

Charging Statement

Effective Date 15 May 2026
Version 1.01

Part 1. Introduction and General Provisions

1. This Charging Statement applies to all non-household premises for which Blue Business Water Ltd ("Blue") is, or is deemed to be, the licensed supplier of water and/or waste water services and which are located within the area for which Scottish Water is the appointed water and/or waste water wholesaler.
2. This Charging Statement comes into effect on 15 May 2026 and shall remain in force until replaced by a subsequent Charging Statement published by Blue.
3. This Charging Statement should be read in conjunction with Blue's Standard Terms and Conditions of Supply, which are available at www.blue.supply. Together, these documents form Blue's terms of supply. In the event of any conflict between this Charging Statement and the Standard Terms and Conditions of Supply, the Standard Terms and Conditions of Supply shall prevail.
4. For the purposes of Condition 8.1 of Blue's Standard Terms and Conditions of Supply, payment by customers of their charges is due no later than 10 days after the date on which Blue's invoice is issued, unless alternative payment terms have been agreed in writing.
5. All charges stated in this Charging Statement are presented exclusive of applicable Value Added Tax ("VAT"). The applicable VAT treatment for each category of charge is set out in Part 12 of this Charging Statement.
6. Blue may update this Charging Statement from time to time by publishing a revised version on www.blue.supply. Any changes to primary charges (water, waste water, and drainage) will normally take effect from the start of a Tariff Year (1 April). Changes to non-primary charges may take effect at any time, subject to Condition 22 of the Standard Terms and Conditions of Supply.
7. Nothing in this Charging Statement shall affect Blue's powers or rights to enter into or be bound by agreements with customers in respect of bespoke charges, whether made before or after this Charging Statement comes into effect.

Part 2 – Water Charges

1. Metered Water

1.1 Fixed water charges for metered supplies

Meter Size	Fixed Charge (per year)
20mm or smaller	£208.24
25mm	£619.28
40mm	£1,751.00
50mm	£3,892.00
80mm	£10,141.00
100mm	£24,535.00
150mm	£69,041.00
200mm	£150,477.00
250mm	£272,633.00
300mm	£440,767.00

Where the meter size at a Property is not listed above, the fixed charge applied shall be that listed for the next size below.

Where two or more metered water supplies serve the same Property and are held by the same Customer, a fixed charge shall apply to each supply separately.

1.2 Volumetric water charges for metered supplies

For meters with a size up to and including 20mm:

Consumption Band	Charge per m ³
0 - 25 m ³	£3.1242
Over 25 m ³	£1.1718

For meters greater than 20mm:

Consumption Band	Charge per m ³
0 - 100,000 m ³	£1.1718
100,001 - 250,000 m ³	£1.0797
250,001 - 1,000,000 m ³	£0.9656
Over 1,000,000 m ³	£0.7159

2. Unmetered Water

Fixed Charge	Charge per £ of RV (not applicable if Property is vacant)
£244.26	£0.03170

Part 3 - Waste Water Charges

1. Metered Waste Water

1.1 Fixed waste water charges for metered supplies

Meter Size	Fixed Charge (per year)
20mm or smaller	£201.12
25mm	£648.43
40mm	£1,833.00
50mm	£4,078.00
80mm	£10,289.00
100mm	£25,056.00
150mm	£60,029.00

Where the meter size at a Property is not listed above, the fixed charge applied shall be that listed for the next size below.

1.2 Volumetric waste water charges for metered supplies

For meters with a size up to and including 20mm:

Consumption Band	Charge per m ³
First 23.75 m ³	£3.4946
Over 23.75 m ³	£2.1014

For meters greater than 20mm:

Consumption	Charge per m ³
All consumption	£2.1014

1.3 Return to sewer allowance

The return to sewer allowance is 95% of the volume of metered water entering the Property, unless the Customer demonstrates to Blue's reasonable satisfaction that a different percentage applies.

