



## Effective Water Management (ancillary services)

Our ancillary services will save you money, reduce water usage and help you reduce carbon while supporting the Scottish Government’s circular economy objectives and targets. Ancillary services funding options, including Gainshare, are available. Please speak to your Account Manager for more information.

Service title	Service description	Service prices from	Additional information
Leak detection	Non-intrusive service to identify and pinpoint the location of a suspected water leak.	£500 per day*.	
Leak repair	End to end repair and reinstatement service of internal and external leaks.	From £1,000 per day*.	
Connections assistance (Design)	Design and application for new water and waste water connections.	From £2,100 per connection.	
Byelaws Site Visit	Technical support to resolve issues or queries following a Scottish Water byelaws report.	Quote available on request.	
Water Stewardship (New Service)	Certified programme providing customers with training on how to lower water consumption and reduce operating costs, while also protecting the environment.	Quote available on request (per course).	Dependent on number of delegates.
Advice on capacity for new build sites – Technical Services team	Completion of pre-development enquiry on customer’s behalf.	From £730 per development.	Assumes customer can provide suitable detail on their proposed development. Outcome of enquiry may require further investigation works be undertaken.
High consumption investigation by your Account Manager	A site visit by your Account Manager to investigate unexpected consumption.	No charge.	An initial survey for non-urgent situations.
High consumption investigation by a specialist	Water efficiency survey.	From £750 per day*.	
Optical Meter Reader	A solution for non-pulsed output meters or locations requiring a lower cost/lower data frequency level of reporting.	From £760 per unit with daily meter reads for five years.	Includes installation, web access and maintenance for faulty equipment only.
Water saving devices	Various options available.	Quote available on request.	We can quote for a fitted price or a supply only option as requested.
Water audits	On-site review of water usage including a fully costed report for rectification works.	From £750 per day*.	
Tanker fill points	Installation of an emergency water tanker fill point to allow filling of tanks during an outage.	Quote available on request (per tanker fill point).	We can also design, provide and install new potable water storage tanks to boost site resiliency.
Lead replacement survey	Data analysis, site based inspections and water quality sampling to detect the presence of lead pipes.	Quote available on request.	
Lead pipe replacement	Civil works and reinstatement for the replacement of lead pipes.	Quote available on request.	
Water Impact Assessment (WIA)	Network modelling to assess impact of a new development on the public network.	From £7,570 per study.	Based on a Scottish Water (SW) model being available, field work will attract additional cost.
Drainage Impact Assessment (DIA)	Network modelling to assess impact of a new development on the public network.	From £15,200 per study.	Based on a Scottish Water (SW) model being available, field work will attract additional cost.
Flow and pressure testing	Testing of mains pressure and hydraulic performance.	From £2,300 per test.	Cost varies depending on the location and scale of the test.
Site drainage investigation	Including surface water and foul lines and outlets.	Quote available on request.	Dependant on location and size of site and nature of the investigation.
CCTV network survey	A camera survey of the sewer network to assess its current condition and provide advice on remedial actions required.	From £1,050 per day*.	

\*Price based on central belt. Highlands and Islands will attract an additional charge to cover accommodation, travel, etc. as required (see rates at bottom of table).

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Sewer Jetting	Use of high pressure water jets to remove debris and built up solids from sewers to ensure efficient operation.	From £1,050 per day*.	
Network mapping and ground penetrating radar	Creation of a utility plan for sites using a range of surveying techniques including ground penetrating radar.	From £1,300 per day*.	
Rainwater harvesting	Support for the design, review and implementation of proposed or existing rainwater harvesting systems.	Quote available on request.	
Greywater systems	Support for the design, review and implementation of proposed or existing greywater harvesting systems.	Quote available on request.	
Boreholes	From initial planning and geological review through to design, installation and treatment of borehole systems.	Quote available on request.	
Pipe layout and supply pipe-run design	Water Industry Registration Scheme (WIRS) approved technical design and review of pipeline infrastructure plans.	Quote available on request.	
Mains laying and rehab	Laying of new water and waste water infrastructure and all associated works to prolong the life of existing assets.	Quote available on request.	
Waste water and trade effluent treatment support	Full consultancy and installation of equipment required to monitor the treatment of waste water and trade effluent.	Quote available on request.	
Legionella	From initial review through to on-going monitoring and intervention for all aspects of Legionella control.	Quote available on request.	
Leakage noise loggers	Acoustic logger that remotely and proactively supports leakage detection activities.	Quote available on request.	
Sub-metering	The provision and installation of a sub meter to monitor consumption at a more localised level.	Quote available on request.	Dependent on meter size and location i.e. above ground, underground, etc.
Sustainable Urban Drainage (SUDs)	Sustainable urban drainage scheme design and implementation. This support service identifies ways of storing or re-using surface water at source.	Quote available on request.	
Emergency planning service	The creation and ongoing management of Emergency Plans for non-sensitive sites (where chargeable).	From £1,400 per plan*.	
Emergency water provision – tankered water	The provision of emergency water in tankers (up to 30,000 litres) to keep your site operational during a water outage.	Quote available on request.	These services are for non-sensitive sites.
Emergency water provision – bowsers	The provision of emergency water in bowsers to keep your site operational during a water outage.	Quote available on request.	These services are for non-sensitive sites.
Emergency water provision – bottled water	The provision of emergency water in bottles for domestic consumption during a water outage.	Quote available on request.	These services are for non-sensitive sites.
Online water efficiency shop	Online shop providing a range of water efficiency devices at a discounted rate.	Quote available on request.	We offer a 10% discount on full price items as a contractual benefit.
Water butts	Provision of domestic style rainwater collection butts for irrigation of gardens.	Various prices depending on size.	
Virtual water audits	Remote water efficiency audit via our secure video call platform.	£90 per site.	Most suitable for small sites (approximately one hour required per location).
General engineering services	Specialist services such as water and waste water treatment, installation and refurbishment of tanks and maintenance and installation of pumps, etc.	Quote available on request.	Works will generally require a site investigation survey to be completed before a fully costed proposal can be issued.

