

**Directions to modify the default directions issued to licensed providers pursuant to the standard licence conditions determined by the Commission under schedule 2 to the Water Services etc. (Scotland) Act 2005**

On 17 May 2007, the Commission issued directions to licensed providers pursuant to standard licence condition A4 (as previously numbered) (the **default directions**).

On 26 September 2007, the Commission updated the default directions to take account of the renumbering of standard licence condition A4 as standard licence condition B1.

On 6 December 2007, the Commission modified the default directions further to clarify the treatment of “automatic” payments and the definition of “emergency”.

On 1 April 2008, the Commission updated the default directions to include the default tariffs to apply for the year beginning 1 April 2008.

On 4 March 2009, the Commission updated the default directions to include the default tariffs to apply for the year beginning 1 April 2009.

On 3 February 2010, the Commission updated the default directions to include the default tariffs to apply for the year beginning 1 April 2010.

On 8 March 2011, the Commission updated the default directions to include the default tariffs to apply for the year beginning 1 April 2011.

Considering the terms of the wholesale charges scheme for the financial year 2012-13, approved by the Commission under section 29A(7) of the Water Industry (Scotland) Act 2002 on 7 December 2011, the Commission has now calculated the default maximum tariffs to apply for the year beginning 1 April 2012.

The Commission therefore directs as follows:

1. The text shown struck through (viz. ~~in this manner~~) in the attached copy of the default directions shall be deleted from the default directions; and
2. The text shown underlined (viz. in this manner) in the attached copy of the default directions shall be inserted into the default directions.
3. These amendments will take effect on 1 April 2012.

For and on behalf of the Water Industry Commission for Scotland



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6 February 2012

Alan DA Sutherland  
Chief Executive

DIRECTIONS ISSUED TO LICENSED PROVIDERS

PURSUANT TO

STANDARD LICENCE CONDITION B1

BY

THE WATER INDUSTRY COMMISSION FOR SCOTLAND

17 May 2007<sup>1</sup>

**DEFAULT SERVICES, STANDARDS AND MAXIMUM TARIFFS**

**FOR**

**WATER AND SEWERAGE SERVICE PROVIDERS**

<sup>1.</sup> As amended on 26 September 2007, 6 December 2007, 1 April 2008, 4 March 2009, 3 February 2010, ~~and~~ 8 March 2011 **and 6 February 2012**. Copies of the original directions and the amending instruments are available on request from the Water Industry Commission for Scotland on 01786 430 200 or [enquiries@watercommission.co.uk](mailto:enquiries@watercommission.co.uk)

## Structure of this document

This document is divided into three parts:

- Part 1 is a brief introduction which describes the legal context for the publication of the default services, standards and charges limits.
- Part 2 sets out (a) descriptions of each service which is to be regarded as a default service for the purposes of any water services licence and (b) for each such service, the default maximum tariff.
- Part 3 sets out (a) descriptions of each service which is to be regarded as a default service for the purposes of any sewerage services licence and (b) for each such service, the default maximum tariff.
- Part 4 sets out the standards which are to be treated as applicable to each of the default services.

## 1. Introduction

On 17 May 2007 the Water Industry Commission for Scotland determined a set of standard conditions for the purposes of granting water services licences and sewerage services licences under the Water Services Etc (Scotland) Act 2005 (the **standard conditions**).

Under condition B1 (Duty to provide default services), each licensed provider to whom that condition applies is obliged in certain circumstances to offer to provide certain retail services (known as **default services**) to a particular standard (known as the **default standards**) and at a price not exceeding a maximum amount (known as the **default maximum tariffs**).

The Commission is given power under the standard conditions to issue directions defining how the key concepts of default services, default standards and default maximum tariffs are to apply in practice. Those directions are contained in this document.

The Commission will publicise these directions, keep them under review and may, from time to time, modify or replace them following such consultation as it may consider appropriate. The Commission will publish any such modifications to, or replacement of, these directions on its website.

Except as otherwise provided in these directions, words and expressions used in these directions shall have the same meaning as defined for the purposes of the standard conditions.

## 2. The Default Services and Default Maximum Tariff (water services licences)

In the table below, column A sets out various types of licensed services, the provision of which shall be treated as the provision of a "default service" for the purposes of the standard conditions in so far as applicable to any licence granted under section 6(1) of the 2005 Act but not otherwise. Column B sets out the method of charging for each service. Column C sets out, for each service, the amount which is to be regarded as the "default maximum tariff" for such purposes.

