

Scottish Government

Water and waste water billing services

Framework tariffs 2025/26

Part 1 Water charges

1. Metered water

1.1 Fixed water charges for metered supplies

Meter size	Fixed charge (per year)
20mm or smaller	£142.78
25mm	£479.32
40mm	£1,338.20
50mm	£2,847.99
80mm	£7,157.63
100mm	£18,036.99
150mm	£51,614.44
200mm	£105,426.22
250mm	£210,079.15
300mm	£329,657.79

If the exact size of the meter at your property is not listed here, then we'll apply the fixed charge related to the next size down. For example, if the existing meter at your property is 43mm, then the fixed charge applied will be for a 40mm meter.

Where two or more metered water supplies feed the same property and are owned by the same customer, we will charge you a fixed charge for each supply.

1.2 Volumetric water charges for metered supplies

For meters with a size up to and including 20mm

Consumption	Charge per m ³
All volumes	£1.0165

For meters greater than 20mm

Consumption	Charge per m ³
0 - 250,000m ³	£1.0165
250,001m ³ +	£0.8477

2. Unmetered water

Fixed charge	Charge per £ of RV (not applicable if property is vacant)
£155.96	£0.022744

Part 2 Waste water charges

1. Metered waste water

1.1 Fixed waste water charges for metered supplies

Meter size	Fixed charge (per year)
20mm meter or smaller	£90.14
25mm	£322.55
40mm	£936.92
50mm	£2,009.58
80mm	£4,627.96
100mm	£11,944.07
100mm +	£28,735.10

If the exact size of the meter at your property is not listed here, then we'll apply the fixed charge related to the next size down.

1.2 Volumetric waste water charges for metered supplies

Consumption	Charge per m ³
All volumes	£1.1453

2. Unmetered waste water

Fixed charge	Volumetric charge per £ of RV (not applicable if the property is vacant)
£97.07	£0.024977

Part 3 Drainage charges

1. Property drainage for rateable value (RV) customers

Drainage	Charge per £ of RV
If any property drainage goes to the public sewerage system	£0.041416

2. Property drainage for area-based customers

Drainage	Charge per m ²
Properties where area-based property drainage charges apply	£1.112866

Part 4 Trade effluent charges

Your trade effluent charge will be the greater of:

- a minimum charge of £265.15 per annum.
- the sum of the availability charge (which is charged at a daily rate) and the operating charge (which is charged at a volumetric rate) both calculated as detailed below.

1. Availability charge

The availability charge reflects your waste water system capacity requirements and is charged on a daily basis. This is calculated according to the charging parameters for chargeable daily volumes (CDV), total suspended solids load (TSSl) and settled biochemical oxygen demand load (sBODl) of the effluent discharged from your property.

$$\text{Availability charge} = [CDV \times (Ra + Va)] + (Ba \times sBODl) + (Sa \times TSSl)$$

Type of charge	Charge per m ³ per day
Ra (Reception charge)	£0.139520
Va (Volumetric/Primary charge)	£0.092887
Ba (Biological capacity charge)	£0.354483
Sa (Sludge capacity charge)	£0.303836

2. Operating charge

The operating charge is calculated according to the nature, composition and volume of the effluent discharged from your property. This charge is calculated from:

- actual volume discharged (AVD)
- fixed strength (settled chemical oxygen demand) of the effluent (Ot)
- the settled chemical oxygen demand of the foul sewage (Os)
- fixed strength (settleable solids) of the effluent (St)
- total suspended solids in the foul sewage (Ss)

$$\text{Operating charge} = AVD \times \left[Ro + Vo + \left(Bo \times \frac{Ot}{Os} \right) + \left(So \times \frac{St}{Ss} \right) \right]$$

Type of charge	Charge per m ³
Ro (Reception charge)	£0.224906
Vo (Volumetric/Primary charge)	£0.149998
Bo (Secondary treatment charge)	£0.200468
So (Sludge treatment charge)	£0.122583

3. Table of standard strength values

Os (settled chemical oxygen demand) of the foul sewerage	350 milligrams per liter
Ss (suspended solids) of the foul sewerage	250 milligrams per liter

Ot and St are derived from analysis of settled samples, or according to the assessed strength of the effluent, or any standard strength of the relevant type of trade effluent.