2. Unmetered Waste Water

Fixed Charge	Charge per £ of RV (not applicable if Property is vacant)
£275.84	£0.05320

Part 4 - Drainage Charges

1. Property Drainage

Description	Charge per £ of Rateable Value
Property drainage	£0.053595

2. Roads Drainage

Description	Charge per £ of Rateable Value
Roads drainage	£1.441130

Part 5 - Trade Effluent Charges

Trade effluent charges are calculated using the Mogden formula and are applied on a site-specific basis by reference to the consent issued by Scottish Water in respect of the relevant Property. The Customer's annual trade effluent charge is the greater of:

- a) a minimum fixed charge of £310 per annum; and
- b) the aggregate of the availability charge (levied at a daily rate) and the operating charge (levied at a volumetric rate), each calculated as set out below.

Customers discharging trade effluent must at all times hold a valid trade effluent consent from Scottish Water. Discharge without consent is a breach of the Customer's obligations under Condition 5.1 of the Standard Terms and Conditions of Supply and may result in disconnection under Condition 12.

The applicable rates for each individual Customer will be set out in the Customer's contract documentation or otherwise notified to the Customer in writing.

1. Availability charge

The availability charge reflects the capacity reserved within the waste water system to receive and treat the Customer's consented discharge, and is levied on a daily basis irrespective of actual discharge volume. It is calculated by reference to the chargeable daily volume (CDV), the chargeable settled biochemical oxygen demand load (sBODI), and the chargeable total suspended solids load (TSSI) of the discharge, each as determined by reference to the Customer's consent.

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

Component	Basis
Ra (Reception charge)	£0.157760 per m ³ per day
Va (Volumetric/Primary charge)	£0.105041 per m ³ per day
Ba (Biological capacity charge)	£0.400818 per m ³ per day
Sa (Sludge capacity charge)	£0.343557 per m ³ per day

2. Operating charge

The operating charge reflects the actual discharge from the Property during the charging period and is levied on a volumetric basis. It is calculated by reference to the actual volume discharged (AVD), the fixed strength (settled chemical oxygen demand) of the effluent (Ot), the settled chemical oxygen demand of the foul sewage (Os), the fixed strength (settleable solids) of the effluent (St), and the total suspended solids in the foul sewage (Ss).

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

Component	Basis
Ro (Reception charge)	£0.254311 per m ³
Vo (Volumetric/Primary charge)	£0.169606 per m ³
Bo (Secondary treatment charge)	£0.226670 per m ³
So (Sludge treatment charge)	£0.138608 per m ³

3. Standard strength values for foul sewage

The following standard strength values apply in the operating charge calculation:

Parameter	Value
Os (settled chemical oxygen demand of the foul sewage)	350 milligrams per litre
Ss (suspended solids of the foul sewage)	250 milligrams per litre

Ot and St are determined by analysis of settled samples taken at the Property, by assessed strength of the effluent, or by reference to the standard strength applicable to the relevant class of trade effluent, as appropriate. Ot and St are not specified in trade effluent consents. For each Fiscal Year, Ot and St are derived from the sampling results obtained in the preceding calendar year, as verified by Scottish Water, and are ordinarily held at those values throughout the Fiscal Year. Where Scottish Water (in consultation with Blue) considers that the Ot or St value in use is no longer reasonably representative of the average strength of the Customer's discharge across the year, that value may be reassessed with effect from the date on which the variance is identified.

4. Treatment-based adjustments

Where the waste water system serving the Property does not provide preliminary treatment, biological oxidation or sludge treatment, or provides such treatment only in part, the V, B and S components of the availability and operating charges are adjusted or omitted by reference to the indicator values below:

	PTI	SSI	BTI
Sub-primary	0	0	0
Primary	1	2/3	0
Secondary	1	1	1

PTI (Preliminary Treatment Indicator) applies to the Va and Vo components of the availability and operating charge formulae.

BTI (Biological Treatment Indicator) applies to the Ba and Bo components of the availability and operating charge formulae.

SSI (Sewage Sludge Indicator) applies to the Sa and So components of the availability and operating charge formulae.

The applicable indicator value for each Property, and the due proportion to apply to the B and S components where partial treatment is provided, is determined by Scottish Water on an annual basis.

