



**Scottish  
Water**

Trusted to serve Scotland

# WHAT YOU PAY FOR YOUR WATER AND WASTE WATER SERVICES IN 2023/2024

**THIRST**  
**QUENCHING**  
**STUBBLESHAVING**  
**TEETH BRUSHING**  
**COFFEE BREWING**  
  
**BATH FILLING**  
**FACE**  
**WASHING**  
**MONEY SAVING**  
**HAIR RINSING**  
  
**LOO FLUSHING**  
  
**TEA-MAKING**  
**PLANET SAVING**  
**CLOTHES CLEANING**  
  
**HEAD CLEARING**  
**POT BOILING**  
**TAP TURNING**  
  
**DISH WASHING**  
  
**LIFE-GIVING**  


Scotland's water is vital to our everyday lives and we, Scottish Water, are responsible for caring for it. We are a publicly-owned company, and we invest every penny into protecting the nation's most precious resource and our services.

The charges you pay allow us to operate and improve water and waste water services and infrastructure in communities across Scotland.

THIS COSTS  
AROUND **£1 A DAY**  
FOR THE AVERAGE  
HOUSEHOLD\*



Every day we deliver over **1.5 billion** litres of clear, fresh drinking water to your taps, and remove around **1.1 billion** litres of waste water which we treat, recover resources from and return safely to the environment.

Our services support more than **5 million** customers, in over **2.6 million** households and more than **150,000** business premises across Scotland.

With more than **60,000** miles of water pipes and sewers, and over **2,000** treatment works we support communities across Scotland.

The quality of our drinking water remains high – we carry out, on average, **1 quality test every 2 minutes**<sup>†</sup> on the water we supply to your taps.

Our focus is on delivering an excellent service, providing great value for money, and reducing our impact on the environment. We work 24 hours a day, 365 days a year to keep the water cycle flowing.

\*The average household is between Council Tax Band B and Band C and has a combined bill of around £1 a day.

<sup>†</sup>This is based on 2021 figures – the most up-to-date figures available at the time of going to print.



## Promising to give you value for money

Around £1 doesn't buy much these days – you wouldn't get a takeaway coffee, a bus ticket, or a newspaper for that.

And yet, for around £1 a day you get enough water to use for the essential things in life – washing, cooking, cleaning, flushing the loo, taking a shower and, of course, having a cuppa. Most people in Scotland now use about 180 litres of Scottish tap water every day.

Climate change and different weather patterns make it harder to deliver the water and waste water services Scotland needs. We're investing over £700 million a year to keep Scotland's water the way you like it.

We are working to make sure we can meet future challenges, especially around climate change, maintaining and replacing ageing infrastructure, and reducing carbon emissions.



## Our services – your rights

Customers and communities are at the heart of everything we do. We always aim to deliver on our promises and constantly look for ways to improve the service and value that we provide. It is important that we aim to provide you with a great customer experience – and that when we say we will do something, we do it.

To find out more about your rights under our service standards visit:

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



## Keeping you informed

You can keep up to date about our work or service updates, such as having no water supply, in your area - visit:

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

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## Help us to help you

Everything we all do affects the environment, so we are working hard to keep our water and waste water services as sustainable as possible.

You can help, together we can make a difference.

- Water is always worth saving – and helps save energy and money. A shorter shower saves water & around £130 on your energy bill<sup>^</sup>.
- Look after our natural habitats and marine life – dispose of bathroom and kitchen waste items carefully to help prevent nasty blockages and spills.
- Stay hydrated & reduce single use plastics – use a glass or refillable bottle to top up from the tap and enjoy Scotland's great-tasting water.

For more tips & advice – visit:

**[www.yourwateryourlife.co.uk](http://www.yourwateryourlife.co.uk)**

<sup>^</sup> Source: HES October 2022, based on a household of four



## Stay in the know about H<sub>2</sub>O

Keep up to date with the latest news, find out about our campaigns and how we are supporting communities around Scotland – sign up to receive our quarterly e-newsletter:

**[www.yourwateryourlife.co.uk/join-the-wave-form](http://www.yourwateryourlife.co.uk/join-the-wave-form)**



## Who regulates the water industry in Scotland?

Find out more about the water industry in Scotland and our regulators, visit:

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

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## Household charges 2023/24

Your charges are based on the Council Tax band for your home. The table below tells you what your charges are from 1 April 2023 to 31 March 2024.

Council Tax Band	Water Supply	Waste Water Collection	Combined Services
Band A	£154.98	£179.88	£334.86
Band B	£180.81	£209.86	£390.67
Band C	£206.64	£239.84	£446.48
Band D	£232.47	£269.82	£502.29
Band E	£284.13	£329.78	£613.91
Band F	£335.79	£389.74	£725.53
Band G	£387.45	£449.70	£837.15
Band H	£464.94	£539.64	£1,004.58

These charges apply to every household which has a connection to the public water supply, the public waste water network, or both. If your Council Tax bill includes services that you believe your home is not connected to, please contact our Customer Portal via: [www.scottishwater.co.uk/ChargesFAQ](http://www.scottishwater.co.uk/ChargesFAQ)

**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.

**Important: If you receive Council Tax Reduction** you must still pay a water and waste water charge for the services that you have at your home. However, you will receive a reduction of up to 35% on the charges shown in the table above.

## Keeping up to date and getting in touch

Find out more about Scottish Water, our charges, our customer charter, and keep up to date with what we are doing in your area.

### Visit

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

### Follow us

 [facebook.com/scottishwater](https://facebook.com/scottishwater)

 [@scottish\\_water](https://twitter.com/scottish_water)

 [@scottishwater](https://instagram.com/scottishwater)

### Email

[help@scottishwater.co.uk](mailto:help@scottishwater.co.uk)

### Call

Free Customer Helpline

(24 hours a day, seven days a week)

**0800 0778778**

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 contact us.

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

We record all calls for quality and training purposes.

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