### Primary Services

A. Service type	B. Tariff description	C. Maximum tariff
<b>Non-household unmeasured water</b>		
Fixed charge	Fixed charge per connection per year	<del>£156.16</del> £151.10
Rateable value charge	Charge per £ of rateable value	<del>£0.03000</del> £0.02903
<b>Non-household standard metered water connection up to and including 20mm connection</b>		
20mm meter or smaller	Fixed charge per connection per year	<del>£141.29</del> £136.71
for the first 25m <sup>3</sup> of water at a single site per year	Charge per m <sup>3</sup> of water	<del>£2.1198</del> £2.0511
for all volume over the first 25m <sup>3</sup> at a single site per year	Charge per m <sup>3</sup> of water	<del>£0.7951</del> £0.7693
<b>Non-household measured water supply greater than 20mm connection</b>		
meter over 20mm and up to 25mm	Fixed charge per connection per year	<del>£420</del> £406
meter over 25mm and up to 40mm	Fixed charge per connection per year	<del>£1,189</del> £1,150
meter over 40mm and up to 50mm	Fixed charge per connection per year	<del>£2,643</del> £2,557
meter over 50mm and up to 80mm	Fixed charge per connection per year	<del>£6,882</del> £6,659
meter over 80mm and up to 100mm	Fixed charge per connection per year	<del>£16,648</del> £16,108

A. Service type	B. Tariff description	C. Maximum tariff
meter over 100mm and up to 150mm	Fixed charge per connection per year	<del>£46,842</del> £45,324
meter over 150mm and up to 200mm	Fixed charge per connection per year	<del>£102,092</del> £98,783
meter over 200mm and up to 250mm	Fixed charge per connection per year	<del>£184,968</del> £178,972
meter over 250mm and up to 300mm	Fixed charge per connection per year	<del>£299,039</del> £289,346
for the first 100,000m <sup>3</sup> at a single site per year	Charge per m <sup>3</sup> of water	<del>£0.7951</del> £0.7693
over 100,000m <sup>3</sup> up to 250,000m <sup>3</sup> at a single site per year	Standard charge per m <sup>3</sup> of water	<del>£0.6801</del> £0.6581
over 250,000m <sup>3</sup> at a single site per year	Standard charge per m <sup>3</sup> of water	<del>£0.6552</del> £0.6340
over 100,000m <sup>3</sup> up to 250,000m <sup>3</sup> at a single site per year	LUVA charge per m <sup>3</sup> of water	<del>£0.5716</del> £0.5531
over 250,000m <sup>3</sup> at a single site per year	LUVA charge per m <sup>3</sup> of water	<del>£0.5058</del> £0.4894
over 1,000,000m <sup>3</sup> at a single site per year	Charge per m <sup>3</sup> of water (standard and LUVA)	<del>£0.4857</del> £0.4700
<b>Miscellaneous services not included in another service type</b>		
Taps, troughs and drinking bowls: Crofts and Registered Small Holdings	Fixed charge per connection per year	<del>£96.00</del> £92.89
Taps, troughs and drinking bowls: Other properties	Fixed charge per connection per year	<del>£147.28</del> £142.51

## Non-primary Services

See Annex B for a further note on non-primary services.

A. Service type	B. Tariff description	C. Maximum tariff
<b>Disconnections</b>		
Survey for in hours standard disconnection, requested by licensed provider: first hour on site	Charge is based on length of time taken to carry out survey. Standard charge applies for up to 1 hour on-site.	<del>£179.84</del> <del>£170.6</del>
Survey for in hours standard disconnection, requested by licensed provider: charge per hour thereafter	Charge is based on length of time taken to carry out survey. Standard charge applies for each hour that after the first hour on site.	<del>£119.97</del> <del>£113.8</del>
Survey for out of hours standard disconnection, requested by licensed provider: first hour on site	Charge is based on length of time taken to carry out survey. Standard charge applies for up to 1 hour on-site.	<del>£240.56</del> <del>£228.24</del>
Survey for out of hours standard disconnection, requested by licensed provider: charge per hour thereafter	Charge is based on length of time taken to carry out survey. Standard charge applies for each hour that after the first hour on site.	<del>£160.25</del> <del>£152.04</del>
In hours standard disconnection, requested by licensed provider	Charge per in hours disconnection	<del>£179.84</del> <del>£170.63</del>
Out of hours standard disconnection, requested by licensed provider	Charge per out of hours disconnection	<del>£240.56</del> <del>£228.24</del>
Survey for in hours standard disconnection, requested by customer: first hour on site	Charge is based on length of time taken to carry out survey. Standard charge applies for up to 1 hour on-site.	<del>£89.99</del> <del>£85.38</del>
Survey for in hours standard disconnection, requested by customer: charge per hour thereafter	Charge is based on length of time taken to carry out survey. Standard charge applies for each hour that after the first hour on site.	<del>£59.99</del> <del>£56.91</del>
Survey for out of hours standard disconnection, requested by customer: first hour on site	Charge is based on length of time taken to carry out survey. Standard charge applies for up to 1 hour on-site.	<del>£120.35</del> <del>£114.18</del>
Survey for out of hours standard disconnection, requested by customer: charge per hour thereafter	Charge is based on length of time taken to carry out survey. Standard charge applies for each hour that after the first hour on site.	<del>£80.07</del> <del>£75.97</del>
In hours standard disconnection, requested by customer	Charge per in hours disconnection	<del>£89.99</del> <del>£85.38</del>
Out of hours standard disconnection, requested by customer	Charge per out of hours disconnection	<del>£120.35</del> <del>£114.18</del>