5. Seasonal discharges

A seasonal discharge means a discharge that occurs during one or more regular defined periods of the year and which is constrained by the natural or seasonal availability of the raw materials used in the Customer's process. Where the Customer is a registered seasonal discharger, the CDV, sBODI and TSSI inputs used in the availability charge calculation are derived as weighted monthly averages across the consented periods:

$$CDV = [(Volume1 \times Period1) + (Volume2 \times Period2) + (Volume3 \times Period3) + (Volume4 \times Period4)] / 12$$

$$sBODI = [(BOD1 \times Period1) + (BOD2 \times Period2) + (BOD3 \times Period3) + (BOD4 \times Period4)] / 12$$

$$TSSI = [(TSSI1 \times Period1) + (TSSI2 \times Period2) + (TSSI3 \times Period3) + (TSSI4 \times Period4)] / 12$$

A premium of 20 per cent is applied to the availability charge for registered seasonal dischargers.

The volume, sBODI and TSSI applicable to each period, and the duration of each period, are specified in the Customer's consent. A maximum of four periods may be defined, no period may be shorter than one month, and each month is treated as equal in length for the purposes of this calculation. The consent identifies the availability parameters for each individually consented period but does not set out the calculated composite availability parameters. Where a discharge point holding a seasonal discharge consent is discontinued or terminated, the full availability charge for the period during which the consent was in operation remains payable.

Part 6 - Scottish Government Charge Exemption Scheme

A charge exemption scheme is operated by the Scottish Government in respect of non-household water and waste water charges. The scheme is administered by Scottish Water. Registered charities and Community Amateur Sports Clubs ("CASCs") may apply to have their charges reduced or removed, subject to the eligibility criteria and annual limits set out in this Part.

To qualify, an organisation must be a charity registered with the Office of the Scottish Charity Regulator ("OSCR") or a registered CASC, and must have an annual income below £300,000. Even where those threshold conditions are met, an organisation is not eligible for support where any of the following circumstances apply in respect of the relevant Property:

- the organisation holds a permanent alcohol licence authorising the sale of alcohol at the Property;
- the Property is used as a charity shop or for the retail of new or second-hand merchandise;
- the Property operates as a café that is open to the public and trades on a regular basis to generate income (excluding any canteen provided for the use of the charity's own volunteers); or
- the organisation is a Local Authority or an Arms-Length External Organisation ("ALEO").

The level of support available is determined by reference to the organisation's annual income:

Annual income	Support available
Up to £199,999	Full exemption from water and waste water charges
£200,000 to £299,999	50 per cent reduction, calculated on the partial exempt charges set out in sections 1 and 2 below
£300,000 or more	No support

Where the 50 per cent partial exemption applies, the partial exempt charges for water and waste water services are as set out in sections 1 and 2 below. These charges are applied in place of the standard charges set out in Parts 2 and 3 of this Charging Statement.

1. Partial exempt charges - water service

Charge category	Basis	Partial exempt charge
Fixed charges	20mm	£104.12
	25mm	£309.64
	40mm	£875.50
	50mm	£1,946.00
	80mm	£5,070.50
Volumetric charges (meter 20mm or smaller)	0 to 25 m ³	£1.5621 per m ³
	Over 25 m ³	£0.5859 per m ³
Volumetric charges (meter greater than 20mm)	0 to 100,000 m ³	£0.5859 per m ³
Unmetered water	Fixed charge	£122.13
	Charge per £ of rateable value	£0.01585
Taps and troughs	Crofts	£70.74
	Others	£108.54

2. Partial exempt charges - waste water service

Charge category	Basis	Partial exempt charge
Fixed charges	20mm	£100.56
	25mm	£324.22
	40mm	£916.50
	50mm	£2,039.00
	80mm	£5,144.50
Volumetric charges (meter 20mm or smaller)	0 to 23.75 m ³	£1.7473 per m ³
	Over 23.75 m ³	£1.0507 per m ³
Volumetric charges (meter greater than 20mm)	All volumes	£1.0507 per m ³
Unmetered waste water	Fixed charge	£137.92
	Charge per £ of rateable value	£0.02660
Property drainage	Charge per £ of rateable value	£0.02680
	Area-based drainage	£0.72057

Customers who believe they may be eligible for support should contact Blue in the first instance. Blue will review the Customer's submission and forward it to Scottish Water, which determines eligibility. Blue cannot adjust the Customer's account until Scottish Water has confirmed eligibility in writing.

