Scottish Water

Always serving Scotland

Less than £1 a day*...
24 hours a day,
365 days a year –
clear, fresh water
to your home.

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We maintain and are improving **280** water treatment works and **29,391** miles of water pipes to deliver clear, fresh drinking water straight to the taps in your home.

We maintain and are improving over **1,800** waste water treatment works and **31,122** miles of sewers to help protect the natural environment in your area.

On average, we carry out **38** quality tests† an hour on your water, to ensure that you enjoy your supply of Scottish drinking water.

† This is based on 2009 figures, the most up to date figures available at time of going to print.

You get all this for **less than £1 a day** for the average household*.

* the average household is between Council Tax Band B and Band C and has a combined bill of less than £1 a day. Individual water supply and waste water collection charges are less than £1 a day for all households (except for the individual waste water collection charges for Band H households).

We each use around 150 litres of tap water every day. And, we treat every drop to make sure you can enjoy clear, fresh Scottish drinking water when you turn on your tap and to help protect the environment.

For tips on how to use water wisely in your home and garden, visit **www.scottishwater.co.uk/savewater**.

Scottish Water has teamed up with unlikely hero Rango, to encourage you to learn the true value of water and become a water saving hero! To find out more about how to save water and for a chance to win great prizes visit **www.scottishwater.co.uk/rango**. At cinemas March 4, Cert tbc.

Promising to give you value for money

As part of our vision for Scotland we are always investing to make sure you have a high quality supply of clear, fresh drinking water into the heart of your home, and to help protect the natural environment in your area. The quality of your Scottish drinking water has never been better and we work 24 hours a day, 365 days a year to deliver these essential services to you and provide you with the best ever value for money.

For the third year running, in 2011/12, your Combined Services charge will stay the same* and the average Scottish Water bill will stay lower than the average bill in England and Wales. Last year our customers paid less than customers of seven of the private companies in England and Wales.

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 on **01786 430 200** or **www.watercommission.co.uk**

Waterwatch Scotland, independent of Scottish Water and other agencies, represents your views and interests. Its Convener also has the legal responsibility for investigating complaints against Scottish Water. Waterwatch Scotland can be contacted on **0845 850 3344** or **www.waterwatchscotland.org**

The Drinking Water Quality Regulator (DWQR) monitors and regulates the quality of the water we deliver to you. The DWQR can be contacted at PO Box 23598, Edinburgh, EH6 6WW or **www.dwqr.org.uk**

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**

Household charges 2011/12

Your charges are based on your council tax band for your home. For 2011/12 the Combined Services charge will stay the same as the amount you paid last year.▪ The table below tells you what your charges are from 1st April 2011 to 31st March 2012:

Council Tax Band	Water Supply	Waste Water Collection	Combined Services
Band **A**	£121.44	£140.94	£262.38
Band **B**	£141.68	£164.43	£306.11
Band **C**	£161.92	£187.92	£349.84
Band **D**	£182.16	£211.41	£393.57
Band **E**	£222.64	£258.39	£481.03
Band **F**	£263.12	£305.37	£568.49
Band **G**	£303.60	£352.35	£655.95
Band **H**	£364.32	£422.82	£787.14

▪ There are changes to the individual Water Supply and Waste Water Collection charges which make up the Combined Services charge.

Note: If your home is not connected to the public sewer, you do not have to pay the waste water collection charge. Please contact us if you are in any doubt, visit **www.scottishwater.co.uk** or call our **Customer Helpline** on **0845 601 8855**.

Some Council Tax exemptions/discounts continue to apply to these charges. The permanent Water Charges Reduction Scheme, a reduction of up to 25%, introduced by the Scottish Government at 1st April 2006, is applied automatically to households with 2 or more adults, which are in receipt of Council Tax Benefit and are not already in receipt of status discounts. Please note, that regardless of Council Tax Benefit status, water charges are still due and payable as per your Council Tax bill. If your property has been altered to meet the needs of a disabled person, you may be entitled to Disabled Banding Reduction on the charges you pay for your property.

Your local Council 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 further information.

We want to make it easy to **contact us** – here's how:

We always have someone here to take your call, or alternatively you can contact us via our website.

Or you can write to us at:

Scottish Water
PO Box 8855
Edinburgh, EH10 6YQ

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 **0845 606 8855**.

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

We record all calls for quality and training purposes.

For more information on Scottish Water, our charges and our customer charter call our Customer Helpline **0845 601 8855** or visit our website at:

www.scottishwater.co.uk

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