A. Service type	B. Tariff description	C. Maximum tariff
In hours advanced commitment standard disconnection (survey and disconnection)	This is the value of the reduction in the default charges where a customer commits in advance to paying standard disconnection charges in the event that a survey demonstrates a standard disconnection is practical.	<del>£59.99</del> <del>£56.91</del>
Out of hours advanced commitment standard disconnection (survey and disconnection)	This is the value of the reduction in the default charges where a customer commits in advance to paying standard disconnection charges in the event that a survey demonstrates a standard disconnection is practical.	<del>£80.07</del> <del>£75.97</del>
All other non-standard disconnections	Charge per disconnection.	Reasonable costs
<b>Meter installation surveys</b>		
In hours meter survey: first hour on site	Charge is based on length of time taken to carry out survey. Standard charge applies for up to 1 hour on-site.	<del>£89.99</del> <del>£85.38</del>
In hours meter survey: per hour thereafter	Charge is based on length of time taken to carry out survey. Standard charge applies for each hour that after the first hour on site.	<del>£59.99</del> <del>£56.91</del>
Out of hours meter survey: first hour on site	Charge is based on length of time taken to carry out survey. Standard charge applies for up to 1 hour on-site.	<del>£120.35</del> <del>£114.18</del>
Out of hours meter survey: per hour thereafter	Charge is based on length of time taken to carry out survey. Standard charge applies for each hour that after the first hour on site.	<del>£80.07</del> <del>£75.97</del>
Survey requiring additional resources	Charge per survey	Reasonable costs
<b>Meter installation</b>		
Internal fit PSMT meter (15mm)	per meter installation	<del>£310.06</del> <del>£294.17</del>
Internal fit PSMT meter (20mm)	per meter installation	<del>324.82</del> <del>£308.18</del>
Internal fit PSMT meter (25mm)	per meter installation	<del>£374.04</del> <del>£354.87</del>
Internal fit PSMT meter (30mm)	per meter installation	<del>£447.85</del> <del>£424.91</del>
Internal fit PSMT meter (40mm)	per meter installation	<del>£762.84</del> <del>£723.76</del>
Internal fit helix meter (50mm)	per meter installation	<del>£981.85</del> <del>£931.55</del>
Internal fit helix meter (80mm)	per meter installation	<del>£1,109.81</del> <del>£1,052.95</del>
Internal fit helix meter (100mm)	per meter installation	<del>£1,338.66</del> <del>£1,270.08</del>
Internal fit helix meter (150mm)	per meter installation	<del>£1,592.13</del>

A. Service type	B. Tariff description	C. Maximum tariff
		<u>£1,510.56</u>
External fit in existing chamber (no dig-up) (15mm)	per meter installation	<u>£487.23</u> <del>£462.27</del>
External fit in existing chamber (no dig-up) (20mm)	per meter installation	<u>£501.99</u> <del>£476.27</del>
External fit in existing chamber (no dig-up) (25mm)	per meter installation	<u>£551.22</u> <del>£522.98</del>
External fit in existing chamber (no dig-up) (30mm)	per meter installation	<u>£625.04</u> <del>£593.01</del>
External fit in existing chamber (no dig-up) (40mm)	per meter installation	<u>£666.88</u> <del>£632.71</del>
External fit in existing chamber (no dig-up) (50mm)	per meter installation	<u>£1,245.15</u> <del>£1,181.36</del>
External fit in existing chamber (no dig-up) (80mm)	per meter installation	<u>£1,373.11</u> <del>£1,302.76</del>
External fit in existing chamber (no dig-up) (100mm)	per meter installation	<u>£1,601.97</u> <del>£1,519.90</del>
External fit in existing chamber (no dig-up) (150mm)	per meter installation	<u>£1,857.89</u> <del>£1,762.71</del>
External fit, dig-up & rebuild chamber in verge/footpath (15mm)	per meter installation	<u>£1,003.99</u> <del>£952.55</del>
External fit, dig-up & rebuild chamber in verge/footpath (20mm)	per meter installation	<u>£1,018.76</u> <del>£966.57</del>
External fit, dig-up & rebuild chamber in verge/footpath (25mm)	per meter installation	<u>£1,035.98</u> <del>£982.90</del>
External fit, dig-up & rebuild chamber in verge/footpath (30mm)	per meter installation	<u>£1,067.98</u> <del>£1,013.26</del>
External fit, dig-up & rebuild chamber in verge/footpath (40mm)	per meter installation	<u>£1,141.80</u> <del>£1,083.30</del>
External fit, dig-up & rebuild chamber in verge/footpath (50mm)	per meter installation	<u>£1,537.98</u> <del>£1,459.19</del>
External fit, dig-up & rebuild chamber in verge/footpath (80mm)	per meter installation	<u>£1,665.95</u> <del>£1,580.60</del>
External fit, dig-up & rebuild chamber in verge/footpath (100mm)	per meter installation	<u>£1,894.80</u> <del>£1,797.72</del>
External fit, dig-up & rebuild chamber in verge/footpath (150mm)	per meter installation	<u>£ 2,148.26</u> <del>£2,038.20</del>
External fit, dig-up and rebuild chamber in surfaced road (15mm)	per meter installation	<u>£1,346.04</u> <del>£1,277.08</del>
External fit, dig-up and rebuild chamber in surfaced road (20mm)	per meter installation	<u>£1,360.81</u> <del>£1,291.09</del>
External fit, dig-up and rebuild chamber in surfaced road (25mm)	per meter installation	<u>£1,441.79</u> <del>£1,367.92</del>
External fit, dig-up and rebuild chamber in surfaced road (30mm)	per meter installation	<u>£1,483.85</u> <del>£1,407.82</del>
External fit, dig-up and rebuild chamber in surfaced road (40mm)	per meter installation	<u>£1,525.67</u> <del>£1,447.51</del>