Eligibility must be confirmed annually. Customers in receipt of support under the scheme must submit a renewal application before 31 March each year in order to remain eligible for the following Fiscal Year.

Further information about the scheme is available from Blue, from Scottish Water (www.scottishwater.co.uk), and on the Scottish Government website (www.mygov.scot).

Part 7 - Disconnection, Reconnection and Access Charges

The charges in this Part apply where Blue requests Scottish Water to carry out disconnection, reconnection, or related activities on Blue's behalf. All charges include the Scottish Water wholesale charge and Blue's administrative charge. Charges for customer-requested disconnections and reconnections are also set out below.

1. Temporary Disconnection Charges

At Customer's request:

Activity	Charge
Customer-requested temporary disconnection	No charge

Requested by Blue (for non-payment, denying access to meter, or other grounds under Condition 12):

Activity	Charge	Abortive Visit Charge
Standard temporary disconnection during standard hours (first hour on site)	£287.68	£259.61
Standard temporary disconnection during standard hours (each hour thereafter)	£194.70	-
Standard temporary disconnection out-with standard hours (first hour on site)	£382.42	£345.29
Standard temporary disconnection out-with standard hours (each hour thereafter)	£259.06	-
Non-standard temporary disconnection	Actual cost	1 hr 15 mins

2. Permanent Disconnection Charges

At Customer's request:

Activity	Charge
Customer-requested permanent disconnection	No charge

Requested by Blue (for grounds under Condition 12):

Activity	Charge	Abortive Visit Charge
Permanent disconnection during standard hours	£658.86	£281.18
Permanent disconnection out-with standard hours	£856.54	£365.38
Non-standard permanent disconnection	Actual cost	1 hr 15 mins

3. Reconnection Charges

Activity	Charge	Abortive Visit Charge
Reconnection following temporary disconnection during standard hours	£155.79	£129.80
Reconnection following temporary disconnection out-with standard hours	£207.20	£172.59

All reconnection charges are payable in advance of the reconnection being carried out. No reconnection shall be carried out until all outstanding charges, including the reconnection charge, have been paid in full.

4. Unauthorised Reconnection

Activity	Charge
Unauthorised reconnection (where a Customer or any person acting on the Customer's behalf reconnects a supply without Blue's prior written authority)	[TBC]

This charge is without prejudice to Blue's right to report the matter to Police Scotland and to pursue any other remedies available to it, including re-disconnection at the Customer's cost.

5. Abortive Visit Charge

Activity	Charge
Abortive visit (where Blue or its agents attend a Property and are unable to carry out the required work due to the Customer's act or omission, including failure to provide access)	£100

Part 8 - Metering Services

The charges in this Part apply to metering activities carried out by Scottish Water on Blue's behalf. All charges include the Scottish Water wholesale charge and Blue's administrative charge.

1. Meter Accuracy Test

Where a Customer disputes the accuracy of a meter and requests a test, and the meter is found to be recording accurately (within 5% tolerance), the Customer shall be charged as follows:

Meter Size (mm)	Charge
15 - 50	£641.17
80	£1,107.79
100	£1,189.10
150	£1,307.93
200	£1,747.42
250	£2,188.59
300	£2,426.25
350	£3,894.01
400	£4,504.64
450	£5,048.17
500	£5,812.46
600	£7,224.33

Where the meter is found to be recording inaccurately, the test will be carried out at no cost to the Customer and charges will be adjusted in accordance with Condition 10 of the Standard Terms and Conditions of Supply.

Abortive visit charge for meter accuracy test: [TBC].

2. Meter Survey Charges

Activity	Charge	Abortive Visit Charge
Survey for change of meter during standard hours (first hour)	£311.47	£259.61
Survey for change of meter out-with standard hours (first hour)	£414.28	£345.29
Survey for change of meter (each hour thereafter, standard hours)	Reasonable costs incurred	Reasonable costs incurred
Survey for change of meter (each hour thereafter, out-with standard hours)	£127.54	-
Survey for meter installation during standard hours (first hour)	£143.87	£129.80
Survey for meter installation out-with standard hours (first hour)	£191.40	£172.59
Surveys requiring additional resources	Actual cost	1 hr 15 mins