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Drone surveys	Digital imaging/thermal camera and point cloud survey to supplement more traditional methods. Includes the option of internal confined spaces	From £2,500 per day*.	Includes site survey and post processing of data. We can also offer cloud-based storage of all survey results, imagery and video, etc.
Food waste (Installation, repair and maintenance)	Installation, repair and maintenance of food waste disposal and processing equipment	Quote available on request.	Dependant on nature of the requirements and location of the site.
Mileage rate	As applicable.	45p per mile for the first 10,000 miles then 25p per mile thereafter.	We will reflect the approved Government rates.
Accommodation rate	As applicable.	£112.50 per night.	In remote areas, this rate may not always be achievable.

### Automated meter readers (AMR)

Our AMR service includes planning, installation, commissioning, alert set-up and management, monitoring, portal access (with access to AMR data analysis software), a standard pulse cable, maintenance visit allowance and full removal and WEEE disposal at contract completion. Non-standard cabling may attract additional cost.

Service title	Service description	Service prices from						
New AMR provision for 30mm and 40mm meters	Our bespoke AMR service collects readings every 15 minutes enabling customers and our efficiency experts to keep track of water consumption.	Free of charge for the duration of the contract for new AMR installations.						
≤25mm AMR provision, for smaller meters over a five-year term (full upfront payment or annual in advance payment)	Our bespoke AMR service collects readings every 15 minutes enabling customers and our efficiency experts to keep track of water consumption. Five-year term with a discount for full upfront payment.	<p><b>Full upfront payment:</b></p> <ul style="list-style-type: none"> <li>≤20mm meters: £1,160 per unit total cost**</li> <li>25mm meters: £1,229 per unit total cost**</li> </ul> <p><b>Annual in advance payment:</b></p> <table> <tr> <td>≤20mm meters:</td> <td>25mm meters:</td> </tr> <tr> <td>• Area 1: £246.50</td> <td>• Area 1: £261</td> </tr> <tr> <td>• Area 2: £251.85**</td> <td>• Area 2: £266.66**</td> </tr> </table>	≤20mm meters:	25mm meters:	• Area 1: £246.50	• Area 1: £261	• Area 2: £251.85**	• Area 2: £266.66**
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• Area 1: £246.50	• Area 1: £261							
• Area 2: £251.85**	• Area 2: £266.66**							
≤25mm AMR provision, for smaller meters over a four-year term (full upfront payment or annual in advance payment)	Our bespoke AMR service collects readings every 15 minutes enabling customers and our efficiency experts to keep track of water consumption. Four-year term with a discount for full upfront payment.	<p><b>Full upfront payment:</b></p> <ul style="list-style-type: none"> <li>≤20mm meters: £1,041 per unit total cost**</li> <li>25mm meters: £1,103 per unit total cost**</li> </ul> <p><b>Annual in advance payment:</b></p> <table> <tr> <td>≤20mm meters:</td> <td>25mm meters:</td> </tr> <tr> <td>• Area 1: £276.25</td> <td>• Area 1: £292.50</td> </tr> <tr> <td>• Area 2: £282.44**</td> <td>• Area 2: £299.06**</td> </tr> </table>	≤20mm meters:	25mm meters:	• Area 1: £276.25	• Area 1: £292.50	• Area 2: £282.44**	• Area 2: £299.06**
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≤25mm AMR provision, for smaller meters over a three-year term (full upfront payment or annual in advance payment)	Our bespoke AMR service collects readings every 15 minutes enabling customers and our efficiency experts to keep track of water consumption. Three-year term with a discount for full upfront payment.	<p><b>Full upfront payment:</b></p> <ul style="list-style-type: none"> <li>≤20mm meters: £922 per unit total cost**</li> <li>25mm meters: £977 per unit total cost**</li> </ul> <p><b>Annual in advance payment:</b></p> <table> <tr> <td>≤20mm meters:</td> <td>25mm meters:</td> </tr> <tr> <td>• Area 1: £327.25</td> <td>• Area 1: £346.50</td> </tr> <tr> <td>• Area 2: £333.86**</td> <td>• Area 2: £353.50**</td> </tr> </table>	≤20mm meters:	25mm meters:	• Area 1: £327.25	• Area 1: £346.50	• Area 2: £333.86**	• Area 2: £353.50**
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• Area 2: £333.86**	• Area 2: £353.50**							

**Area 1:** City of Edinburgh Council, Clackmannanshire Council, Dundee City Council, East Ayrshire Council, East Dunbartonshire Council, East Lothian Council, Falkirk Council, Fife Council, Glasgow City Council, Inverclyde Council, Midlothian Council, North Ayrshire Council, North Lanarkshire Council, Perth and Kinross Council, Renfrewshire Council, Stirling Council, West Dunbartonshire Council and West Lothian Council.

**Area 2:** Aberdeen City Council, Aberdeenshire Council, Angus Council, Argyll and Bute Council, Comhairle nan Eilean Siar, Dumfries and Galloway Council, Orkney Islands Council, Scottish Borders Council, Shetland Islands Council, The Highland Council and The Moray Council.

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