be calculated via the reassessment process. Once you have embarked on the reassessment process you cannot return to paying rateable value-based charges – you will either have a meter fitted or move on to charges based on an estimate of your actual consumption.

For this reason you will need to work with your licensed provider (who can access the Wholesale Charge Calculator) to determine what your assessed consumption is likely to be. By entering information on your annual water usage into the Wholesale Charge Calculator, your licensed provider can calculate your charges based on your estimated consumption and return to sewer allowance (wastewater).

### **What if I don't agree with the reassessment?**

You may appeal via your licensed provider according to the timescale set out in the process, providing additional evidence of your consumption. A re-evaluation of the reassessment will then be carried out by Scottish Water.

### **What if I pay charges based on my estimated consumption and my use of water changes?**

Scottish Water is entitled to review every reassessed supply point a maximum of once every three years and licensed providers may submit further reassessments a maximum of once a year.

### **What if I want to switch licensed provider?**

If you change licensed provider during the course of a particular year you will remain on the same charges. However, your new licensed provider can submit a reassessment request for your supply point (even if a request has already been lodged by your previous licensed provider during the same year).



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