3. Meter Accuracy Survey Charges

Activity	Charge	Abortive Visit Charge
Survey during standard hours (first hour)	£155.79	£129.8
Survey during standard hours (per hour thereafter)	£103.82	-

Survey out-with standard hours (first hour)	£207.20	£172.59
Survey out-with standard hours (per hour thereafter)	£138.09	-
Surveys requiring additional resources	Actual cost	1 hr 15 mins

4. Other Metering Charges

Activity	Description	Charge (excl. VAT)
Customer-requested meter reader site visit	Where the Customer requests Blue to read the meter out-with the normal scheduled reading cycle	£50.00 per visit
Meter access	Where Blue is required to carry out additional steps to successfully read a meter, such as clearing vegetation, removing obstructions, or complying with access restrictions imposed by the Customer	£70.00 per visit

Part 9 - Cost of Recovery and Late Payment Charges

1. Late Payment Interest

If a Customer does not pay an invoice by the due date, interest will accrue at the rate of 8.5% per annum above the Bank of England base rate, calculated on a daily basis from the day immediately following the due date until the date of payment in full. Interest is compounded monthly on the last day of each calendar month.

In addition, Blue reserves the right to claim fixed-sum compensation under section 5A of the Late Payment of Commercial Debts (Interest) Act 1998 in respect of any qualifying debt.

2. Cost of Recovery Charges

If Blue does not receive payment on time, Blue will send reminders to pay. If payment is still not received, Blue will apply cost of recovery charges as follows:

Activity	Charge (excluding VAT)
First cost of recovery charge (applied where an invoice remains unpaid 30 days after the date of that invoice)	£99.00
Second cost of recovery charge (applied where an invoice remains unpaid 60 days after the date of that invoice)	£132.00

The first and second cost of recovery charges are applied per invoice. The second cost of recovery charge is applied whether or not Blue passes the account to an external debt collection agency or commences escalated recovery action at that time.

These charges represent a genuine pre-estimate of the administrative costs incurred by Blue in pursuing overdue invoices and are not a penalty.

Where a Customer has entered into a payment arrangement under Condition 9.10 of the Standard Terms and Conditions of Supply and is complying with the terms of that arrangement, cost of recovery charges under this Part shall not be applied to invoices which are the subject of the arrangement for so long as the Customer continues to comply.

3. Third-Party Recovery Costs

In addition to the charges set out above, where Blue instructs an external debt collection agency or solicitors to pursue an overdue account, or where Blue commences court proceedings, the Customer shall be liable for all reasonable third-party costs incurred by Blue, including without limitation:

- a) court fees and expenses;
- b) solicitors' fees and outlays;
- c) sheriff officers' fees;
- d) debt collection agency fees; and
- e) any other enforcement costs.

These third-party costs are recoverable in addition to, and not in substitution for, the cost of recovery charges and interest set out above.

Part 10 - Administrative and Other Charges

1. Billing and Account Charges

Activity	Description	Charge (excl. VAT)
Paper invoice	Where the Customer requires paper invoices instead of or in addition to electronic invoices	£5.00 per invoice
Statement of account	Where the Customer requests a formal statement of account summarising bills, payments, and current balance	£22.00 per statement
Failed Direct Debit	Where a Direct Debit collection fails for any reason other than an error by Blue or Blue's bank	£59.00 per failed collection
Returned correspondence and trace fee	Where correspondence is returned to Blue as undeliverable and Blue undertakes administrative activities to locate the Customer	£105.00 per occurrence
Card processing fee	Where the Customer makes payment by debit or credit card in accordance with Condition 8.12	2.5%
Customer refusal of access for meter reading	Where Blue's agent attends the Property to read a meter but the Customer does not permit access	£47.00 per visit
Retrospective adjustment at Customer request	Where the Customer requests Blue to issue a revised invoice and the revision is not due to an error by Blue or Scottish Water	£22.00 per adjustment

2. Change of Tenancy Charges

Activity	Description	Charge (excl. VAT)
Rejected COT administration charge	Where Blue rejects a Change of Tenancy Notification on any of the grounds set out in Condition 14.2	£50.00 per notification
Unreported COT investigation charge	Where Blue identifies or suspects an unreported change of tenancy and carries out investigation activities under Condition 14.13	£75.00 per investigation

The unreported COT investigation charge at Condition 14.13.4 is payable in addition to, and not in substitution for, any reasonable administrative costs recoverable by Blue under Condition 14.5.2 in respect of the same change of tenancy. Where Blue incurs costs in investigating an unreported change of tenancy that exceed the fixed investigation charge, those additional costs shall be recoverable under Condition 14.5.2.