A. Service type	B. Tariff description	C. Maximum tariff
External fit, dig-up and rebuild chamber in surfaced road (50mm)	per meter installation	<del>£1,744.70</del> <del>£1,655.31</del>
External fit, dig-up and rebuild chamber in surfaced road (80mm)	per meter installation	<del>£1,872.65</del> <del>£1,776.71</del>
External fit, dig-up and rebuild chamber in surfaced road (100mm)	per meter installation	<del>£2,101.50</del> <del>£1,993.84</del>
External fit, dig-up and rebuild chamber in surfaced road (150mm)	per meter installation	<del>£2,354.96</del> <del>£2,234.31</del>
External fit, dig-up & install ebco box + MSM meter in verge (15mm)	per meter installation	<del>£696.40</del> <del>£660.73</del>
External fit, dig-up & install ebco box + MSM meter in verge (20mm)	per meter installation	<del>£701.32</del> <del>£665.39</del>
External fit, dig-up & install ebco box + MSM meter in verge (25mm)	per meter installation	<del>£745.62</del> <del>£707.42</del>
External fit, dig-up & install ebco box + MSM meter in road (15mm)	per meter installation	<del>£994.15</del> <del>£943.22</del>
External fit, dig-up & install ebco box + MSM meter in road (20mm)	per meter installation	<del>£ 999.07</del> <del>£947.89</del>
External fit, dig-up & install ebco box + MSM meter in road (25mm)	per meter installation	<del>£1,043.37</del> <del>£989.92</del>
<b>Other metering services</b>		
Replacement of meter with meter of different size	per meter	Reasonable cost
Replacement of damaged water meter (if customer caused the damage)	per meter	Reasonable cost
Test meter for accuracy ¾ meter found to be accurate ¾ meter 50mm in diameter or smaller	per test	<del>£508.68</del> <del>£482.62</del>
Test meter for accuracy ¾ meter found to be accurate ¾ meter larger than 50mm in diameter	per test	Reasonable cost
Replacement of meter with meter of different size	per replacement	Reasonable cost
<b>Business and Industrial Development Building Water</b>		
Site accommodation charges: fixed charge per week	Charge per site accommodation per week	<del>£1.63</del> <del>£1.55</del>
Metered Charges	Charge for volume of water used	Based on current meter fixed and volumetric charges
Unmetered Charges		
Traditional work with contract price up to £500,000	Percentage of contract price	0.30%
Traditional work with contract price over £500,000 first £500,000	Percentage of contract price (first £500,000)	0.30%

A. Service type	B. Tariff description	C. Maximum tariff
Traditional work with contract price over £500,000 remaining contract price	Percentage of contract price (remaining value)	0.15%
All non-traditional work	Percentage of contract price	0.15%
Additional charge for providing and removing the water supply	Additional charge for providing and removing the water supply	Reasonable cost
<b>All connection activity</b>		
All connection activity: minimum charge	For all charges activities associated with connection activities (design reviews, inspection fees, infrastructure charges etc.), the licensed provider may charge a one-off and up-front connection administrative charge. Maximum charge per connection.	<del>£82</del> £78
All connection activity: total charge	For all charges payable to Scottish Water associated with connection activities (design reviews inspection fees, infrastructure charges etc.), the licensed provider may charge a maximum percentage uplift to Scottish Water's costs once a connection is made. Any minimum charges collected up front should be netted off of this amount. Percentage uplift to Scottish Water charges.	12%

### 3. The Default Services and Default Maximum Tariff (sewerage services licences)

In the table below, column A sets out various types of licensed service shall be treated as the provision of a "default service" for the purposes of the standard conditions in so far as applicable to any licence granted under section 6(3) of the 2005 Act but not otherwise. Column B sets out the method of charging for each service. Column C sets out, for each service, the amount which is to be regarded as the "default maximum tariff" for such purposes.

