



**Scottish Water**  
Trusted to serve Scotland

# What you pay for your water and waste water services in 2018/19



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## Household charges 2018/19

Your charges are based on the Council Tax Band for your home. For 2018/19 the Combined Services charge for the average household will rise by 1.6% from what you paid last year. The table below tells you what your charges are from 1 April 2018 to 31 March 2019.

Council Tax Band	Water Supply	Waste Water Collection	Combined Services
Band A	£134.94	£156.66	£291.60
Band B	£157.43	£182.77	£340.20
Band C	£179.92	£208.88	£388.80
Band D	£202.41	£234.99	£437.40
Band E	£247.39	£287.21	£534.60
Band F	£292.37	£339.43	£631.80
Band G	£337.35	£391.65	£729.00
Band H	£404.82	£469.98	£874.80

These charges apply to every household which has a connection to the public water supply, the public waste water network, or both.

Your water and waste water charges will be shown on your Council Tax bill, **even if you receive Council Tax Reduction**. Some Council Tax exemptions and discounts will also apply to these charges, such as single occupancy or if you are a student.

If your property has been altered to meet the needs of a disabled person, you may be entitled to a Disabled Banding Reduction on the charges you pay for your property.

Your local Council bills and collects these charges on our behalf and you can find details of how to pay on your Council Tax bill. Please contact your local Council for more information and help with payment options.

Alternative formats of this leaflet can be made available free of charge. For information on Braille, large print, audio and a variety of languages, please call our Customer Helpline.

### Visit

[www.scottishwater.co.uk](http://www.scottishwater.co.uk)

### Follow us

facebook.com/scottishwater  
@scottish\_water

### Email

help@scottishwater.co.uk

### Call

Customer Helpline free 24/7

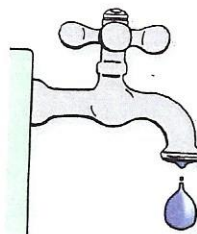
0800 0778778



We record all calls for quality and training purposes.

**We work 24 hours a day, 365 days a year to keep the water cycle running and your charges low.**

Each year we invest every penny we collect through customer charges to run and improve your water and waste water services.

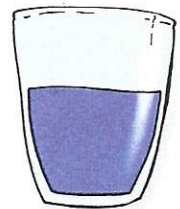


We maintain and are improving **245** water treatment works and **30,124** miles of water pipes to deliver **1.35 billion** litres of clear, fresh drinking water every day, so it's there day or night when you turn on the taps.

We also maintain and are improving **1,848** waste water treatment works and **31,814** miles of sewers to take away **945 million** litres of waste water and help protect the natural environment in your area.

On average, we carry out **1 quality test every 2 minutes\*** on the tap water we supply, to make sure that you enjoy your supply of Scottish drinking water.

\*This is based on 2016 figures, the most up to date figures available at time of going to print.



## Who regulates the water industry in Scotland?

The Water Industry Commission for Scotland is the economic regulator of the water industry in Scotland, approving the levels we charge you. The Commission can be contacted at [www.watercommission.co.uk](http://www.watercommission.co.uk)

Citizens Advice Scotland (CAS) represents the interests of consumers within Scotland's water industry. CAS can be contacted on **03454 04 05 06** or at [www.cas.org.uk](http://www.cas.org.uk)

The Drinking Water Quality Regulator (DWQR) monitors and regulates the quality of the water we deliver to you. The DWQR can be contacted at [www.dwqr.scot](http://www.dwqr.scot)

The Scottish Environment Protection Agency (SEPA) sets standards for and monitors waste water and other discharges into local streams, rivers and the sea. SEPA can be contacted at [www.sepa.org.uk](http://www.sepa.org.uk)



If you have a disability, medical condition or other reason where you may need additional assistance from Scottish Water then please contact us and we can add your name, address and requirements to our confidential Additional Support Register.



**This costs less than £1 a day for the average household\*.**

# Scottish Water

1. What does SEPA stand for?
2. How many litres of clear, fresh drinking water is delivered to Scottish homes each day?
3. The price of water & waste water has risen 1.6% from last year [T/F]
4. What does DWQR stand for?
5. How many miles of sewers are there in Scotland?
6. What is the waste water charge for a house in Scotland with a council tax band H?
7. What is the Scottish water consumer helpline number?
8. What does CAS stand for?
9. Who regulates the water industry in Scotland?
10. How many water treatment plants are in Scotland?
11. Add together all the water supply costs for every council tax band (A-H)
12. What is the contact details for Scottish waters email address?
13. How many days are there in three years?
14. How many miles of water pipes are there in Scotland?
15. Who monitors waste that discharges into waterways?



# Scottish Water

N U L U R D H Z G S E R Q W J  
I I N I W U S M V P S E U W K  
B B A A Y Y N M V C A D A T B  
G H T T K V B N O B E U L W I  
B E Q A N G L T I I B C I O P  
R V L F R I T T F N K T T T X  
H C W T C I A E G I G I Y C J  
J O C N S Y X M N P Q O P O P  
L X U H W E A H I T H N B A V  
F O S S W G T O N L R W T V S  
C N T I E J Q O I Q D D S L A  
E L C Y C H R M A V E R A G E  
B Y F M M L O M R S Z V D O H  
K V H W Z V O L T N O M N D N  
E T A L U G E R D K S A S N Q

AVERAGE  
HOUSEHOLD  
REDUCTION  
SCOTTISH  
TRAINING

COUNCIL  
MAINTAIN  
REGULATE  
TAX  
WATER

CYCLE  
QUALITY  
RUNNING  
TEST