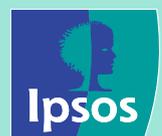


# SR27 Deliberative Research

**Phase 2 Stimulus Appendix**





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### 3. What have you told us so far?

After hearing the presentations, you shared your views. Here are just a few things that stood out:

- There was a generally positive view of Scottish Water and its services, but wanted to know more about how it compares to other providers, particular on things like water quality waste water compliance.
- You raised some concerns included high operational costs, executive salaries, and past environmental fines.
- You thought the Long-Term Strategy was sensible on the whole, however some of you thought that the plan lacked ambition and could go further.
- You suggested that the Strategy should focus on sewer flooding, pipe repairs, water quality, uninterrupted supply, and eco-friendly practices.
- You had concerns about future charges impacting low-income households and emphasised the need to balance affordability and service quality.
- You highlighted the importance of Scottish Water maintaining public trust and confidence through transparent communication as the Business Plan develops.

### 4. And what's next?

We will have a refresher session, on Wednesday 11<sup>th</sup> June.

This session will serve as a recap of what we covered in the first workshop, and we will share some more information before the business plan comes out.

You should also look out for:

- The online community, which will kick off during the summer
- The next workshops, which will take place in August and October. Dates to be confirmed soon!



## 2. Cohort 1 - Refresher Session - Discussion Guide

### Water Services in Scotland: Strategy, Funding and Pricing

#### Cohort 1 Refresher Session Discussion Guide

Wednesday 11 June, 6-7.30pm. Group of 55-60 participants, with 8-9 pre-assigned break-out groups (of 6-7 participants each)

#### Overarching objectives:

- maintain engagement with participants while the draft business plan is being developed,
- recap on what they learned/discussed in phase 1 and take stock of current views,
- introduce some broader perspectives on business planning in the water sector and on consumer pricing, and
- explore issues for the development and refinement of Scottish Water's business plan that are important to participants.

Time allocated	Discussion structure	Objectives	Questions and materials
17.30 – 17.50	<b>Set-up: Facilitators check in 20 mins</b>	Ensure technology is set-up correctly before participants enter the room	<p><b>Chair, facilitators and tech team only</b></p> <ul style="list-style-type: none"> <li>• Test link, mics and cameras.</li> <li>• Test who has the host/co-host function and ensure it is allocated to the right team member(s) for assigning break out rooms.</li> <li>• Make all facilitators co-hosts.</li> <li>• Change screen name to NAME – Org – Chair/Facilitator.</li> </ul> <p>Check everyone is on the WhatsApp group for facilitation team to be able to ask questions</p> <ul style="list-style-type: none"> <li>• Facilitators, speakers and observers allowed in early and asked to change screen name</li> <li>• Meanwhile tech support is assigning participants who are in the waiting room, facilitators, experts and observers to break-out rooms.</li> </ul>
17.50-18.00	<b>Participant check-in 10 mins</b>	Enable participants to get settled and resolve any tech issues	<p><b>Participants log into the online session</b></p> <ul style="list-style-type: none"> <li>• Participants encouraged to join the Zoom session early to check in and check their video/mic.</li> <li>• Participants encouraged to get a pen and paper and get settled somewhere quiet.</li> <li>• Register as people join and change screen names as necessary to first name and first initial of surname (e.g. Jane S).</li> </ul>
18.00 – 18.10	<b>Welcome, introductions</b>	To welcome and orientate	<b>Ipsos Chair to welcome everyone:</b>

Time allocated	Discussion structure	Objectives	Questions and materials
	<p><b>and context setting</b> <b>10 mins</b></p>	<p>participants, enabling them to settle in and providing a sense of safety</p>	<p><i>Participants allocated to break-out groups, but not put in them.</i></p> <ul style="list-style-type: none"> <li>• <b>Reminds participants of the overall aims of the research</b>, what their participation will involve, and the role that the public will play. Highlights what the end goal is i.e. to help inform Scottish Water’s business plan and decisions around future investment and charges.</li> <li>• <b>Reminds them of the SRC27 process</b> and how this research is informing this, including the role of Consumer Scotland “Consumer Scotland’s role in this process is to ensure that the views of consumers’ are reflected in Scottish Water’s Business Plan and that affordability issues have been taken into consideration when setting water charges. and that decisions about where to invest reflect what is most important to Scottish Water’s customers.”</li> <li>• <b>Explains their role</b> “Your role is to help make sure that the views of customers are listened to as part of the review. Your views will inform Scottish Water’s business plan, which sets out what it is going to do and when. Your input is part of a range of public engagement that Scottish Water is undertaking to hear from a wide range of customers as part of SRC27. You will hear more about what progress has been made on the business plan shortly.”</li> <li>• <b>Provides summary of overall process</b> (i.e. number of future workshops and online community) and today’s agenda (including time of breaks and finishing time).</li> <li>• <b>Explain purpose of today’s session</b>, acts like a “refresher” session to help remind them of some of the key concepts, hear how they are currently thinking, and to think about some of the issues that they will discuss in more detail at the next workshop when they get into the detail of the draft business plan.</li> <li>• <b>Explain that there will be presenters</b> joining later to introduce them to some broader considerations they might want to think about when discussing the business plan.</li> <li>• <b>Explains who is here</b> – our group of participants representing people from across Scotland, Ipsos facilitators, presenters, and any observers.</li> </ul>

Time allocated	Discussion structure	Objectives	Questions and materials
			<ul style="list-style-type: none"> <li>• <b>Housekeeping, ground rules</b> - mention that plenary sessions will be recorded so keep camera off if don't want to be visible during that. Reminder to only have first name and first letter of surname showing.</li> <li>• Provide assurances around the scope of the research and confidentiality</li> </ul>
<p><b>18.10-18.20</b></p>	<p><b>Recap on session 1 and what happens now</b></p> <p><b>(10 mins)</b></p>	<p>To remind participants of key concepts they learned in the first workshop</p>	<p><b>Recap</b></p> <p>Ipsos chair to present a summary of the key topics they learned about, and what they told us, in phase 1. These will be shared with participants in advance in their “refresher pack”, so this introduction will focus on high level themes with a focus on the key findings from participants’ discussions (as outlined in the Phase 1 report)</p> <ul style="list-style-type: none"> <li>• Water and wastewater services in Scotland</li> <li>• Scottish Water’s role and publicly owned status</li> <li>• Challenges and Scottish Water’s performance</li> <li>• Future challenges</li> </ul> <p><b>What happens now</b></p> <p>Chair provides update on the status of the business plan, stating that Scottish Water has just finished its draft Business Plan; it has been submitted to WICS; that it has been based on various strands of public engagement, including the feedback from the first workshop; and explaining that the business plan is not yet final. Explain that we will be looking at the business plan in detail in the next workshop in August, so that their feedback can help shape the final business plan.</p> <p><i>Further details if needed: Shortly after this session, Scottish Water is due to submit its draft business plan to WICS which marks an important stage in the Strategic Review process. This draft version of the plan has been informed by various strands of work, including research commissioned by Scottish Water to gain an early sense of customer priorities and views on pricing. As part of the process, Scottish Water were also provided with early sight of the findings from the first phase of this project.</i></p>

Time allocated	Discussion structure	Objectives	Questions and materials
			<p>We are now moving into a stage of the process in which your input will be crucial – informing the evolution of the draft business plan into the final version. In August, we’ll look to understand your views on this draft plan, how it aims to protect and enhance Scotland’s water services, and how this will impact your bills in future. Later in the autumn, after hearing your views and concerns – the Scottish Water team will come back and explain how they’ve aimed to take these onboard as they work to deliver the final version of the Business Plan.</p> <p>Today’s session will introduce them to so external perspectives that should help prepare them for the later sessions that are focussed on the business plan content.</p>
<b>18.20 Move to pre-allocated break-out rooms</b>			
<p><b>18.20 – 18.35</b></p>	<p><b>Break-out group introductions and warm-up discussion, and key issues for them</b></p> <p><b>15 mins</b></p>	<p>To allow participants to meet others and warm up / explore top-of-mind perceptions of water services.</p>	<p><b>Break-out group introductions</b></p> <p>Facilitator welcomes participants, thanks them for their participation and introduces themselves. Collects permission/consent for recording.</p> <p><b>START RECORDING</b></p> <ul style="list-style-type: none"> <li>• <b>Please briefly tell everyone your first name, what part of Scotland you live in</b></li> <li>• <b>What one topic or piece of information was most memorable about the previous workshop?</b> <ul style="list-style-type: none"> <li>○ Check if any concerns or questions</li> </ul> </li> <li>• <b>Has anyone changed their views on any issues since the last session?</b> <ul style="list-style-type: none"> <li>• What prompted that?</li> <li>• Taking part in this process, or something else?</li> </ul> </li> <li>• <b>Thinking about what you’ve learned or heard so far about water and wastewater services in Scotland, what are the key considerations for you at the moment?</b> <ul style="list-style-type: none"> <li>• Why is that important?</li> <li>• What have you seen or heard that led you to feel that way?</li> </ul> </li> </ul>

Time allocated	Discussion structure	Objectives	Questions and materials
			<ul style="list-style-type: none"> <li>Where did you see or hear that? <i>Probe to understand whether it's something that participants learned about it in WS1 or heard elsewhere (e.g. news, social media, conversations with family/friends)</i></li> <li>What action would you like to see taken in response to these issues (by Scottish Water or anyone else)?</li> </ul> <p>Facilitator thanks participants and acknowledges we will now move to plenary to see the first presentation.</p>
<b>18.35 Move to plenary</b>			
18.35-18.45	<b>Presentation 1: Consumer pricing</b>  10 mins	<b>Presentation to inform participants' learning</b>	<b>Plenary presentation 2 (live)</b> <p>Chair introduces first speaker, Joao Souza from Fraser of Allander Institute. Chair to highlight that Scottish Water's business planning is taking place within a wider context of consumer pricing and inflation. The purpose of this presentation is to briefly explain some of these economic concepts to help participants understand this context. Chair to acknowledge that these are complex topics, and reassure participants that we're not expecting them to become economic experts overnight! This is just intended to set the scene ahead of the business plan review that they will do in the next phase.</p> <p><b>Presenter: Joao Souza, Fraser of Allander Institute</b></p> <p>This presentation will explain some broad economic concepts, helping participants to take these into consideration when they review and comment on the draft business plan. It will explain how consumer pricing has performed over recent years, what has driven increases in consumer goods, and the relationship between market forces, inflation, and pricing. It will provide an outline of likely economic trends in future years, again to provide context for Scottish Water's business plan and future pricing.</p>
18.45 – 18:55	<b>Presentation 2: Business planning in the water industry</b>	<b>Presentation to inform participants' learning</b>	<b>Plenary presentation 1 (live)</b> <p>Chair introduces next speaker, Steve Hobbs from CCW . Chair to highlight that CCW represents consumer voice in England and Wales, where the water sector is very different to Scotland (i.e. there are multiple private companies delivering water services in Eng/Wales as opposed to one publicly owned provider in Scotland, and how customers</p>