#### Primary Services

A. Service type	B. Tariff description	C. Maximum tariff
<b>Non-Household unmeasured wastewater</b>		
Fixed charge	Fixed charge per connection per year	<del>£174.34</del> £166.78
Rateable value charge	Charge per £ of rateable value	<del>£0.04976</del> £0.04761
<b>Non household standard metered wastewater connection up to and including 20mm connection</b>		
20mm meter or smaller	Fixed charge per connection per year	<del>£134.89</del> £129.05
for the first 23.75m <sup>3</sup> of wastewater at a single site per year	Charge per m <sup>3</sup> of wastewater	<del>£2.3439</del> £2.2423
for all volume over the first 23.75m <sup>3</sup> at a single site per year	Charge per m <sup>3</sup> of wastewater	<del>£1.4094</del> £1.3483
<b>Non-household measured wastewater greater than 20mm connection</b>		
meter over 20mm and up to 25mm	Fixed charge per connection per year	<del>£435</del> £416
meter over 25mm and up to 40mm	Fixed charge per connection per year	<del>£1,232</del> £1,179
meter over 40mm and up to 50mm	Fixed charge per connection per year	<del>£2,739</del> £2,621
meter over 50mm and up to 80mm	Fixed charge per connection per year	<del>£6,902</del> £6,603
meter over 80mm and up to 100mm	Fixed charge per connection per year	<del>£16,807</del> £16,078
meter over 100mm and up to 150mm	Fixed charge per connection per year	<del>£40,261</del> £38,517
Volumetric charge	Charge per m <sup>3</sup> of waste water at a single site	<del>£1.4094</del> £1.3483

A. Service type	B. Tariff description	C. Maximum tariff
<b>Non-household surface water drainage</b>		
Property drainage	Charge per £ of rateable value	<del>£0.02671</del> £0.02555
Property drainage	Charge per m2 of drained area	<del>£0.38823</del> £0.37141
Highway drainage	Charge per £ of rateable value	<del>£0.01715</del> £0.01641
<b>Trade Effluent</b>	<b>(charged in accordance with the formula at Annex A)</b>	
Availability reception charge (Ra)	Charge per consented m3 volume per day	<del>£0.097907</del> £0.092018
Availability primary volumetric charge (Va)	Charge per consented m3 volume per day	<del>£0.065189</del> £0.061267
Availability biological capacity charge (Ba)	Charge per consented kg of load per day	<del>£0.248750</del> £0.233787
Availability sludge capacity charge (Sa)	Charge per consented kg of load per day	<del>£0.213213</del> £0.200389
Operating reception charge (Ro)	Operating reception charge per m3 of volume discharged	<del>£0.157826</del> £0.148333
Operating primary volumetric charge (Vo)	Operating primary volumetric charge per m3 of volume discharged	<del>£0.105259</del> £0.098928
Operating secondary treatment charge (Bo)	Operating secondary treatment charge per m3 of volume discharged	<del>£0.140673</del> £0.132211
Operating sludge treatment charge (So)	Operating sludge treatment charge per m3 of volume discharged	<del>£0.086021</del> £0.080847
Minimum charge	Minimum charge per connection per year	<del>£193</del> £181

## Non-primary Services

See Annex B for a further note on non-primary services.

A. Service type	B. Tariff description	C. Maximum tariff
<b>All connection activity</b>		
All connection activity: minimum charge	For all charges activities associated with connection activities (inspection fees, infrastructure charges etc.), the licensed provider may charge a one-off and up-front connection administrative charge. Maximum charge per connection.	£ <del>82</del> 78
All connection activity: total charge	For all charges payable to Scottish Water associated with connection activities (inspection fees, infrastructure charges etc.), the licensed provider may charge a maximum percentage uplift to Scottish Water's costs once a connection is made. Any minimum charges collected up front should be netted off of this amount. Percentage uplift to Scottish Water charges.	12%

## 4. Default Standards

This part sets out the standards which are to be met by each licensed provider in providing a default service. These standards shall be regarded as the "default standards" for the purposes of the standard conditions.

Save where otherwise provided in this part 4, each of the default standards apply to all default services.

### Default Standards

Under the terms of its water and/or sewerage services licence(s), each licensed provider must offer eligible customers the following default standards. If the licensed provider fails to meet these standards the licensed provider will pay its eligible customer compensation. A licensed provider will, save where otherwise provided in this part 4, make any compensation payment due to its eligible customer without that customer having to claim the payment.

In circumstances outside the licensed provider's reasonable control (such as severe weather), the licensed provider unfortunately cannot guarantee these default standards. In some other situations, for example where the licensed provider delays a response at a customer's request, a default standard payment may not be appropriate.

If a compensation payment is due, the licensed provider will make a payment within 10 business days of the qualifying event, or, if a claim is required, from when the licensed provider receives its eligible customer's claim. If the licensed provider fails to do this it will pay its eligible customer a further £20. The licensed provider will normally make payment by crediting its eligible customer's account.

