



The reassessment process for unmetered customers

This information note provides an outline of the main elements of the reassessment process for unmetered non-household customers.



Introduction

Not all non-household premises are suitable for metering. In order to take account of this, a process known as the reassessment process for unmetered supply points has been devised. The process is explained in this summary. Further information and the relevant application forms can be found on your licensed provider's website.

What is the point of the reassessment process?

The main point of the process is to overcome the practical difficulties encountered by Scottish Water during the Full Business Metering (FBM) programme. Under the FBM programme the Scottish government required Scottish Water to fit water meters to all non-household premises in Scotland free of charge¹. Practical difficulties Scottish Water encountered during the FBM programme included complicated, or shared, pipe work which made the installation of a meter uneconomic under the terms of the programme.

Under the reassessment process you can ask Scottish Water to consider again whether a meter can be fitted free of charge at your premises. If a meter cannot be fitted, Scottish Water will offer to make a contribution towards the cost of you installing your own meter. However, if your premises still remain unmetered you may then move to a system of charging based on the estimated consumption at your premises rather than its rateable value.

How will I decide whether to apply?

You should speak to your Licensed Provider, who will be able to help you to determine whether you could benefit from moving to charges based on an assessment of your consumption, rather than charges based on the rateable value of your premises. Customers with low consumption compared to the rateable value of their premises are the most likely to benefit.



This information is intended to help you decide, in conjunction with your licensed provider, whether a reassessment request should be submitted on your behalf.

How is the reassessment process initiated?

Once you have established that you will benefit from reassessment, your licensed provider will fill out a Reassessment Request Form³ for water and wastewater⁴ on your behalf and submit it to Scottish Water. Once the process is underway, Scottish Water will need access to your premises to assess whether or not a meter can be fitted free of charge. You may be required to allow Scottish Water access to your premises to carry out this assessment and to fit a meter if that is possible.

What happens next?

Having received the necessary form from your licensed provider, Scottish Water will assess whether a meter can be fitted at your premises under the FBM programme. If a meter can be fitted, Scottish Water will fit the meter at no cost to you.

If a meter cannot be fitted, Scottish Water will offer to make a contribution to the costs of changing your premises' internal pipework in order to install a meter (a Contribution Offer). You will then need to decide whether or not to accept the Contribution Offer and have the necessary work carried out for a meter to be fitted.

I have carried out the necessary work. At what point do I receive my Contribution Offer?

Not until a meter has been installed at your premises by Scottish Water. Then the agreed amount will be transferred to your licensed provider and your supply point(s) will move to metered charging. It is then the responsibility of the licensed provider to pass on the contribution to you.

³ The request form is completed by the licensed provider in conjunction with you.

⁴ Requests may only be submitted for both water and wastewater.



What if I don't want to accept the Contribution Offer from Scottish Water?

In this case, you will move from paying rateable value-based charges to paying charges based on an estimate of your actual consumption. These charges will be calculated via the reassessment process. Once you have embarked on the reassessment process you cannot return to paying rateable value-based charges – you will either have a meter fitted or move on to charges based on an estimate of your actual consumption. This estimation will result in you paying charges similar to those that would have resulted if you were able to have a meter installed.

For this reason you will need to work with your licensed provider to determine what your assessed consumption is likely to be. By entering information on your annual water usage into the Wholesale Charge Calculator, your licensed provider can calculate your charges based on your estimated consumption and return to sewer allowance (wastewater).

What if I don't agree with the reassessment?

You may appeal via your licensed provider according to the timescale set out in the process, providing additional evidence of your consumption. A re-evaluation of the reassessment will then be carried out by Scottish Water.

What if I pay charges based on my estimated consumption and my use of water changes?

Scottish Water is entitled to review every reassessed supply point a maximum of once every three years and licensed providers may submit further reassessments a maximum of once a year.

What if I want to switch licensed provider?

If you change licensed provider during the course of a particular year you will remain on the same charges. However, your new licensed provider can submit a reassessment request for your supply point (even if a request has already been lodged by your previous licensed provider during the same year).



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Water Industry Commission for Scotland

First Floor, Moray House, Forthside Way, Stirling FK8 1QZ

T 01786 430200

E enquiries@watercommission.co.uk

www.watercommission.co.uk