Time allocated	Discussion structure	Objectives	Questions and materials
	10 mins		<p>pay for their water is also different – through council tax rather than metered). Chair reminds participants that the SR process in Eng/Wales therefore had different considerations, but there are some overall reflections of the process that they might find useful to hear about from how others have experienced it.</p> <p><b>Presenter: Steve Hobbs, Consumer Council for Water (CCW)</b></p> <p>The presentation will provide participants with a water industry perspective from outside of Scotland. Drawing on experiences in England, it will help them to understand some of the considerations that need to be taken as Scottish Water prepares its business plan and sets pricing.</p>
<b>18.55 Move to break-out rooms (allows for a 5 minute buffer for presentations overrun)</b>			
18.55 – 19.10	<p>Reflections</p> <p>15 mins</p>	<p>To enable participants to reflect and gather initial views</p>	<p><b>Break-out discussions</b></p> <ul style="list-style-type: none"> <li>• <b>What stood out to you from those presentations? Why?</b></li> <li>• <b>Is anything surprising to hear, or new to you?</b> [IF NEEDED, PROMPT BY EXPLORING REACTIONS TO THE MAIN TOPICS OF THE PRESENTATIONS]</li> <li>• <b>What do you think about the way consumer prices have performed and how they might look in future (as described in the Fraser of Allander presentation)?</b> <ul style="list-style-type: none"> <li>○ Had you thought much about this before today?</li> <li>○ What does that mean for the discussions you will be having about the business plan?</li> <li>○ Is there now anything in particular you will be looking out for when you see the business plan?</li> <li>○ Has anything you heard in that presentation changed your view about anything?</li> </ul> </li> </ul>

Time allocated	Discussion structure	Objectives	Questions and materials
			<ul style="list-style-type: none"> <li>• <b>What do you think about the types of considerations that water companies typically have to think about as they develop their business plan (as described in the CCW presentation)?</b> <i>Facilitator to remind participants that price setting in other parts of the UK is different to Scotland.</i> <ul style="list-style-type: none"> <li>○ What does that mean for the discussions you will be having about the business plan?</li> <li>○ Is there now anything in particular you will be looking out when you see the business plan?</li> <li>○ Has anything you heard in that presentation changed your view about anything?</li> </ul> </li> <li>• <b>Is there anything that is still unclear and that you would like more information about?</b></li> </ul>
19.10-19.25	<p><b>Reflections</b></p> <p>15 mins</p>		<p><b>Break-out discussions</b></p> <ul style="list-style-type: none"> <li>• <b>Based on what you've heard this evening, what are the key considerations for you now?</b> <ul style="list-style-type: none"> <li>○ Is that the same as before, or something new?</li> <li>○ What makes that feel important?</li> <li>○ Is there anything you have heard tonight that has changed your mind about that?</li> </ul> </li> <li>• <b>As noted at the start, the next workshop will involve discussing Scottish Water's draft business plan in more detail. What do you think are the most important things that Scottish Water should focus on as it works towards its final business plan?</b> <ul style="list-style-type: none"> <li>○ PROBE IF NECESSARY: What about some of the topics you heard about in the previous session such as: <ul style="list-style-type: none"> <li>▪ Maintaining its existing level of performance</li> <li>▪ Investing in ageing infrastructure</li> <li>▪ Responding to the challenges posed by climate change</li> </ul> </li> </ul> </li> </ul>

Time allocated	Discussion structure	Objectives	Questions and materials
			<ul style="list-style-type: none"> <li>▪ Protecting the most vulnerable consumers?</li> <li>• <b>Are there any aspects of the business planning process that you would like to understand more about?</b></li> </ul>
<b>19.25 Move to plenary</b>			
19.25-19.30	<b>Summary and close</b>  <b>5 mins</b>	<b>To orientate participants and encourage continued engagement</b>	<b>Chair to close the day:</b> <ul style="list-style-type: none"> <li>• Brief overview of what has been covered</li> <li>• Brief overview of what to expect in later workshops (and reiterating plans for confirming details on this)</li> <li>• Reminder of the online community and when this will be open</li> <li>• Reminder of incentives process</li> </ul> <b>Thank participants and close</b> Note facilitators and tech support will only leave once all participants have left, and all facilitators can encourage participants to come off mute, wave and say goodbye by doing so.  Facilitators to make a note of any questions raised in group discussions ready to share with research team.

### 3. Cohort 1 - Refresher Session – CCW – Presentation on PR24 in England and Wales

The logo for the Consumer Council for Water (CCW) is displayed in a stylized, teal, cursive font.

The voice for water consumers  
Llais defnyddwyr dŵr

**The 2024 price review in England and Wales:**

**CCW's experience and what consumers in Scotland can learn from this.**

Steve Hobbs,  
Senior Policy Lead, Regulation  
Consumer Council for Water



## CCW's role



- **Scrutiny and challenge of company business plans and Ofwat price decisions.**
- **Testing Ofwat's draft price decisions for customer acceptability and affordability.**



**Making sure the customer voice is heard, understood and considered through the decision-making process**

# PR24 in a nutshell



1. Review of water companies' business plans



2. Ofwat price determinations.



3. Record investment.



4. Challenging performance improvements.



5. Bill increases and affordability challenges.

[ccwater.org.uk](http://ccwater.org.uk)

## Business plan challenges # 1: Support for investment vs affordability

**CCW**  
CENTRAL WATER

**Customer expectations**

Environmental improvements and leakage reduction top priorities

75% of households found investment plans acceptable

**Customer affordability**

2 of 5 households said proposed bill increases unaffordable

1 in 5 households struggling financially

The need for better support for those struggling to pay

**In context of declining public trust in the water sector in England and Wales**

## Business plan challenges # 2: Understanding and delivering what customers want



- Outcomes relating to experience are important to capture.
- Experts tackling the details allow customers to focus on what matters to them.
- Importance of showing customers how their feedback is used.



### Challenges:

There are lots of different customers/needs to balance, hard to consider very long-term issues

## Business plan challenges # 3: What does 'good' look like?



How well is the company delivering its past commitments?



How does the company's performance compare to others?



How far has the company delivered customers' priorities?



The 'golden thread' – how company investment and service improvements reflect customer evidence.



## **Business plan challenges # 4: What can be realistically influenced or changed in the business plan?**

**Approx. 90% of 2025-30 investment driven by legal requirements  
(environmental improvements, water supply resilience, drinking water quality)**

**This must be in the business plan, but customers can still have a view on:**

**How they will be achieved?**

**When they will be achieved?**

**Do customers want the company to go  
above and beyond?**

## Conclusion: Areas to consider in business plans



### Does the plan show:

- What customers want and how this will be achieved?
- How is the company 'performing' and where it needs to improve?
- The outcomes it aims to achieve and how the business plan will help them get there?
- The balance between affordability of bills and service outcomes?

# 4. Cohort 1 - Refresher Session – Fraser of Allander Institute – Consumer Prices Presentation

**Consumer prices**  
*11 June 2025*

João Sousa  
Fraser of Allander Institute

UNIVERSITY of STRATHCLYDE  
**FRASER OF ALLANDER  
INSTITUTE**

ASSOCIATION  
**AMBA**  
ACCREDITED

EFMD  
**EQUIS**  
ACCREDITED

**AACSB**  
ACCREDITED



## What we'll cover

- › How consumer prices are measured
- › How consumer prices have changed over the past few years
- › Why prices have changed so much
- › What movements we should expect over the coming years



# What are we talking about?

- › The Office for National Statistics is tasked with estimating how prices change from month to month, for two main reasons:
  1. The Bank of England wants to maintain a stable rate of inflation (2%), so we need a way of measuring that
  2. What we really care about is how many goods and services people can afford
    - The easiest thing to observe is the total amount of money spent in the economy
    - But we need to know whether that is because more things are being bought and sold (which would be good)
    - Or just because prices are higher



# What is inflation?

- › You have probably heard people saying that inflation has gone down in recent times
- › But you may be confused as to what the effect on prices is
- › **Inflation** measures the year-on-year *rate of change in prices*

## An example!

- › Drink A used to cost £1 in April 2023
- › This then changed to £1.10 in April 2024
- › And then to £1.15 in April 2025
- › What has been the rate of change in price?



## An example!

- › Drink A used to cost £1 in April 2023
- › This then changed to £1.10 in April 2024 (10% increase)
- › And then to £1.15 in April 2025 (5% increase)
- › The rate of increase slowed down by more than half
- › But the price in 2025 is still higher than in 2024 or 2023



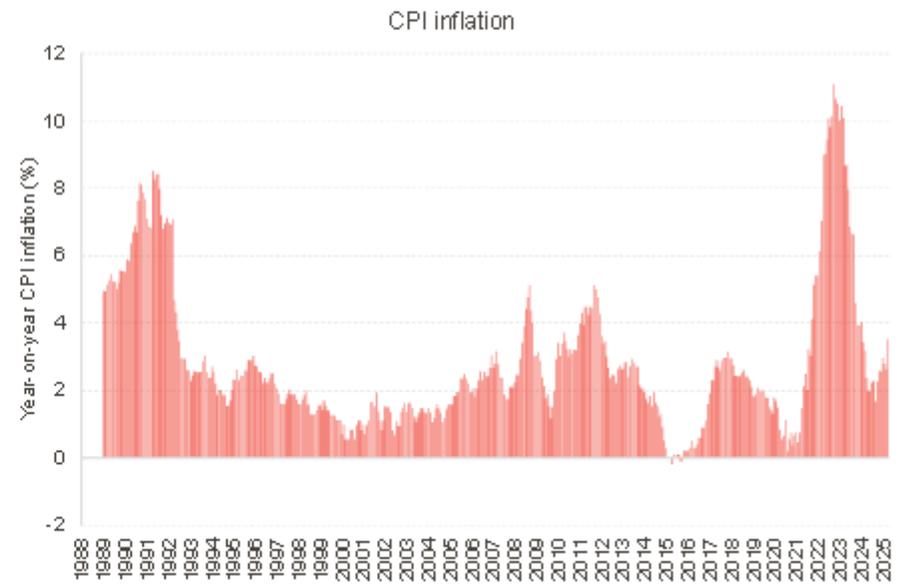
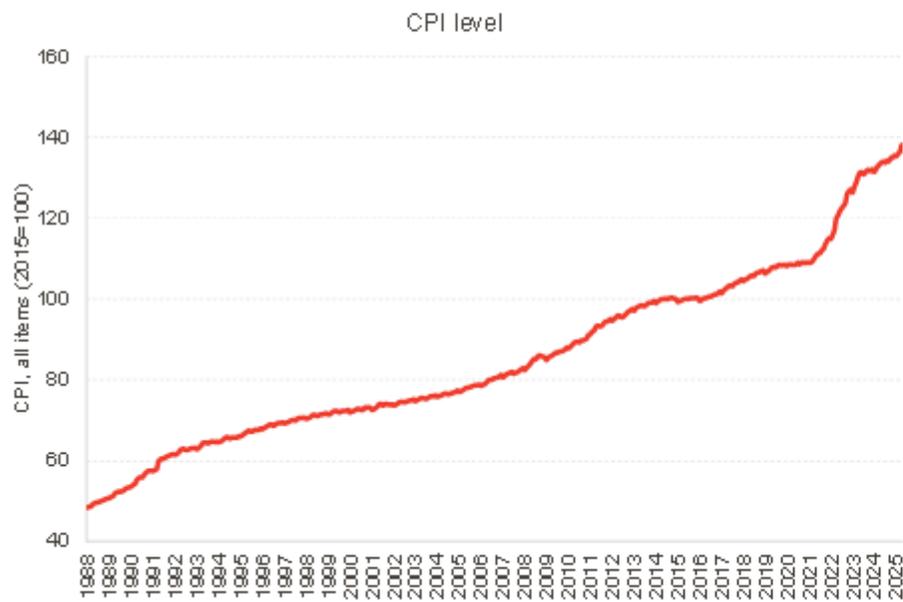


# The ONS does this for a representative basket

- › This includes goods and services
  - Anything from bread rolls to sandals to NHS dental charges to dog kennel boarding fees to package holidays
  - The basket changes over time depending on the popularity of the items included and new things that are created over time
- › The ONS sample prices from lots of settings, and then gives them a weight given how much people spend on different things
- › This then gets brought into a single figure – the **consumer price index (CPI)**
- › Only available UK-wide – no regional breakdowns



# How has CPI changed over time?



Source: ONS, FAI analysis



# But not all prices have changed in the same way

Rank	Largest % increases	Change since April 2021
1	Olive oil	124%
2	Natural gas	88%
3	Edible offal	72%
4	Sugar	69%
5	Motor vehicle insurance	63%
6	Cocoa and powdered chocolate	62%
	Average	26%