#### *Default Standard 1*

##### *Written or telephone complaints*

If an eligible customer telephones its licensed provider with a complaint, the licensed provider will try to resolve the problem when the eligible customer calls. If this is not possible, the licensed provider will investigate the eligible customer's complaint and will call the eligible customer back promptly. If the eligible customer asks the licensed provider for a written response to their complaint the licensed provider will send the eligible customer a written response within 8 business days from the date on which the eligible customer telephoned the licensed provider.

If an eligible customer writes to, faxes or e-mails its licensed provider with a complaint the licensed provider will respond as quickly as possible and always within 8 business days. Where the licensed provider cannot give the eligible customer an immediate full response, the licensed provider will regularly keep the eligible customer informed of progress in resolving the problem.



The licensed provider will pay its eligible customer £20 if the licensed provider fails to respond within 8 business days to:

- the eligible customer's written complaint; or
- a complaint by telephone in which the eligible customer asks for a written response.

### *Default Standard 2 Invoice Queries*

If an eligible customer queries any aspect of an invoice its licensed provider sends it, the licensed provider will always try to deal with the eligible customer's query whilst the eligible customer is still on the line. If this is not possible and some work is required on an eligible customer's account, the licensed provider will respond to the eligible customer within 10 business days of the eligible customer's initial call.

If an eligible customer contacts its licensed provider to ask for a change to its method of paying, the licensed provider will deal with the eligible customer's request within 5 business days.

If the licensed provider fails to do either of these within the required time, the licensed provider will pay its eligible customer £20.

### *Default Standard 3 Keeping appointments with customers*

If a licensed provider makes an appointment to visit its eligible customer on the eligible customer's site more than 24 hours in advance, the licensed provider will guarantee to keep the appointment, or to give the eligible customer at least 24 hours' notice of cancelling or changing it. The licensed provider will ask its eligible customer if it would prefer a morning or afternoon appointment or a 2-hour time band within which the licensed provider's representative will visit.

The licensed provider will pay its eligible customer £20 if:

- the licensed provider's representative does not turn up on the appointed morning or afternoon or within the agreed 2-hour time band; or
- the licensed provider fails to let the eligible customer know about a cancellation or changed appointment time at least 24 hours in advance.

This standard only applies to operational visits, such as visits to discuss water pressure problems or for a survey to establish if a water meter can be fitted.

#### ***Default Standard 4***

##### ***Planned interruptions to an eligible customer's water supply***

If Scottish Water is planning to carry out maintenance or repair work that requires an eligible customer's supply to be shut off, Scottish Water is required to inform the eligible customer's licensed provider, who will inform its eligible customer, in advance of when the water supply will be off and when it will be turned back on.

If the work is planned to last more than 4 hours, Scottish Water will inform the eligible customer's licensed provider and the licensed provider will give its eligible customer at least 48 hours' notice of the intended interruption to their supply. A licensed provider will usually contact its eligible customers individually, but in the case of large areas being affected, the local media may be used as the means of communication.

In any of the above situations, a licensed provider shall pay its eligible customer £50 if:

- the eligible customer had not been warned of the interruption in the time periods set out above and the customer has informed their licensed provider (either directly or via the 24 hour number established by licensed providers and Scottish Water) that their supply has been interrupted; or
- the eligible customer has informed its licensed provider (either directly or via the 24 hour number established by licensed providers and Scottish Water) that their supply has not been restored by the notified time.

If an eligible customer has informed their licensed provider (either directly or via the 24 hour number established by licensed providers and Scottish Water) that their supply has not been restored by the notified time, the licensed provider shall pay that eligible customer a further £25 for each additional complete 12-hour period they remain without water beyond the notified time for restoration of supply.

#### ***Default Standard 5***

##### ***Unplanned interruptions to an eligible customer's water supply***

If the water supply to an eligible customer's business is disrupted because of a fault with the public water supply system, Scottish Water will restore the supply within 12 hours from the time it finds out about the interruption. If a strategic main (a main with a diameter equal to or greater than 300mm) causes the problem, the water supply will be restored within 48 hours of Scottish Water finding out about the interruption.

If the eligible customer informs the licensed provider (either directly or via the 24 hour number established by licensed providers and Scottish Water) that their supply has not been restored within these time periods:

- The licensed provider shall pay its eligible customer £50; and
- The licensed provider shall pay its eligible customer a further £25 for each additional complete 12-hour period for which the eligible customer is without water.

### ***Default Standard 6*** ***Water getting into gas systems***

If an eligible customer notices water coming from a gas appliance, or if an eligible customer loses its gas supply because water has entered its gas pipe, the eligible customer can call the 24 hour telephone number to be established by the licensed providers and Scottish Water, or it can call its licensed provider. If an eligible customer calls its licensed provider in relation to water getting into a gas system, the licensed provider will promptly telephone Scottish Water to pass the matter on. When Scottish Water returns the licensed provider's telephone call and provides practical advice and explains what will happen next, the licensed provider will promptly telephone its eligible customer to pass that information on.

If the licensed provider does not pass the matter onto Scottish Water or return the eligible customer's call in this way, the licensed provider will pay its eligible customer £20.