3. Water Bylaws Inspections and On-Site Advice

Activity	Charge	Abortive Visit Charge
Copy plans	£70.33	-
Visit during standard hours (first hour)	£155.79	£129.80
Visit during standard hours (each hour thereafter)	£103.82	-
Visit out-with standard hours (first hour)	£207.20	£172.59
Visit out-with standard hours (each hour thereafter)	£138.09	-
Additional resources (irrespective of time)	Actual cost	1 hr 15 mins

4. Sampling and Laboratory Services

The charge for sampling and laboratory services is based on actual cost incurred by Scottish Water and passed through to the Customer by Blue.

Part 11 - Early Termination and Change of Tenancy Fees

The fees set out in this Part are not fixed amounts. They are calculated by reference to the individual Customer's contract and circumstances. This Part explains how each fee is calculated.

1. Early Termination Fee

Where an Early Termination Fee ("ETF") is payable under Condition 13.11 of the Standard Terms and Conditions of Supply, the fee is calculated as follows:

- The ETF is calculated as the aggregate of the charges which would have been payable by the Customer for the remainder of the Fixed-Term Contract, based on the Customer's average monthly charges over the 12 months immediately preceding the date of termination (or, where the Fixed-Term Contract has been in force for less than 12 months, the average monthly charges since the commencement of the Fixed-Term Contract), multiplied by the number of complete months remaining in the Fixed-Term Contract term at the date of termination.
- The ETF shall not be less than zero. Where the calculation produces a negative figure, no ETF shall be payable.
- The ETF is payable in addition to all charges accrued up to and including the date of termination, including any outstanding invoices, interest, and cost of recovery charges.

2. Early Change of Tenancy Fee

Where an Early Change of Tenancy Fee ("Early COT Fee") is payable under Condition 14.11 of the Standard Terms and Conditions of Supply, the fee is calculated as the greater of:

- a) the Early Termination Fee that would be payable under Condition 13.11 if the Fixed-Term Contract were terminated on the date on which the change of tenancy takes effect; and
- b) an amount equal to three months' charges, calculated by reference to the Customer's average monthly charges over the 12 months immediately preceding the date on which the change of tenancy takes effect (or, where the Fixed-Term Contract has been in force for less than 12 months, the average monthly charges since the commencement of the Fixed-Term Contract).

The Early COT Fee is payable by the outgoing Customer.

Part 12 - VAT

VAT is not applicable on water charges for business customers, except those whose main business activity is within Divisions 1 to 5 of the 1980 Standard Industrial Classification. VAT does not apply to any waste water or drainage charges.

VAT will be charged at the standard rate on water charges until Blue receives a completed Standard Industrial Classification declaration form from the Customer. Full details of the Standard Industrial Classifications can be obtained from HMSO or Companies House.

The charges for all non-primary services (including, without limitation, disconnection, reconnection, metering services, cost of recovery charges, administrative charges, and all other charges set out in Parts 7 to 10 of this Charging Statement) are subject to VAT at the standard rate for all customers, regardless of their Standard Industrial Classification.

Where a charge in this Charging Statement is stated as "excluding VAT" or "plus VAT", VAT at the prevailing rate will be added to the charge shown.

If the Customer is in any doubt concerning the application of VAT, the Customer should contact Blue.



Part 13 - Other Goods and Services

The main services that Blue supplies are stated in this Charging Statement. Any other services will be provided at reasonable cost and these will be explained to the Customer at the time of request.

Where Blue incurs costs in providing a service not specified in this Charging Statement, Blue may charge the Customer a reasonable amount to reflect the cost incurred. Blue will notify the Customer of the applicable charge before proceeding with the service, save where the service is required on an urgent basis or where the cost is incurred as a direct consequence of the Customer's act or omission.