Rank	Largest % decreases	Change since April 2021
1	Personal computers	-25%
2	Sound and vision players (TVs, radios)	-16%
3	Cleaning equipment	-12%
4	Mobile phones	-12%
5	Information processing equipment	-11%
6	Motorcycles	-3%

Source: ONS, FAI analysis

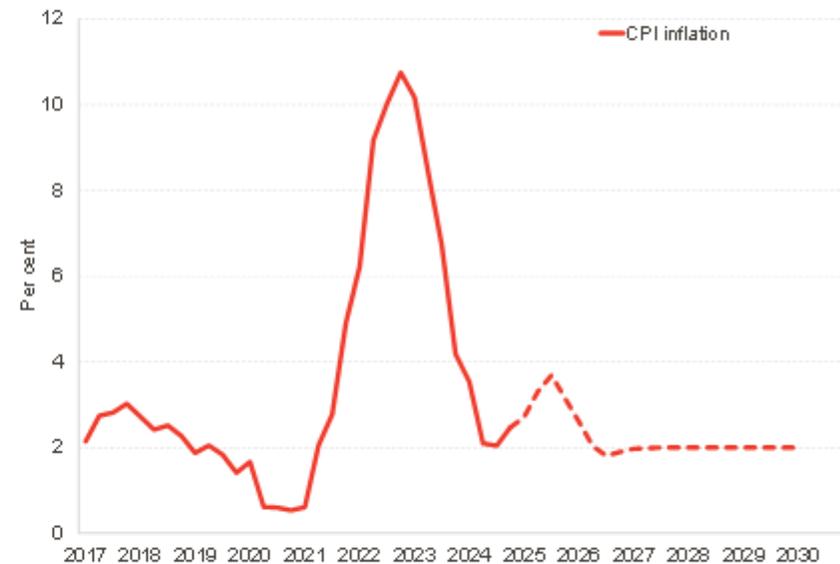


# Why has inflation been so high?

- › Post-Covid supply constraints – it takes a long time to restart production
- › Disruption from the Russian invasion of Ukraine, causing energy prices to spike
- › Inflation then spread to all areas of the economy
  - Because energy is an input into everything, the cost of producing goods and services generally increased
- › The Bank of England has largely been successful at bringing inflation down since then

# What's the outlook for inflation?

- › We expect inflation to return to the Bank of England's target of 2% soon – probably next year
- › But as we saw, that will mean prices will continue rising – just at a slower and more predictable rate
- › But this assumes nothing other than what can be foreseen happens – so while this may be where it tends towards, don't expect this to happen exactly on this schedule



Source: OBR, FAI analysis



## To summarise

- › Inflation is the overall rate of change in prices
- › There are a range of reasons for recent high levels of inflation, from supply constraints to energy shocks
- › Inflation has come back down, and we expect it to stabilise back at the 2% target
- › That will mean prices will continue to grow, just at a slower and more predictable rate



 [fraserofallander.org](https://fraserofallander.org)

 @Strath\_FAI

 Fraser of Allander Institute



# 5. Online Community - Phase 2 Engagement - Weeks 1 and 2 Activities

## Online Community Activities: weeks 1-2 (w/c 4 - w/c 11 Aug)

Some things to note:

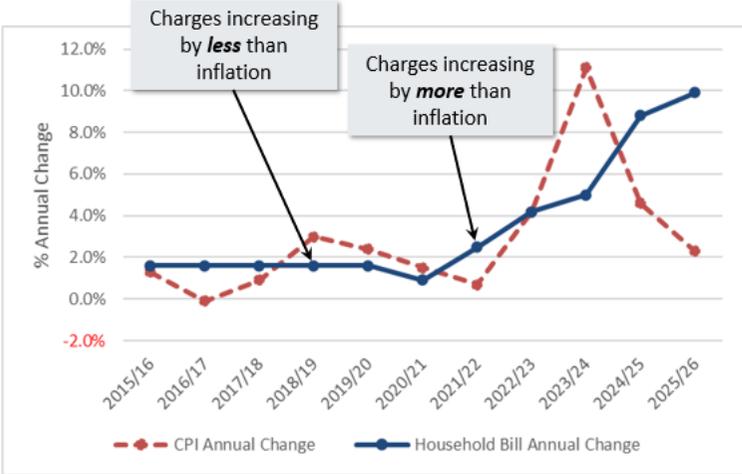
- Each row in the table is an 'activity' that will be available for participants to click into, read, and respond to. Some activities will be for sharing **information**, while others will involve **participation** (e.g. asking participants to share a comment, complete an exercise or answer questions).
- Some activities will stay on the online community throughout and will be added to on an ongoing basis (e.g. learning corner, Q&A, discussion forum), while others will be on for a limited time.
  - o **For ongoing activities:** we will add new content as separate 'topics' within the activity, so that participants can see when new information is added. We have labelled these in the script below for reviewing purposes.
  - o **For time-limited activities:** we would send regular reminders, including details of when the activity will end, to encourage participation.
- Some activities will be for all, others will be for Cohort 1 or Cohort 2 only (see Cohort column). For the first couple of weeks, most activities will be open to all.

Week	Activity	Cohort	Script	Supporting information required from CS/SW
1 w/c 4 Aug	Welcome ( <b>information</b> )	ALL	<p><b>Welcome to the Online Community!</b></p> <p>Thank you for all of your contributions to the research so far. We hope you are looking forward to hearing more about Scottish Water's business plan and we look forward to hearing your views over the coming weeks.</p> <p>You are part of a group of 100 customers accessing this online community. Until now, some of you have taken part in a big online workshop, and some of you have taken part in smaller group or one-to-one discussions. But through the online community you will be able to interact with everyone!</p>	None

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p>Through this online community, you will be able to keep in touch with other members, share your views, and access learning resources whenever you like.</p> <p>Over the next couple of weeks, you will mostly be receiving information from us to help you familiarise yourself with the platform and to recap on what's been covered so far.</p> <p>After that, we will post tasks, activities or questions for you to complete from time to time. These will be quick to do and can be completed when it suits you.</p> <p>You should receive notifications whenever there are new activities to do. An Ipsos researcher may follow up on your posts, so keep an eye out for messages from us. You can message us at any time if you have any queries.</p> <p>We invite you to explore the online community, including the learning corner, which contains lots of useful resources. The first activity is available for you now, this is a summary of what you've told us so far that we'd like you to read and share your views on.</p> <p><b>Before you head off to explore, here are some ground rules for taking part in the online community:</b></p> <ul style="list-style-type: none"> <li>• Please refrain from posting anything that could identify yourself or others (for example full names, addresses, or email addresses).</li> <li>• We want everyone to share their views and opinions, and it's okay to disagree! But we ask that you are respectful of the views of others on the community. Personal attacks, rants, and inflammatory language are not acceptable.</li> <li>• Please avoid "YELLING": i.e. do not use all caps, as it can come across as shouting and is difficult to read.</li> <li>• If you have any issues in answering questions or taking part in any of the activities, please let one of the moderators in the community know and we will be happy to help!</li> </ul> <p>We really hope you'll enjoy being part of the discussions and sharing your thoughts as we look at Scottish Water's draft business plan over the next few months.</p>	
1 w/c 4 Aug	What you've told us so far (information & participation)	ALL	Earlier this year, you all shared your initial views on water and waste water services, responded to the information you heard (such as the challenges facing the water sector, Scottish Water's current performance, and plans for the future). You also shared your expectations of Scottish Water's draft business plan.	None



Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<ul style="list-style-type: none"> <li>○ You suggested that the Strategy should focus on sewer flooding, pipe repairs, water quality, uninterrupted supply, and eco-friendly practices.</li> <li>○ You had concerns about future charges impacting low-income households and emphasised the need to balance affordability and service quality.</li> <li>○ You highlighted the importance of Scottish Water maintaining public trust and confidence through transparent communication as the Business Plan develops.</li> </ul> <p><b>What do you think of this summary?</b>  <b>Is there anything you particularly agree, or disagree with?</b>  <b>Is there anything missing that you'd like to add?</b></p> <p>PARTICIPANTS CAN ADD COMMENTS/SEE OTHERS' COMMENTS - IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p>	
1 w/c 4 Aug	Learning corner (information & participation)	ALL	<p><b>Welcome to the learning corner!</b></p> <p>Here is where you'll find all the materials from previous sessions, including presentation recordings and slides, and other resources that we think might be helpful. They are simply here for you to reflect on, read in your spare time, or refresh yourself on the topic.</p> <p>All the resources are for your own use, so feel free to engage with them as much or as little as you like. If you have any questions, or suggestions for things we can add to the learning corner, please just let us know!</p> <p><b>Topic 1: Scottish Water presentations</b>  Here are the presentations that Scottish Water gave at a workshop in March 2025. Those of you who took part in smaller group discussions will have seen these slides delivered by an Ipsos moderator. The full presentations are available to watch back any time here. Let us know what you think by adding comments below:</p> <p>[PRESENTATION RECORDINGS, HOSTED ON YOUTUBE, WILL BE EMBEDDED HERE FOR PARTICIPANTS TO PLAY BACK]</p> <p><b>Topic 2: What is inflation and why does it matter?</b></p> <p>Inflation is a measure of how the price of goods and services changes over time. It is worked out by checking the price of lots of different goods and services. The idea is to include the sorts of things that people spend money on, from everyday items (like a loaf of bread and a bus ticket) to much larger ones, (like</p>	None