### ***Default Standard 7*** ***Flooding from sewers***

If waste water from sewers floods the inside of an eligible customer's property, the eligible customer can call the 24 hour telephone number to be established by the licensed providers and Scottish Water, or it can call its licensed provider. If an eligible customer calls its licensed provider in relation to water from sewers flooding the inside of its property, the licensed provider will promptly telephone Scottish Water to pass the matter on.

Where the eligible customer has called either the 24 hour telephone number established by its licensed provider and Scottish Water or its licensed provider in relation to flooding from sewers, that licensed provider will refund the eligible customer's annual wastewater charge for their property (up to a maximum of £1,000 per flooding event) in recognition of the disturbance. This is providing that the problem is not due to general surface flooding of the area, a defect in the eligible customer's private drains or as the result of the eligible customer's actions.

Scottish Water is required to clear up as quickly as possible any mess within the eligible customer's property directly caused by the overflow of wastewater from the public sewer.

### ***Default Standard 8*** ***Meter installations***

If an eligible customer contacts its licensed provider requesting a water meter to be fitted, the licensed provider will arrange for a survey to be carried out. This will establish if a meter can actually be fitted and if an eligible customer needs to pay anything. The licensed provider will let its eligible customer know within 10 business days what is required to allow a meter to be fitted and what costs, if any, are involved.

If, following a request for a water meter from its eligible customer, the licensed provider fails to contact its customer within the time set out above, the licensed provider will pay its customer £20.

### ***Default Standard 9*** ***Water Pressure complaints***

If an eligible customer has any problems with water pressure to their premises they can contact their licensed provider and the licensed provider will arrange to have the cause investigated and will let the eligible customer know the provisional outcome within 5 business days. If the licensed provider does not contact its eligible customer within 5 business days, the licensed provider will pay its customer £20.

If an eligible customer has contacted its licensed provider regarding any problems with water pressure, that licensed provider will pay its customer £20 if:

- the supply to the eligible customer's premises proves to be of less than 1 bar of pressure measured on the eligible customer's side of the boundary stopcock/stop valve; and
- the low pressure is caused by the supply system.

An eligible customer will only be entitled to this payment once in any 6-month period.

An eligible customer will not be entitled to payment under this standard if its business premises are:

- above the level of the water leaving Scottish Water's storage tank; or
- between the levels of the water leaving Scottish Water's storage tank and a level 10.5 metres below the tank.

### ***Default Standard 10*** ***Response to emergencies***

Despite the best efforts of Scottish Water in maintaining water and sewerage services at all times, customers do sometimes experience a disruption to their service.

Such a disruption may be declared to be an "Emergency" if it is an event:

- governed by The Security and Emergency Measures (Scottish Water) (Scotland) Direction 2002, notified to Scottish Ministers, and which arises in a civil emergency or where there are threats to national security; or
- which results from flooding from sewers or where water gets into the gas system;

and is unable to be addressed using the processes under the Operational Code (other than the process for emergency activities).

If this happens and Scottish Water declares an Emergency (stating that it intends to implement the Emergency Plans it has made to ensure the provision of essential water and/or sewerage services in the event of an Emergency) the following Emergency Minimum Standards of Service will then apply:

1. Following the declaration of an Emergency, a Licensed Provider will, using reasonable endeavours and working in partnership with Scottish Water, promptly contact each of its eligible customers affected by the Emergency. Scottish Water will

also inform all eligible customers affected by the Emergency through such methods as:

- press and broadcast media;
- loudhailers; and
- leaflet drops.

Throughout the Emergency, Scottish Water will continue to update both the publicly available information as well as the information specific to Licensed Providers. Licensed Providers will promptly pass on such information to their eligible customers.

2. Scottish Water will provide 'sensitive' customers (such as hospitals, nursing homes and schools) with alternative drinking water supplies to comply with Emergency Plans agreed with the health boards, health trusts and education authorities.
3. In managing an Emergency Scottish Water may require Licensed Providers to ask their eligible customers to generally reduce their demand for water and/or sewerage services. Scottish Water may also require Licensed Providers to carry out such other steps as are documented in the agreed Emergency Plans. In such circumstances, the eligible customer's licensed provider will use reasonable endeavours to carry out any such actions promptly and give its eligible customer as much advance notice as possible.
4. If Scottish Water has no alternative but to restrict an eligible customer's supply to maintain supplies for public health, the eligible customer's licensed provider will give its eligible customer as much advance notice as possible.

Scottish Water will notify Licensed Providers, who will in turn notify eligible customers promptly, when the Emergency has come to an end.

An eligible customer who is directly affected by a declared Emergency can claim if their licensed provider does not deliver these Emergency Minimum Standards of Service. The eligible customer will be entitled to claim at least 5% of their annual water or wastewater charge (up to a maximum of £5,000) and can claim up to 15% of their annual water or wastewater charge if they can show that their loss had a value greater than 5% of its annual water or wastewater charge (again, up to a maximum of £5,000).

