



Mr Kenny McGee
C Sense 24 Ltd
Store 1 Fleming House
5 Kirkton Campus
LIVINGSTON
EH54 7BN

02/005964

15 March 2023

Your Account: 1143045

Dear Mr McGee,

IMPORTANT INFORMATION ABOUT YOUR WATER BILL

From 1 April 2023, Scottish Water will be increasing its water wholesale charges by 5%. We'll adjust your charges to reflect this wholesale change, in line with our terms and conditions.

Your current unit rates can be found in the breakdown on your water charges on your bill.

Rateable Value Changes

The Rateable Values (RV) of all non-household premises have recently been reviewed by the Scottish Assessors Association (SAA). In the future, RV revaluations are expected to happen every three years in Scotland.

The review means higher RVs for some premises, lower RVs for others and some will remain unchanged. The new RVs will be applied from 1 April 2023.

The water industry will use the new RVs to calculate RV-based rainwater drainage charges at non-household premises, as well as water and sewerage charges at non-household premises that have not been metered. This means your bill will change if your RV is changing.

However, you may be able to reduce your RV-based water and sewerage charges:

1. If your water and sewerage charges are currently based on the RV of your property, you can contact us to have a water meter installed, free of charge. Your bill would then be based on your water usage.
2. If you can't have a water meter installed, we will change your charges to be based on an estimation of your likely water usage, taking into account the size and nature of your business.
3. If your property drainage charges are based on RV, you may be able to reduce your property drainage bill by diverting your surface water drainage system away from Scottish Water's sewers. If you've already done this, we can base your charges on the size of any connected area, rather than the RV of your property.

If you need any further information on ways to reduce your water consumption, simply give one of our team a call on 0333 014 3131. We're here Monday to Friday, 8am to 6pm.

Yours sincerely,

Stacey Clarke
Customer Care Director