Week	Activity	Cohort	Script	Supporting information required from CS/SW																																				
			<p>a car, holiday). Utility bills are also included in this 'basket'. The overall price of this 'basket' is known as the Consumer Price Index (CPI).</p> <p><b>Why do I need to know all this?</b>                      When we look at the draft business plan, you will hear the term CPI (which stands for Consumer Price Index) used a lot. This is because what Scottish Water charges customers will be impacted by CPI, or in other words, by the rate of inflation. Here's a reminder of how water charges have compared to inflation since 2015:</p> <p><b>How have Scottish Water's charges compared to inflation?</b></p>  <table border="1" data-bbox="801 703 1543 1177"> <caption>Estimated data from the chart</caption> <thead> <tr> <th>Year</th> <th>CPI Annual Change (%)</th> <th>Household Bill Annual Change (%)</th> </tr> </thead> <tbody> <tr><td>2015/16</td><td>1.5</td><td>1.5</td></tr> <tr><td>2016/17</td><td>-0.5</td><td>1.5</td></tr> <tr><td>2017/18</td><td>1.0</td><td>1.5</td></tr> <tr><td>2018/19</td><td>3.0</td><td>1.5</td></tr> <tr><td>2019/20</td><td>2.5</td><td>1.5</td></tr> <tr><td>2020/21</td><td>1.5</td><td>1.0</td></tr> <tr><td>2021/22</td><td>0.5</td><td>2.5</td></tr> <tr><td>2022/23</td><td>4.0</td><td>4.5</td></tr> <tr><td>2023/24</td><td>11.0</td><td>5.0</td></tr> <tr><td>2024/25</td><td>4.5</td><td>8.5</td></tr> <tr><td>2025/26</td><td>2.0</td><td>9.5</td></tr> </tbody> </table> <p>The bank of England website provides some more information about this, including a very short animation explaining inflation and CPI: <a href="https://www.bankofengland.co.uk/explainers/what-is-inflation">https://www.bankofengland.co.uk/explainers/what-is-inflation</a> [ANIMATION TO BE EMBEDDED IF POSSIBLE FOR EASE/QUICK VIEW]</p> <p>And why not have a play around with this <a href="#">inflation calculator</a>, which can tell you how prices in the UK have changed over time, from the year 1209 to today!</p>	Year	CPI Annual Change (%)	Household Bill Annual Change (%)	2015/16	1.5	1.5	2016/17	-0.5	1.5	2017/18	1.0	1.5	2018/19	3.0	1.5	2019/20	2.5	1.5	2020/21	1.5	1.0	2021/22	0.5	2.5	2022/23	4.0	4.5	2023/24	11.0	5.0	2024/25	4.5	8.5	2025/26	2.0	9.5	
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Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p>In an earlier session, some of you saw a presentation by Dr João Sousa, an economist at the Fraser of Allander Institute. In this presentation João discussed inflation, what it is and how it impacts everyday prices for people not only in Scotland, but across the globe. You can watch the presentation here:</p> <p>[PRESENTATION RECORDING, HOSTED ON YOUTUBE, WILL BE EMBEDDED HERE FOR PARTICIPANTS TO PLAY BACK]</p> <p><b>Make sense? More questions? Let us know in the comments how this has got you thinking about our water services and future charges!</b></p> <p>PARTICIPANTS CAN ADD COMMENTS/SEE OTHERS' COMMENTS - IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p> <p><b>Topic 3: Price review in England and Wales</b></p> <p>In an earlier session, some of you saw a presentation by Steve Hobbs from the Consumer Council for Water (CCW). The CCW operates and represents water customers in England and Wales. In his presentation, Steve reflected on a recent Prive Review that took place in England and Wales, similar to the review that is happening now in Scotland. He explained how the process worked and some learnings/things to look out for in Scottish Water's draft business plan. You can watch the presentation here and add any comments below:</p> <p>[PRESENTATION RECORDING, HOSTED ON YOUTUBE, WILL BE EMBEDDED HERE FOR PARTICIPANTS TO PLAY BACK]</p> <p>PARTICIPANTS CAN ADD COMMENTS/SEE OTHERS' COMMENTS - IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p>	
1 w/c 4 Aug	Your questions answered (Information & participation)	ALL	<p>You've been asking lots of great questions so far, and Scottish Water have been working hard to answer them as best they can.</p> <p>We have organised the questions into different themes. By clicking on the theme, you can see what you and others have asked, along with Scottish Water's responses. Feel free to add comments and let us know what you think!</p> <ul style="list-style-type: none"> <li>• <b>Scottish Water's public ownership</b></li> <li>• <b>Current costs and charges</b></li> <li>• <b>General queries about water services in Scotland</b></li> <li>• <b>Scottish Water's performance</b></li> </ul>	None

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<ul style="list-style-type: none"> <li>• <b>Environment and climate change</b></li> <li>• <b>Technology</b></li> <li>• <b>Infrastructure</b></li> <li>• <b>Consumer behaviour</b></li> <li>• <b>New housing</b></li> </ul> <p>PARTICIPANTS CAN ADD COMMENTS/SEE OTHERS' COMMENTS - IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p>	
<p>Week 2 w/c 11 Aug</p>	<p>Meet the water sector (information)</p>	<p>ALL</p>	<p>You might remember this slide from earlier sessions that showed all the different organisations that work alongside Scottish Water:</p>  <p>We've asked these organisations to record a short video to tell you a bit more about what they do, and what they are looking out for in Scottish Water's draft business plan: [RECORDINGS FROM EACH ORG, HOSTED ON YOUTUBE, WILL BE EMBEDDED HERE FOR PARTICIPANTS TO PLAY BACK]</p>	<p>CS coordinating with stakeholders for content</p>
<p>Week 2 w/c 11 Aug</p>	<p>Draft business plan – some advance info</p>	<p>COHORT 1</p>	<p>We look forward to seeing you on Thursday evening for our next workshop, where we will be looking at Scottish Water's draft business plan in detail.</p>	<p><b>CS/SW to sign off on advance material by</b></p>

Week	Activity	Cohort	Script	Supporting information required from CS/SW
	(information & participation)		<p>Representatives from Scottish Water will present the draft business plan to you, which will include their plans for the next 6 years, what it will cost, and what that means for customer charges.</p> <p>The draft business plan itself is very long (the summary document alone is 73 pages!) We will share the main document after the workshop for those interested in reading into it in more detail. But for the workshop, we will break it down into more manageable chunks. There will still be a lot to digest, so here is a bit of a preview to help you get familiar with it.</p> <p>[SHOW ADVANCE MATERIAL]</p> <p>Don't worry if you don't get a chance to look at this before the session, we will take everyone through it together. If you are having a look, do tell us:</p> <p><b>What are your initial thoughts on this?</b>  <b>Is it what you expected, anything surprising?</b>  <b>What do you want to hear more about?</b></p> <p><b>Please share your thoughts below!</b>  PARTICIPANTS CAN ADD COMMENTS/SEE OTHERS' COMMENTS – IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p>	<p><b>Monday 11 August</b></p>
2 w/c 11 Aug	Water news (participation)	ALL	<p><b>What have you been seeing or hearing about water lately?</b></p> <p>By taking part in this research you might find yourself paying closer attention to water issues (e.g. in your area, on the news, on social media).</p> <p>We invite you to share with other members what you've been reading, hearing or talking about. This is a space for wider discussion on all things water, but please remember:</p> <ol style="list-style-type: none"> <li>1. <b>Commit to learning, not debating:</b> the purpose is to share knowledge and learn from one another, not to debate or win arguments! It's fine to share your views and to disagree, but personal attacks, rants or strong language will not be acceptable.</li> <li>2. <b>Cite your sources:</b> when sharing information, especially data, news articles, or research findings, please provide a source. This helps others to explore the topic further.</li> <li>3. <b>Distinguish between fact and opinion:</b> it's important to state when you are sharing a personal opinion, an anecdotal experience, or a fact-based piece of information.</li> </ol>	

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p>4. <b>Watch out for rabbit holes!</b> While we want you to use this space to share whatever it is you're thinking about related to water issues, remember that our main focus is on Scottish Water's draft business plan. So be mindful of getting stuck on a particular issue and losing the bigger picture!</p> <p>THIS WILL BE AN OPEN DISCUSSION FORUM WHERE PARTICIPANTS CAN ADD POSTS/COMMENT ON OTHERS' POSTS - IPSOS MODERATOR REVIEWS ALL COMMENTS AND WILL ADD RESPONSES WHERE APPROPRIATE.</p>	

## 6. Online Community – Phase 2 Engagement – Weeks 3 to 5 Activities

### Online Community Activities: weeks 3-4 (w/c 18 Aug – w/c 25 Aug)

#### Information Participation

Week	Activity	Cohort	Script	Supporting information required from CS/SW
<b>WEEK 3 (w/c 18 Aug)</b>				
3 w/c 18 Aug	Draft Business Plan full document	1 initially, then open to ALL from week 4	Here is the full draft business plan document. You are in no way expected to read the entire thing as it is a long document and we have pulled out the key bits that we want your views on. But we wanted to make it available for anyone who is interested in a longer read!	SENT
3 w/c 18 Aug	Workshop 2 key takeaways	1	<p>We hope you enjoyed the second workshop. Thank you all for your contributions during the session – there was a lot to cover but you all did great work!</p> <p>All the material from the session will be available here on the online community soon. Over the next couple of weeks, we invite you to take another look, mull things over a bit more, and share any thoughts you have. The main draft business plan document will also be available.</p> <p>To begin, we have added the presentations and the slides that Wendy and Simon from Scottish Water delivered at the session here. Feel free to watch/read back any time and add any comments.</p> <p><b>We're interested to know what has stuck with you most from the workshop last week? Has anything been on your mind since? Add your thoughts below!</b></p>	LAUNCHED
3 w/c 18 Aug	Draft Business Plan investment areas	1	<p>Here are all the investment areas that we looked at in the workshop. These are the main areas that Scottish Water plans to focus on and what they want to achieve within the next six years.</p> <p>As you only had the chance to look at one or two of these in detail, you might like to look at the ones your group didn't cover. Or you might want to return to</p>	LAUNCHED

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p>the ones you looked at and share more thoughts. This is your chance to share anything on the investment areas that you didn't get a chance to say at the workshop!</p> <p><b>How do you feel about what Scottish Water is planning to do?</b>  <b>How do you feel about the outcomes that are shown?</b>  <b>Is there anything else you would have expected to see?</b>  <b>Which of these areas feels most important to you?</b></p> <p>SLIDES FROM SIMON'S PRESENTATION SHOWING THE INVESTMENT AREAS AND OUTCOMES WILL BE HERE.</p> <p>PARTICIPANTS CAN ADD COMMENTS/SEE OTHERS' COMMENTS - IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p>	
3 w/c 18 Aug	DBP introduction	2	<p>We hope you have been enjoying the online community so far! It's been great to see all your comments and to see you discussing the issues with each other.</p> <p>Over the next few weeks we will be focusing on the draft business plan, which is now ready to share. The business plan is very big and made of multiple documents (the main document alone is 78 pages!) - but don't worry, we are not asking you to read it all!</p> <p>We have pulled out the key bits from the plan to show you, and we'll take it step by step. We will show you:</p> <ul style="list-style-type: none"> <li>- <b>An introduction to the plan</b>, including an overview of Scottish Water's plans, what this will cost, and what it means for customer bills over the next six years (a 10 minute video)</li> <li>- <b>A breakdown of the different parts of the plan</b>, including what Scottish Water plan to do and what they are trying to achieve over the next six years (some reading)</li> <li>- <b>A breakdown of the charges</b>, showing you exactly what customer bills will look like in the different council tax bands over the next six years (some numbers)</li> </ul> <p>Every few days we will release more information. As we share information we will ask for your views. Take your time to look through everything, mull it over, and share your thoughts when you're ready. There is a lot of information to</p>	LAUNCHED

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p>digest, so if you have any questions or if anything is unclear, please let us know!</p> <p>For anyone particularly keen, the full draft business plan document will be available to you as well!</p>	
3 w/c 18 Aug	DBP overview	2	<p>Here is an introduction to Scottish Water's draft business plan. To start with, this is an overview of the main areas that Scottish Water plans to focus on and what they want to achieve within the next six years.</p> <p>Please watch this 10 minute presentation by Wendy Kimpton at Scottish Water, where she sets out Scottish Water's focus areas, what this will cost, and what that means for customer bills.</p> <p>You can also look more closely at the Draft Plan on a Page below.</p> <p>Once you've watched the video and read the Plan on a Page, please tell us what you think. We will get into more details soon, but for now we're keen to get your initial thoughts on what you've seen so far:</p> <ul style="list-style-type: none"> <li>○ <b>What do you think of the investment areas?</b> <ul style="list-style-type: none"> <li>○ Is it what you expected?</li> <li>○ Anything you're pleased or not pleased to see?</li> </ul> </li> <li>○ <b>What you think of the CPI+4% increase in customer bills?</b> <ul style="list-style-type: none"> <li>○ Does this feel reasonable for the investments that Scottish Water plan to make?</li> </ul> </li> </ul> <p>WENDY'S PRESENTATION WILL BE HERE ALONG WITH THE DRAFT PLAN ON A PAGE.</p> <p>PARTICIPANTS CAN ADD COMMENTS/SEE OTHERS' COMMENTS - IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p>	LAUNCHED
3 w/c 18 Aug	DBP in more detail	2	<p>Now you've seen an overview of the draft business plan, here is some more information about the main areas that Scottish Water plans to focus on and what they want to achieve within the next six years.</p> <p>For each area, you can see what Scottish Water plans to do and what they want to achieve. You can read through the slides yourself, but we would also recommend watching this 20 minute presentation from Simon Parsons at</p>	LAUNCHED