### ***Default Standard 11 Telling eligible customers about default charges***

A licensed provider will communicate changes in maximum default tariffs to its eligible customers within 10 business days of approval of those changes by The Water Industry Commission for Scotland (who will publish any such updates on its website). If the licensed provider fails to do this it will pay its eligible customers £20.

*Default Standard 12*

*Claiming a payment when affected by a declared Emergency*

Where an eligible customer wishes to claim sums due from their licensed provider for failing to deliver the Emergency Minimum Standards of Service, they may make such a claim in writing or via the telephone to their licensed provider.

An eligible customer must make any claims against a default standard within 3 months of the event.

**Default Standard 14**  
**SUMMARY**

If the licensed provider fails to meet these default standards an eligible customer may be entitled to a payment.

<b>Ref</b>	<b>Standard</b>	<b>Payment without claim?</b>	<b>Payment Level</b>
DSS1	Written or telephone complaints – written response within 8 business days.	Yes	£20
DSS2	Invoice enquiries – in general, respond within 10 business days of initial call.	Yes	£20
	Invoice enquires (change of payment method) respond within 5 business days.	Yes	£20
DSS3	Keep appointments made by the licensee with the customer more than 24 hrs in advance and meet the agreed specified time bracket.	Yes	£20
DSS4	Planned interruptions – warn customers 48hrs in advance, supply restored within stated time. Note: payment is made on failure to warn and/or if supply not restored at stated time.	Yes	£50
	Each 12 hour period beyond time for restoration of supply.	Yes	£25
DSS5	Unplanned interruptions (burst mains etc) – restore within 12 hrs (48hrs for a strategic main supplying a large area).	Yes	£50 + £25 for each subsequent 12 hrs without supply
DSS6	Water into gas mains – licensed provider will pass the eligible customer’s report to Scottish Water and return the customer’s call	Yes	£20

DSS7	Sewer flooding inside an eligible customer's property, not due to general surface flooding of area, defect in customer's private drain or due to customer's actions.	Yes (on notification of flooding)	Annual waste water charge (max £1,000)
DSS8	Meter installations – the licensed provider will let an eligible customer know of outcome of survey within 10 business days.	Yes	£20
DSS9	Water pressure complaints – must supply a minimum 1 bar. Payment is dependent on Scottish Water confirming low pressure.	Yes	£20
	Inform an eligible customer of outcome of investigation within 5 business days.	Yes	£20
DSS10	Response to emergencies – meet emergency minimum standards of service.	No – claim required	5% - 15% of water or waste water charge (max £5,000)
DSS11	Communicate changes to maximum default tariffs within 10 business days of approval.	Yes	£20
General	Failure to pay due default standard payment within 10 business days of qualifying event or claim.	Yes	£20

Done at Stirling, 17 May 2007

For and on behalf of the Water Industry Commission for Scotland

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Alan DA Sutherland, Chief Executive



## Annex A: Mogden Formula

The charging formula for trade effluent is in two parts:

- Availability charge; and
- Operating charge.

Each will be charged using the following formulae.

### Availability Charge

Daily availability charge =  $CDV \times (Ra + Va) + (Ba \times sBODI) + (Sa \times TSSI)$

Where:

CDV = Chargeable Daily Volume (as per trade effluent consent)

sBODI = settled Biochemical Oxygen Demand load (as per trade effluent consent)

TSSI = Total suspended solids load (as per trade effluent consent)

Ra, Va, Ba and Sa are as per the tables above.

### Operating charge

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

Where:

AVD = Actual Volume Discharged

Ot = fixed strength (settled chemical oxygen demand) of the effluent

Os = 350 mg/l

St = fixed strength (settleable solids) of the effluent

Ss = 250 mg/l

Ro, Vo, Bo and So are as per tables above.

## Annex B: Note on non-primary services

The non-primary services do not cover every situation where Scottish Water may levy a non-primary wholesale charge on licensed providers. Examples include (but are not limited to):

- Abortive visit charges;
- Trade Effluent discontinuation/re-establishment of service;
- Reported supply failures;
- Investigation of water supply pipe burst;
- Meter surveys for meter accuracy test, meter exchanges and meter replacements;
- Verification of services;
- Water by-laws inspection - repeat visit charge;
- temporary trade effluent consents etc.

In cases such as the examples above, where a licensed provider only co-ordinates activity between Scottish Water and the customer, we would generally expect the Licensed Provider to limit its charges to 12% above Scottish Water's wholesale charge<sup>1</sup>.

Further, we recognise that Licensed Providers may offer non-primary services as part of a package of measures (for example, changing a meter size as part of a package of measures relating to water efficiency). In these cases, where value added services are being provided as against licensed providers merely coordinating activity between Scottish Water and the customer, the charges for each particular activity have not been specified and there is no requirement for the charges to fall within the default limits.

<sup>1</sup> This general expectation does not apply to any service levied by Scottish Water under section 6.13 "Any other goods and services provided" of its wholesale charges scheme.