Ot and St are not defined in trade effluent consents. They are based for each fiscal year on the analytical results from the previous calendar year's sampling activity, as verified by Scottish Water.

4. Application of the trade effluent charge

The following conditions will apply 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	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.

1. **PTI: Preliminary treatment indicator** – applies to Va and Vo components within the availability and operating charges formulae.
2. **SSI: Sewage sludge indicator** – applies to Sa and So components within the availability and operating charges formulae.
3. **BTI: Biological treatment indicator** – applies to Ba and Bo components within the availability and operating charges formulae.

5. 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 four periods definable, with no period being shorter than one month, and a year will comprise of 12 months (i.e. all months are equal in length in this calculation).

The consent document will show the availability parameters applying in the individually consented periods but not the calculated availability parameters.

The full value of the availability charges, for the period the consent is in operation, will be charged where a discharge point, with seasonal discharge consent, is either discontinued or terminated.

Part 5 Taps & troughs charges

Type of properties	£ per year
Taps and troughs	£177.66

Part 6 VAT

All charges stated in this document are presented exclusive of any applicable Value Added Tax (VAT) (as set out in 1. to 3. below) which shall be chargeable at the relevant rate.

1. VAT is chargeable at the standard rate on clean water charges for all customers whose main business activity falls within divisions 1 to 5 of the Standard Industrial Classifications (SIC) as used by Companies House.
2. Customers whose activities do not fall into one of these 5 divisions are not liable for VAT on their water charges. For customers whose business falls into one of the divisions, VAT only applies to clean water charges. Waste water and drainage charges have zero rated VAT liability.
3. All other non-primary services provided by Business Stream under the Scottish Government Water and Waste Water Retail Billing Services Framework have a standard rated VAT liability. Elective services are any services that fall out with the primary water, waste water and drainage charges that every business is required to pay.

Part 7 Payment option discounts

Customers can access additional discounts via payment in advance or by paying a deposit. Payment option discounts are reviewed periodically against prevailing interest rates. You can opt to change your payment option at any time during the Framework contract, by simply providing 30 days' notice of your preferred option.

1. Paying a deposit

Our deposit option allows you to make a one-off upfront payment covering up to 12 months of charges in advance to secure a discount on all charges. This means you can enjoy discounted bills on a monthly basis across the term of the contract, with the deposit being returned to you at the end of the contract, or earlier, if you choose to opt for an alternative payment arrangement. We offer three options for paying a deposit:

Payment option	Discount
Three-month deposit	1.1%
Six-month deposit	2.2%
Twelve-month deposit	4.5%

2. Payment in advance

Our payment in advance (PIA) option allows you to make a one-off discounted payment covering up to 12 months of projected charges, to secure a discount on all charges. You make the payment based on your preferred payment option for the PIA period (see below for options). We'll provide a reconciliation statement at six and 12 months, which gives an overview of what has been billed against your payments made. During the reconciliation, if there are significant changes in the cost projection, an additional payment may be required to align the account, or we'll provide a refund if the costs have decreased. We offer three options for payment in advance:

Payment option	Discount
Three-month payment in advance	1.1%
Six-month payment in advance	1.7%
Twelve-month payment in advance	2.8%

Part 8 Non-primary charges / Ancillary services

We provide a range of non-primary charges (ancillary services) under the Public Sector Scotland Framework. You can view our ancillary services rate card by visiting business-stream.co.uk/publicsectorscotland/resources. You can also find out more about our non-primary charges in the 2025/26 Scottish Default Charges document at business-stream.co.uk/charges.