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p>Scottish Water who will take you through each one. Simon also talks a bit more about the alternative options that Scottish Water considered for charges. We will get into that in more detail in due course. For now we're interested in your views on Scottish Water's plans:</p> <p><b>How do you feel about what Scottish Water is planning to do?</b>  <b>How do you feel about the outcomes that are shown?</b>  <b>Is there anything else you would have expected to see?</b>  <b>Which of these areas feels more important to you?</b></p> <p>SLIDES FROM SIMON'S PRESENTATION SHOWING THE INVESTMENT AREAS AND OUTCOMES WILL BE HERE. SIMON'S PRESENTATION RECORDING WILL ALSO BE AVAILABLE AS ADDITIONAL/ALTERNATIVE VIEWING.</p> <p>PARTICIPANTS CAN ADD COMMENTS/SEE OTHERS' COMMENTS - IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p>	
<b>WEEK 4 (w/c 25 Aug)</b>				
4 w/c 25 Aug	Draft Business Plan charges	1 - MAIN GROUP	<p>In the workshop Scottish Water showed you their planned investment and what that means for customer bills. It is proposed that charges will be increased by CPI+4% each year between 2027 and 2033 for Scottish Water to invest in the areas and to achieve the outcomes we have been discussing. We are focusing first on the CPI+4% charge as this is what Scottish Water's draft business plan is based on. But, as you saw in the workshop, there are some alternative options that have also been considered. We will revisit those as well, but to begin we want to hear what you think of the CPI+4% charge that Scottish Water has put forward.</p> <p>A quick reminder about the CPI bit... That means that whatever inflation is, the charge will be 4% on top of that. We don't know what inflation will be, so for the purposes of the research materials Scottish Water have estimated 2% based on the Bank of England's target. It's important to bear in mind that it could end up being more or less than this.</p> <p>Here is the table showing the charges broken down by council tax band. It shows what the bill will be based on the 4% increase alone, and what the bill would be if inflation was 2% (but remember this is an estimate used for the purposes of the research, and in reality this could be more or less). We have also included the charges that will apply if you are receiving a 25% or 35%</p>	Slides 1-8 (plus "DBP on page" and discounts/exemptions summary slide for reference)

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p>discount. . A reminder of the discounts available is provided below. The plan on a page is shown again here as a reminder of what the CPI+4% charge is for.</p> <p>You already discussed the CPI+4% charge as a group, but here we are interested to hear your own personal reflections on the charges as they apply to you. Your comments on the charges will be private. That means only Ipsos moderators will be able to see them. But if looking at these charges raises any worries or issues that you'd like to discuss with someone, please get in touch with the research team.</p> <p>CPI+4% TABLES WILL BE HERE ALONG WITH SLIDE SUMMARISING THE DISCOUNTS/EXEMPTIONS.</p> <p><b>How do you feel about this?</b>  <b>How would these charges impact your household?</b>  <b>What about other households – how might they be affected?</b>  <b>Are these charges acceptable to you or not? Why is that? Has your view changed since the workshop?</b></p> <p>PARTICIPANTS CAN ADD THEIR OWN COMMENTS BUT WILL NOT BE ABLE TO SEE OTHERS' COMMENTS – IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p>	
4 w/c 25 Aug	Draft Business Plan charges	1 – WATER ONLY GROUP	<p>In the workshop Scottish Water showed you their planned investment and what that means for customer bills. It is proposed that charges will be increased by CPI+4% each year between 2027 and 2033 for Scottish Water to invest in the areas and to achieve the outcomes we have been discussing. We are focusing first on the CPI+4% charge as this is what Scottish Water's draft business plan is based on. But, as you saw in the workshop, there are some alternative options that have also been considered. We will revisit those as well, but to begin we want to hear what you think of the CPI+4% charge that Scottish Water has put forward.</p> <p>A quick reminder about the CPI bit... That means that whatever inflation is, the charge will be 4% on top of that. We don't know what inflation will be, so for the purposes of the research materials Scottish Water have estimated 2% based on the Bank of England's target. It's important to bear in mind that it could end up being more or less than this.</p>	Slides 26-33 (plus "DBP on page" and discounts/exemptions summary slide for reference)

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p>Here is the table showing the charges broken down by council tax band. It shows what the bill will be based on the 4% increase alone, and what the bill would be if inflation was 2% (but remember this is an estimate used for the purposes of the research, and in reality this could be more or less). We have also included the charges that will apply if you are receiving a 25% or 35% discount. A reminder of the discounts available is provided below. The plan on a page is shown again here as a reminder of what the CPI+4% charge is for.</p> <p><b>In the workshop you saw the charges for combined services (water and waste water). But since you told us that you have a septic tank, we are showing you charges for water only services to give you a better idea of what the charges mean for you. If this isn't right, please let us know and we will show you the combined charge instead!</b></p> <p>You already discussed the CPI+4% charge as a group, but here we are interested to hear your own personal reflections on the charges as they apply to you. Your comments on the charges will be private. That means only Ipsos moderators will be able to see them. But if looking at these charges raises any worries or issues that you'd like to discuss with someone, please get in touch with the research team.</p> <p>CPI+4% TABLES WILL BE HERE ALONG WITH SLIDE SUMMARISING THE DISCOUNTS/EXEMPTIONS.</p> <p><b>How do you feel about this? How would these charges impact your household? What about other households – how might they be affected? Are these charges acceptable to you or not? Why is that? Has your view changed since the workshop?</b></p> <p>PARTICIPANTS CAN ADD THEIR OWN COMMENTS BUT WILL NOT BE ABLE TO SEE OTHERS' COMMENTS – IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p>	
4 w/c 25 Aug	DBP charges	2 – MAIN GROUP	<p>As you have seen, Scottish Water have suggested that customer charges will be increased by CPI+4% each year between 2027 and 2033. for Scottish Water to invest in the areas and to achieve the outcomes we have been discussing.</p> <p>We are focusing first on the CPI+4% charge as this is what Scottish Water's draft business plan is based on. But, as you saw in Wendy's video, there are</p>	<p><b>Slides 1-8 (plus "DBP on page" and discounts/exemptions summary slide for reference)</b></p>

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p>some alternative options that have also been considered. We will look at those as well, but to begin we want to hear what you think of the CPI+4% charge that Scottish Water has put forward.</p> <p>A quick reminder about the CPI bit... This means that whatever inflation is, the charge will be 4% on top of that. We don't know what inflation will be, so for the purpose of the research materials Scottish Water have estimated 2%, based on the Bank of England's target. It's important to bear in mind that it could end up being more or less than this. For a recap on inflation, head to the learning corner!</p> <p>Below you can find a summary of what the charges will be for each council tax band over the six years. You will see two bills, one based on the 4% increase alone, and another based on 4% plus inflation (but remember this is an estimate used for the purposes of the research, and in reality this could be more or less). You will also see alternative bills for those who are eligible for a discount. A reminder of the discounts available is provided below.</p> <p>You can focus on your own tax band, or look across the tax bands to see the differences. We are interested to hear your personal reflections on these charges as they apply to you. If do not pay council tax at the moment (e.g. because you're a student), you can still find out what council tax band you are in by entering your postcode <a href="#">here</a>.</p> <p>Your comments here will be private. That means only Ipsos moderators will be able to see them. If looking at these charges raises any worries or issues that you'd like to discuss with someone, please get in touch with the research team.</p> <p>CPI+4% CHARGES WILL BE HERE ALONG WITH SLIDE SUMMARISING THE DISCOUNTS/EXEMPTIONS.</p> <p><b>How do you feel about this?</b>  <b>How would these charges impact your household?</b>  <b>What about other households – how might they be affected?</b>  <b>Are these charges acceptable to you or not? Why is that?</b></p>	

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p>PARTICIPANTS CAN ADD THEIR OWN COMMENTS BUT WILL NOT BE ABLE TO SEE OTHERS' COMMENTS - IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p>	
4 w/c 25 Aug	DBP charges	2 - WATER ONLY GROUP	<p>As you have seen, Scottish Water have suggested that customer charges will be increased by CPI+4% each year between 2027 and 2033. for Scottish Water to invest in the areas and to achieve the outcomes we have been discussing.</p> <p>We are focusing first on the CPI+4% charge as this is what Scottish Water's draft business plan is based on. But, as you saw in Wendy's video, there are some alternative options that have also been considered. We will look at those as well, but to begin we want to hear what you think of the CPI+4% charge that Scottish Water has put forward.</p> <p>A quick reminder about the CPI bit... This means that whatever inflation is, the charge will be 4% on top of that. We don't know what inflation will be, so for the purpose of the research materials Scottish Water have estimated 2%, based on the Bank of England's target. It's important to bear in mind that it could end up being more or less than this. For a recap on inflation, head to the learning corner!</p> <p>Below you can find a summary of what the charges will be for each council tax band over the six years. You will see two bills, one based on the 4% increase alone, and another based on 4% plus inflation (but remember this is an estimate used for the purposes of the research, and in reality this could be more or less). You will also see alternative bills for those who are eligible for a discount. A reminder of the discounts available is provided below. <b>You told us that you have a septic tank, so we are showing you charges for water only services to give you a better idea of what the charges mean for you. If this isn't right, please let us know and we will show you the combined charge instead!</b></p> <p>You can focus on your own tax band, or look across the tax bands to see the differences. We are interested to hear your personal reflections on these charges as they apply to you. If do not pay council tax at the moment (e.g. because you're a student), you can still find out what council tax band you are in by entering your postcode <a href="#">here</a>. Your comments here will be private. That means only Ipsos moderators will be able to see them.</p>	<p><b>Slides 26-33 (plus "DBP on page" and discounts/exemptions summary slide for reference)</b></p>

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p>If looking at these charges raises any worries or issues that you'd like to discuss with someone, please get in touch with the research team.</p> <p>CPI+4% CHARGES WILL BE HERE ALONG WITH SLIDE SUMMARISING THE DISCOUNTS/EXEMPTIONS.</p> <p><b>How do you feel about this?</b>  <b>How would these charges impact your household?</b>  <b>What about other households – how might they be affected?</b>  <b>Are these charges acceptable to you or not? Why is that?</b></p> <p>PARTICIPANTS CAN ADD THEIR OWN COMMENTS BUT WILL NOT BE ABLE TO SEE OTHERS' COMMENTS – IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p>	
<b>WEEK 5 (w/c 1 Sep)</b>				
5 w/c 1 Sep	Draft Business Plan alternative charges	1 – MAIN GROUP	<p>In the workshop Scottish Water showed you some alternative charging options, and what they would mean for what Scottish Water could do over the next six years.</p> <p><b><u>CPI+3% (TOPIC 1)</u></b></p> <p>Here are the tables again which show what the monthly bills would be if Scottish Water reduced the charge increase to CPI+3%. Remember the CPI bit refers to inflation which would be on top of the 3% increase that Scottish Water charge. We don't know what inflation will be over the next six years, but for the purposes of the research materials Scottish Water have estimated 2%, as that is the Bank of England's target.</p> <p>Here is the table showing the charges broken down by council tax band. It shows what the bill will be based on 3% alone, and what the bill would be if inflation was 2% (but remember this is an estimate used for the purposes of the research, and in reality this could be more or less). We have also included the charges that will apply if you are receiving a 25% or 35% discount. A reminder of the discounts available is provided below.</p> <p>Reducing the charges means that Scottish Water will have less investment than what they have set out in their draft business plan. Scottish Water have summarised what this will mean for the investments and outcomes. This is to show you what is different between the CPI+4% (which is what the draft</p>	<p><b>Slides 9-16 for CPI+3%</b>  <b>Slides 17-24 for CPI+5%</b>  <b>(plus discounts/exemptions summary slide for reference)</b></p>

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p>business plan is built around) and the CPI+3% alternative. We want to know what you think of this alternative.</p> <p>CPI+3% TABLES WILL BE HERE ALONG WITH SLIDE SUMMARISING THE DISCOUNTS/EXEMPTIONS.</p> <p><b>How do you feel about this alternative?</b>  <b>What do you think of the charges and the outcomes?</b>  <b>How does it compare with CPI+4%?</b>  <b>Is this more or less acceptable than CPI+4%? Why? Has your view changed since the workshop?</b></p> <p>PARTICIPANTS CAN ADD THEIR OWN COMMENTS BUT WILL NOT BE ABLE TO SEE OTHERS' COMMENTS - IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p> <p><b><u>CPI+5% (TOPIC 2)</u></b></p> <p>Here are the tables again which show what the monthly bills would be if Scottish Water reduced the charge increase to CPI+5%. Remember the CPI bit refers to inflation which would be on top of the 5% increase that Scottish Water charge. We don't know what inflation will be over the next six years, but for the purposes of the research materials Scottish Water have estimated, as that is the Bank of England's target.</p> <p>Here is the table showing the charges broken down by council tax band. It shows what the bill will be based on 5% alone, and what the bill would be if inflation was 2% (but remember this is an estimate used for the purposes of the research, and in reality this could be more or less). We have also included the charges that will apply if you are receiving a 25% or 35% discount. A reminder of the discounts available is provided below.</p> <p>Increasing the charges means that Scottish Water will have more investment than what they have set out in their draft business plan. Scottish Water have summarised what this will mean for the investments and outcomes. This is to show you what is different between the CPI+4% (which is what the draft business plan is built around) and the CPI+5% alternative. We want to know what you think of this alternative.</p> <p>CPI+5% TABLES WILL BE HERE ALONG WITH SLIDE SUMMARISING THE DISCOUNTS/EXEMPTIONS.</p>	

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p><b>How do you feel about this alternative?</b>  <b>What do you think of the charges and the outcomes?</b>  <b>How does it compare with CPI+4% or CPI+3%?</b>  <b>Is this more or less acceptable than the other options? Why? Has your view changed since the workshop?</b></p> <p>PARTICIPANTS CAN ADD THEIR OWN COMMENTS BUT WILL NOT BE ABLE TO SEE OTHERS' COMMENTS - IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p>	
5 w/c 1 Sep	Draft Business Plan alternative charges	1 - WATER ONLY GROUP	<p>In the workshop Scottish Water showed you some alternative charging options, and what they would mean for what Scottish Water could do over the next six years.</p> <p><b><u>CPI+3% (TOPIC 1)</u></b></p> <p>Here are the tables again which show what the monthly bills would be if Scottish Water reduced the charge increase to CPI+3%. Remember the CPI bit refers to inflation which would be on top of the 3% increase that Scottish Water charge. We don't know what inflation will be over the next six years, but for the purposes of the research materials Scottish Water have estimated 2%, as that is the Bank of England's target.</p> <p>Here is the table showing the charges broken down by council tax band. It shows what the bill will be based on 3% alone, and what the bill would be if inflation was 2% (but remember this is an estimate used for the purposes of the research, and in reality this could be more or less). We have also included the charges that will apply if you are receiving a 25% or 35% discount. A reminder of the discounts available is provided below. <b>Since you have a septic tank, we are showing you the water only charges rather than the full combined charges that you saw in the workshop.</b></p> <p>Reducing the charges means that Scottish Water will have less investment than what they have set out in their draft business plan. Scottish Water have summarised what this will mean for the investments and outcomes. This is to show you what is different between the CPI+4% (which is what the draft business plan is built around) and the CPI+3% alternative. We want to know what you think of this alternative.</p>	<p><b>Slides 34-41 for CPI+3%</b>  <b>Slides 42-49 for CPI+5%</b>  <b>(plus discounts/exemptions summary slide for reference)</b></p>

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p>CPI+3% TABLES WILL BE HERE ALONG WITH SLIDE SUMMARISING THE DISCOUNTS/EXEMPTIONS.</p> <p><b>How do you feel about this alternative?</b>  <b>What do you think of the charges and the outcomes?</b>  <b>How does it compare with CPI+4%?</b>  <b>Is this more or less acceptable than CPI+4%? Why? Has your view changed since the workshop?</b></p> <p>PARTICIPANTS CAN ADD THEIR OWN COMMENTS BUT WILL NOT BE ABLE TO SEE OTHERS' COMMENTS - IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p> <p><b><u>CPI+5% (TOPIC 2)</u></b>  Here are the tables again which show what the monthly bills would be if Scottish Water reduced the charge increase to CPI+5%. Remember the CPI bit refers to inflation which would be on top of the 5% increase that Scottish Water charge. We don't know what inflation will be over the next six years, but for the purposes of the research materials Scottish Water have estimated, as that is the Bank of England's target.</p> <p>Here is the table showing the charges broken down by council tax band. It shows what the bill will be based on 5% alone, and what the bill would be if inflation was 2% (but remember this is an estimate used for the purposes of the research, and in reality this could be more or less). We have also included the charges that will apply if you are receiving a 25% or 35% discount. A reminder of the discounts available is provided below. <b>Since you have a septic tank, we are showing you the water only charges rather than the full combined charges that you saw in the workshop.</b></p> <p>Increasing the charges means that Scottish Water will have more investment than what they have set out in their draft business plan. Scottish Water have summarised what this will mean for the investments and outcomes. This is to show you what is different between the CPI+4% (which is what the draft business plan is built around) and the CPI+5% alternative. We want to know what you think of this alternative.</p> <p>CPI+5% TABLES WILL BE HERE ALONG WITH SLIDE SUMMARISING THE DISCOUNTS/EXEMPTIONS.</p>	

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p><b>How do you feel about this alternative?</b>  <b>What do you think of the charges and the outcomes?</b>  <b>How does it compare with CPI+4% or CPI+3%?</b>  <b>Is this more or less acceptable than the other options? Why? Has your view changed since the workshop?</b></p> <p>PARTICIPANTS CAN ADD THEIR OWN COMMENTS BUT WILL NOT BE ABLE TO SEE OTHERS' COMMENTS - IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p>	
4 w/c 25 Aug	DBP charges - alternatives	2 - MAIN GROUP	<p>You might remember from Wendy's video that Scottish Water considered some alternative charging options. Here we show you more about what these are and what they would mean for what Scottish Water could do over the next six years.</p> <p><b><u>CPI+3% (TOPIC 1)</u></b></p> <p>Here are another set of tables which show what the monthly bills would be if Scottish Water reduced the charge increase to CPI+3%. Remember the CPI bit refers to inflation which would be on top of the 3% increase that Scottish Water charge. We don't know what inflation will be over the next six years, but for the purposes of the research materials Scottish Water have estimated 2%, as that is the Bank of England's target.</p> <p>Below you can find a summary of what the charges will be for each council tax band over the six years. You will see two bills, one based on the 3% increase alone, and another based on 3% plus inflation (which we have estimated to be 2%, but remember this could end up being more or less). You will also see alternative bills for those who are eligible for a discount. A reminder of the discounts available is provided below. You can focus on your own tax band, and/or look across the tax bands to see the differences.</p> <p>Reducing the charges means that Scottish Water will have less investment than what they have set out in their draft business plan. Scottish Water have summarised what this will mean for the investments and outcomes. This is to show you what is different between the CPI+4% (which is what the draft business plan is built around) and the CPI+3% alternative. We want to know what you think of this alternative.</p>	<p><b>Slides 9-16 for CPI+3%</b>  <b>Slides 17-24 for CPI+5%</b>  <b>(plus discounts/exemptions summary slide for reference)</b></p>

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p>CPI+3% SLIDES WILL BE HERE ALONG WITH SLIDE SUMMARISING THE DISCOUNTS/EXEMPTIONS.</p> <p><b>How do you feel about this alternative?</b>  <b>What do you think of the charges and the outcomes?</b>  <b>How does it compare with CPI+4%?</b>  <b>Is this more or less acceptable than CPI+4%? Why?</b></p> <p>PARTICIPANTS CAN ADD THEIR OWN COMMENTS BUT WILL NOT BE ABLE TO SEE OTHERS' COMMENTS - IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p> <p><b><u>CPI+5% (TOPIC 2)</u></b>  Here are another set of tables which show what the monthly bills would be if Scottish Water reduced the charge increase to CPI+5%. Remember the CPI bit refers to inflation which would be on top of the 5% increase that Scottish Water charge. We don't know what inflation will be over the next six years, but for the purposes of the research materials Scottish Water have estimated 2%, as that is the Bank of England's target.</p> <p>Below you can find a summary of what the charges will be for each council tax band over the six years. You will see two bills, one based on the 5% increase alone, and another based on 3% plus inflation (which we have estimated to be 2%, but remember this could end up being more or less). You will also see alternative bills for those who are eligible for a discount. A reminder of the discounts available is provided below. You can focus on your own tax band, or look across the tax bands to see the differences.</p> <p>Increasing the charges means that Scottish Water will have more investment than what they have set out in their draft business plan. Scottish Water have summarised what this will mean for the investments and outcomes. This is to show you what is different between the CPI+4% (which is what the draft business plan is built around) and the CPI+5% alternative. We want to know what you think of this alternative.</p> <p>CPI+5% SLIDES WILL BE HERE ALONG WITH SLIDE SUMMARISING THE DISCOUNTS/EXEMPTIONS.</p> <p><b>How do you feel about this alternative?</b>  <b>What do you think of the charges and the outcomes?</b></p>	

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p><b>How does it compare with CPI+4% or CPI+3%? Is this more or less acceptable than the other options? Why?</b></p> <p>PARTICIPANTS CAN ADD THEIR OWN COMMENTS BUT WILL NOT BE ABLE TO SEE OTHERS' COMMENTS - IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p>	
5 w/c 1 Sep	DBP charges - alternatives	2 - WATER ONLY GROUP	<p>You might remember from Wendy's video that Scottish Water considered some alternative charging options. Here we show you more about what these are and what they would mean for what Scottish Water could do over the next six years.</p> <p><b><u>CPI+3% (TOPIC 1)</u></b></p> <p>Here are another set of tables which show what the monthly bills would be if Scottish Water reduced the charge increase to CPI+3%. Remember the CPI bit refers to inflation which would be on top of the 3% increase that Scottish Water charge. We don't know what inflation will be over the next six years, but for the purposes of the research materials Scottish Water have estimated 2%, as that is the Bank of England's target.</p> <p>Below you can find a summary of what the charges will be for each council tax band over the six years. You will see two bills, one based on the 3% increase alone, and another based on 3% plus inflation (which we have estimated to be 2%, but remember this could end up being more or less). You will also see alternative bills for those who are eligible for a discount. A reminder of the discounts available is provided below. You can focus on your own tax band, and/or look across the tax bands to see the differences. <b>Since you have a septic tank, we are showing you the water only charges rather than the full combined charges that you saw in the workshop.</b></p> <p>Reducing the charges means that Scottish Water will have less investment than what they have set out in their draft business plan. Scottish Water have summarised what this will mean for the investments and outcomes. This is to show you what is different between the CPI+4% (which is what the draft business plan is built around) and the CPI+3% alternative. We want to know what you think of this alternative.</p>	<p><b>Slides 34-41 for CPI+3%</b>  <b>Slides 42-49 for CPI+5%</b>  <b>(plus discounts/exemptions summary slide for reference)</b></p>

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p>CPI+3% SLIDES WILL BE HERE ALONG WITH SLIDE SUMMARISING THE DISCOUNTS/EXEMPTIONS.</p> <p><b>How do you feel about this alternative?</b>  <b>What do you think of the charges and the outcomes?</b>  <b>How does it compare with CPI+4%?</b>  <b>Is this more or less acceptable than CPI+4%? Why?</b></p> <p>PARTICIPANTS CAN ADD THEIR OWN COMMENTS BUT WILL NOT BE ABLE TO SEE OTHERS' COMMENTS - IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p> <p><b><u>CPI+5% (TOPIC 2)</u></b>  Here are another set of tables which show what the monthly bills would be if Scottish Water reduced the charge increase to CPI+5%. Remember the CPI bit refers to inflation which would be on top of the 5% increase that Scottish Water charge. We don't know what inflation will be over the next six years, but for the purposes of the research materials Scottish Water have estimated 2%, as that is the Bank of England's target.</p> <p>Below you can find a summary of what the charges will be for each council tax band over the six years. You will see two bills, one based on the 5% increase alone, and another based on 3% plus inflation (which we have estimated to be 2%, but remember this could end up being more or less). You will also see alternative bills for those who are eligible for a discount. A reminder of the discounts available is provided below. You can focus on your own tax band, or look across the tax bands to see the differences. <b>Since you have a septic tank, we are showing you the water only charges rather than the full combined charges that you saw in the workshop.</b></p> <p>Increasing the charges means that Scottish Water will have more investment than what they have set out in their draft business plan. Scottish Water have summarised what this will mean for the investments and outcomes. This is to show you what is different between the CPI+4% (which is what the draft business plan is built around) and the CPI+5% alternative. We want to know what you think of this alternative.</p> <p>CPI+5% SLIDES WILL BE HERE ALONG WITH SLIDE SUMMARISING THE DISCOUNTS/EXEMPTIONS.</p>	

Week	Activity	Cohort	Script	Supporting information required from CS/SW
			<p><b>How do you feel about this alternative?</b>  <b>What do you think of the charges and the outcomes?</b>  <b>How does it compare with CPI+4% or CPI+3%?</b>  <b>Is this more or less acceptable than the other options? Why?</b></p> <p>PARTICIPANTS CAN ADD THEIR OWN COMMENTS BUT WILL NOT BE ABLE TO SEE OTHERS' COMMENTS - IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p>	
5 w/c 1 Sep	Summary thoughts on the DBP	1	<p>In the next workshop you will hear again from Scottish Water about how the draft business plan is developing in response to your feedback, along with a range of others (including more customers like you, and also business customers and a wide range of water sector stakeholders like <a href="#">SEPA</a>, <a href="#">WICS</a>, <a href="#">ICG</a> and <a href="#">Consumer Scotland</a>).</p> <p><b>What do you think of the Draft Business Plan as a whole?</b>  <b>Is there anything you would like to see changed about the draft business plan?</b>  <b>Is there is anything you would want to make sure stays as it is?</b>  <b>And is there anything you think needs more explanation?</b></p> <p>PARTICIPANTS CAN ADD THEIR OWN COMMENTS BUT WILL NOT BE ABLE TO SEE OTHERS' COMMENTS - IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p>	
5 w/c 1 Sep	Summary thoughts on the DBP	2	<p>Now you have had a chance to look at the draft business plan, including the planned investment areas and increase in charges over the next six years, we want to get your summary thoughts.</p> <p><b>What do you think of the Draft Business Plan as a whole?</b>  <b>Is there anything you would like to see changed about the draft business plan?</b>  <b>Is there is anything you would want to make sure stays as it is?</b>  <b>And is there anything you think needs more explanation?</b></p> <p>PARTICIPANTS CAN ADD THEIR OWN COMMENTS BUT WILL NOT BE ABLE TO SEE OTHERS' COMMENTS - IPSOS MODERATOR REVIEWS AND RESPONDS TO COMMENTS.</p>	

# 7. Online Community – Phase 2 Engagement – Monthly Charges (Reference & Alternatives)




## Band A: Business Plan (CPI + 4%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band A		Band A		Band A	
		No Discount	25% Discount	25% Discount	35% Discount	35% Discount	
	Now	£33	£25		£22		
Business Plan Period	2026/27	£35	£36	£26	£27	£23	£23
	2027/28	£36	£38	£27	£29	£24	£25
	2028/29	£38	£40	£28	£30	£25	£26
	2029/30	£39	£43	£30	£32	£26	£28
	2030/31	£41	£45	£31	£34	£27	£29
	2031/32	£43	£48	£32	£36	£28	£31
	2032/33	£44	£51	£33	£38	£29	£33
Change between <b>26/27</b> and <b>32/33</b>		£9	£15	£7	£11	£6	£10

The CPI+4% charge will provide £ 8.3 billion of investment to deliver the outcomes we have been looking at. You can view these in the “Draft business plan investments” activity or scroll back for a “plan on a page” summary.

SW Internal  
General

## Band B: Business Plan (CPI + 4%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band B	Band B	Band B
		No Discount	25% Discount	35% Discount
	Now	£39	£29	£25
Business Plan Period	2026/27	£41 £42	£31 £31	£27 £27
	2027/28	£42 £44	£32 £33	£28 £29
	2028/29	£44 £47	£33 £35	£29 £31
	2029/30	£46 £50	£34 £37	£30 £32
	2030/31	£48 £53	£36 £40	£31 £34
	2031/32	£50 £56	£37 £42	£32 £36
	2032/33	£52 £59	£39 £45	£34 £39
Change between 26/27 and 32/33		£11 £18	£8 £13	£7 £11

The CPI+4% charge will provide £ 8.3 billion of investment to deliver the outcomes we have been looking at. You can view these in the “Draft business plan investments” activity or scroll back for a “plan on a page” summary.

## Band C: Business Plan (CPI + 4%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band C		Band C		Band C	
		No Discount		25% Discount		35% Discount	
	Now	£45		£33		£29	
	2026/27	£47	£48	£35	£36	£30	£31
Business Plan Period	2027/28	£49	£51	£36	£38	£32	£33
	2028/29	£51	£54	£38	£40	£33	£35
	2029/30	£53	£57	£39	£43	£34	£37
	2030/31	£55	£60	£41	£45	£36	£39
	2031/32	£57	£64	£43	£48	£37	£42
	2032/33	£59	£68	£44	£51	£38	£44
Change between <b>26/27</b> and <b>32/33</b>		£12	£20	£9	£15	£8	£13

The CPI+4% charge will provide £ 8.3 billion of investment to deliver the outcomes we have been looking at. You can view these in the “Draft business plan investments” activity or scroll back for a “plan on a page” summary.

## Band D: Business Plan (CPI + 4%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band D		Band D		Band D	
		No Discount		25% Discount		35% Discount	
	Now	£50		£38		£33	
Business Plan Period	2026/27	£53	£54	£39	£40	£34	£35
	2027/28	£55	£57	£41	£43	£36	£37
	2028/29	£57	£61	£43	£45	£37	£39
	2029/30	£59	£64	£44	£48	£38	£42
	2030/31	£61	£68	£46	£51	£40	£44
	2031/32	£64	£72	£48	£54	£42	£47
	2032/33	£66	£76	£50	£57	£43	£50
Change between <b>26/27</b> and <b>32/33</b>		£14	£23	£10	£17	£9	£15

The CPI+4% charge will provide £ 8.3 billion of investment to deliver the outcomes we have been looking at. You can view these in the “Draft business plan investments” activity or scroll back for a “plan on a page” summary.

## Band E: Business Plan (CPI + 4%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band E		Band E		Band E	
		No Discount		25% Discount		35% Discount	
	Now	£61		£46		£40	
Business Plan Period	2026/27	£64	£66	£48	£49	£42	£43
	2027/28	£67	£70	£50	£52	£43	£45
	2028/29	£69	£74	£52	£56	£45	£48
	2029/30	£72	£78	£54	£59	£47	£51
	2030/31	£75	£83	£56	£62	£49	£54
	2031/32	£78	£88	£59	£66	£51	£57
	2032/33	£81	£93	£61	£70	£53	£61
Change between <b>26/27</b> and <b>32/33</b>		£17	£28	£13	£21	£11	£18

The CPI+4% charge will provide £ 8.3 billion of investment to deliver the outcomes we have been looking at. You can view these in the “Draft business plan investments” activity or scroll back for a “plan on a page” summary.

## Band F: Business Plan (CPI + 4%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band F		Band F		Band F	
		No Discount		25% Discount		35% Discount	
	Now	£72		£54		£47	
Business Plan Period	2026/27	£76	£78	£57	£58	£49	£51
	2027/28	£79	£83	£59	£62	£51	£54
	2028/29	£82	£87	£62	£66	£53	£57
	2029/30	£85	£93	£64	£70	£55	£60
	2030/31	£89	£98	£67	£74	£58	£64
	2031/32	£92	£104	£69	£78	£60	£68
	2032/33	£96	£110	£72	£83	£62	£72
Change between <b>26/27</b> and <b>32/33</b>		£20	£33	£15	£24	£13	£21

The CPI+4% charge will provide £ 8.3 billion of investment to deliver the outcomes we have been looking at. You can view these in the “Draft business plan investments” activity or scroll back for a “plan on a page” summary.

## Band G: Business Plan (CPI + 4%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band G		Band G		Band G	
		No Discount		25% Discount		35% Discount	
	Now	£83		£63		£54	
Business Plan Period	2026/27	£88	£90	£66	£67	£57	£58
	2027/28	£91	£95	£68	£71	£59	£62
	2028/29	£95	£101	£71	£76	£62	£66
	2029/30	£98	£107	£74	£80	£64	£70
	2030/31	£102	£113	£77	£85	£67	£74
	2031/32	£107	£120	£80	£90	£69	£78
	2032/33	£111	£127	£83	£96	£72	£83
Change between <b>26/27</b> and <b>32/33</b>		£23	£38	£17	£28	£15	£24

The CPI+4% charge will provide £ 8.3 billion of investment to deliver the outcomes we have been looking at. You can view these in the “Draft business plan investments” activity or scroll back for a “plan on a page” summary.

## Band H: Business Plan (CPI + 4%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band H		Band H		Band H	
		No Discount		25% Discount		35% Discount	
	Now	£100		£75		£65	
Business Plan Period	2026/27	£105	£108	£79	£81	£68	£70
	2027/28	£109	£114	£82	£86	£71	£74
	2028/29	£114	£121	£85	£91	£74	£79
	2029/30	£118	£128	£89	£96	£77	£83
	2030/31	£123	£136	£92	£102	£80	£88
	2031/32	£128	£144	£96	£108	£83	£94
	2032/33	£133	£153	£100	£115	£86	£99
Change between <b>26/27</b> and <b>32/33</b>		£28	£45	£21	£34	£18	£29

The CPI+4% charge will provide £ 8.3 billion of investment to deliver the outcomes we have been looking at. You can view these in the “Draft business plan investments” activity or scroll back for a “plan on a page” summary.

## Band A: Business Plan (CPI + 3%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band A		Band A		Band A	
		No Discount		25% Discount		35% Discount	
	Now	£33		£25		£22	
Business Plan Period	2026/27	£35	£36	£26	£27	£23	£23
	2027/28	£36	£38	£27	£28	£23	£25
	2028/29	£37	£40	£28	£30	£24	£26
	2029/30	£38	£42	£29	£31	£25	£27
	2030/31	£39	£44	£30	£33	£26	£28
	2031/32	£41	£46	£30	£34	£26	£30
	2032/33	£42	£48	£31	£36	£27	£31
	Change between <b>26/27</b> and <b>32/33</b>	£7	£12	£5	£9	£4	£8

The CPI+3% charge will provide £ 7.9 billion of investment, which is around £ 400 million less than what is in the draft plan. This allows Scottish Water to address the problems they can today. Scottish Water have said this will mean:

- Properties affected by repeated internal sewer flooding may rise by 200
- No new renewables in the next six years, meaning significant investment will be needed after 2033 to meet net zero by 2040
- A reduction in the replacement of water mains by 20% (meaning more customers experiencing repeated interruptions to their water supply)
- A reduction in investment in inspections by 50% (meaning Scottish Water know less about the condition of infrastructure)

## Band B: Business Plan (CPI + 3%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band B		Band B		Band B	
		No Discount		25% Discount		35% Discount	
	Now	£39		£29		£25	
Business Plan Period	2026/27	£41	£42	£31	£31	£27	£27
	2027/28	£42	£44	£32	£33	£27	£29
	2028/29	£43	£46	£33	£35	£28	£30
	2029/30	£45	£49	£33	£36	£29	£32
	2030/31	£46	£51	£34	£38	£30	£33
	2031/32	£47	£53	£36	£40	£31	£35
	2032/33	£49	£56	£37	£42	£32	£37
	Change between <b>26/27</b> and <b>32/33</b>	£8	£14	£6	£11	£5	£9

The CPI+3% charge will provide £ 7.9 billion of investment, which is around £ 400 million less than what is in the draft plan. This allows Scottish Water to address the problems they can today. Scottish Water have said this will mean:

- Properties affected by repeated internal sewer flooding may rise by 200
- No new renewables in the next six years, meaning significant investment will be needed after 2033 to meet net zero by 2040
- A reduction in the replacement of water mains by 20% (meaning more customers experiencing repeated interruptions to their water supply)
- A reduction in investment in inspections by 50% (meaning Scottish Water know less about the condition of infrastructure)

## Band C: Business Plan (CPI + 3%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band C No Discount		Band C 25% Discount		Band C 35% Discount	
	Now	£45		£33		£29	
Business Plan Period	2026/27	£47	£48	£35	£36	£30	£31
	2027/28	£48	£50	£36	£38	£31	£33
	2028/29	£50	£53	£37	£40	£32	£34
	2029/30	£51	£55	£38	£42	£33	£36
	2030/31	£53	£58	£39	£44	£34	£38
	2031/32	£54	£61	£41	£46	£35	£40
	2032/33	£56	£64	£42	£48	£36	£42
Change between <b>26/27</b> and <b>32/33</b>		£9	£16	£7	£12	£6	£11

The CPI+3% charge will provide £ 7.9 billion of investment, which is around £ 400 million less than what is in the draft plan. This allows Scottish Water to address the problems they can today. Scottish Water have said this will mean:

- Properties affected by repeated internal sewer flooding may rise by 200
- No new renewables in the next six years, meaning significant investment will be needed after 2033 to meet net zero by 2040
- A reduction in the replacement of water mains by 20% (meaning more customers experiencing repeated interruptions to their water supply)
- A reduction in investment in inspections by 50% (meaning Scottish Water know less about the condition of infrastructure)

## Band D: Business Plan (CPI + 3%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band D No Discount		Band D 25% Discount		Band D 35% Discount	
	Now	£50		£38		£33	
Business Plan Period	2026/27	£53	£54	£39	£40	£34	£35
	2027/28	£54	£57	£41	£42	£35	£37
	2028/29	£56	£59	£42	£45	£36	£39
	2029/30	£57	£62	£43	£47	£37	£41
	2030/31	£59	£66	£44	£49	£38	£43
	2031/32	£61	£69	£46	£52	£40	£45
	2032/33	£63	£72	£47	£54	£41	£47
	Change between <b>26/27</b> and <b>32/33</b>	£10	£18	£8	£14	£7	£12

The CPI+3% charge will provide £ 7.9 billion of investment, which is around £ 400 million less than what is in the draft plan. This allows Scottish Water to address the problems they can today. Scottish Water have said this will mean:

- Properties affected by repeated internal sewer flooding may rise by 200
- No new renewables in the next six years, meaning significant investment will be needed after 2033 to meet net zero by 2040
- A reduction in the replacement of water mains by 20% (meaning more customers experiencing repeated interruptions to their water supply)
- A reduction in investment in inspections by 50% (meaning Scottish Water know less about the condition of infrastructure)

## Band E: Business Plan (CPI + 3%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band E		Band E		Band E	
		No Discount		25% Discount		35% Discount	
	Now	£61		£46		£40	
Business Plan Period	2026/27	£64	£66	£48	£49	£42	£43
	2027/28	£66	£69	£50	£52	£43	£45
	2028/29	£68	£73	£51	£54	£44	£47
	2029/30	£70	£76	£53	£57	£46	£50
	2030/31	£72	£80	£54	£60	£47	£52
	2031/32	£74	£84	£56	£63	£48	£55
	2032/33	£77	£88	£58	£66	£50	£57
Change between <b>26/27</b> and <b>32/33</b>		£12	£22	£9	£17	£8	£15

The CPI+3% charge will provide £ 7.9 billion of investment, which is around £ 400 million less than what is in the draft plan. This allows Scottish Water to address the problems they can today. Scottish Water have said this will mean:

- Properties affected by repeated internal sewer flooding may rise by 200
- No new renewables in the next six years, meaning significant investment will be needed after 2033 to meet net zero by 2040
- A reduction in the replacement of water mains by 20% (meaning more customers experiencing repeated interruptions to their water supply)
- A reduction in investment in inspections by 50% (meaning Scottish Water know less about the condition of infrastructure)

## Band F: Business Plan (CPI + 3%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band F		Band F		Band F	
		No Discount	25% Discount	25% Discount	35% Discount	35% Discount	35% Discount
	Now	£72		£54		£47	
Business Plan Period	2026/27	£76	£78	£57	£58	£49	£51
	2027/28	£78	£82	£59	£61	£51	£53
	2028/29	£81	£86	£60	£64	£52	£56
	2029/30	£83	£90	£62	£68	£54	£59
	2030/31	£85	£95	£64	£71	£56	£62
	2031/32	£88	£99	£66	£75	£57	£65
	2032/33	£91	£104	£68	£78	£59	£68
	Change between <b>26/27</b> and <b>32/33</b>	£15	£26	£11	£20	£10	£17

The CPI+3% charge will provide £ 7.9 billion of investment, which is around £ 400 million less than what is in the draft plan. This allows Scottish Water to address the problems they can today. Scottish Water have said this will mean:

- Properties affected by repeated internal sewer flooding may rise by 200
- No new renewables in the next six years, meaning significant investment will be needed after 2033 to meet net zero by 2040
- A reduction in the replacement of water mains by 20% (meaning more customers experiencing repeated interruptions to their water supply)
- A reduction in investment in inspections by 50% (meaning Scottish Water know less about the condition of infrastructure)

## Band G: Business Plan (CPI + 3%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band G	Band G	Band G
		No Discount	25% Discount	35% Discount
	Now	£83	£63	£54
	2026/27	£88 £90	£66 £67	£57 £58
Business Plan Period	2027/28	£90 £94	£68 £71	£59 £61
	2028/29	£93 £99	£70 £74	£60 £64
	2029/30	£96 £104	£72 £78	£62 £68
	2030/31	£99 £109	£74 £82	£64 £71
	2031/32	£102 £115	£76 £86	£66 £75
	2032/33	£105 £120	£78 £90	£68 £78
	Change between <b>26/27</b> and <b>32/33</b>	£17 £31	£13 £23	£11 £20

The CPI+3% charge will provide £ 7.9 billion of investment, which is around £ 400 million less than what is in the draft plan. This allows Scottish Water to address the problems they can today. Scottish Water have said this will mean:

- Properties affected by repeated internal sewer flooding may rise by 200
- No new renewables in the next six years, meaning significant investment will be needed after 2033 to meet net zero by 2040
- A reduction in the replacement of water mains by 20% (meaning more customers experiencing repeated interruptions to their water supply)
- A reduction in investment in inspections by 50% (meaning Scottish Water know less about the condition of infrastructure)

## Band H: Business Plan (CPI + 3%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band H		Band H		Band H	
		No Discount	25% Discount	25% Discount	35% Discount	35% Discount	
	Now	£100		£75		£65	
	2026/27	£105	£108	£79	£81	£68	£70
Business Plan Period	2027/28	£108	£113	£81	£85	£70	£74
	2028/29	£111	£119	£84	£89	£72	£77
	2029/30	£115	£125	£86	£94	£75	£81
	2030/31	£118	£131	£89	£98	£77	£85
	2031/32	£122	£138	£91	£103	£79	£89
	2032/33	£125	£144	£94	£108	£82	£94
	Change between <b>26/27</b> and <b>32/33</b>	£20	£37	£15	£27	£13	£24

The CPI+3% charge will provide £ 7.9 billion of investment, which is around £ 400 million less than what is in the draft plan. This allows Scottish Water to address the problems they can today. Scottish Water have said this will mean:

- Properties affected by repeated internal sewer flooding may rise by 200
- No new renewables in the next six years, meaning significant investment will be needed after 2033 to meet net zero by 2040
- A reduction in the replacement of water mains by 20% (meaning more customers experiencing repeated interruptions to their water supply)
- A reduction in investment in inspections by 50% (meaning Scottish Water know less about the condition of infrastructure)

## Band A: Business Plan (CPI + 5%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band A		Band A		Band A	
		No Discount	25% Discount	25% Discount	35% Discount	35% Discount	35% Discount
	Now	£33		£25		£22	
Business Plan Period	2026/27	£35	£36	£26	£27	£23	£23
	2027/28	£37	£38	£28	£29	£24	£25
	2028/29	£39	£41	£29	£31	£25	£27
	2029/30	£41	£44	£30	£33	£26	£29
	2030/31	£43	£47	£32	£35	£28	£31
	2031/32	£45	£50	£34	£38	£29	£33
	2032/33	£47	£54	£35	£40	£31	£35
	Change between <b>26/27</b> and <b>32/33</b>	£12	£18	£9	£13	£8	£12

The CPI+5% charge will provide £ 8.7 billion of investment, which is around £ 400 million more than what is in the draft plan. This allows Scottish Water to deliver more. Scottish Water have said this will mean:

- Upgrading aging water treatment works that supply water to 62,000 customers
- Modernising more equipment at water treatment works across Scotland to reduce the number of problems they respond to
- Replacing some aging water mains which result in customers receiving persistently discoloured water
- Establishing a 'community fund' for community driven schemes that keep rainwater on the surface
- Beginning work on lower priority overflows where there is an environmental impact

## Band B: Business Plan (CPI + 5%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band B	Band B	Band B
		No Discount	25% Discount	35% Discount
	Now	£39	£29	£25
Business Plan Period	2026/27	£41 £42	£31 £31	£27 £27
	2027/28	£43 £45	£32 £34	£28 £29
	2028/29	£45 £48	£34 £36	£29 £31
	2029/30	£47 £51	£35 £39	£31 £33
	2030/31	£50 £55	£37 £41	£32 £36
	2031/32	£52 £59	£39 £44	£34 £38
	2032/33	£55 £63	£41 £47	£36 £41
	Change between <b>26/27</b> and <b>32/33</b>	£14 £21	£10 £16	£9 £14

The CPI+5% charge will provide £ 8.7 billion of investment, which is around £ 400 million more than what is in the draft plan. This allows Scottish Water to deliver more. Scottish Water have said this will mean:

- Upgrading aging water treatment works that supply water to 62,000 customers
- Modernising more equipment at water treatment works across Scotland to reduce the number of problems they respond to
- Replacing some aging water mains which result in customers receiving persistently discoloured water
- Establishing a 'community fund' for community driven schemes that keep rainwater on the surface
- Beginning work on lower priority overflows where there is an environmental impact

## Band C: Business Plan (CPI + 5%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band C		Band C		Band C	
		No Discount	25% Discount	25% Discount	35% Discount	35% Discount	35% Discount
	Now	£45		£33		£29	
	2026/27	£47	£48	£35	£36	£30	£31
Business Plan Period	2027/28	£49	£51	£37	£38	£32	£33
	2028/29	£51	£55	£39	£41	£33	£36
	2029/30	£54	£59	£41	£44	£35	£38
	2030/31	£57	£63	£43	£47	£37	£41
	2031/32	£60	£67	£45	£50	£39	£44
	2032/33	£63	£72	£47	£54	£41	£47
	Change between <b>26/27</b> and <b>32/33</b>	£16	£24	£12	£18	£10	£16

The CPI+5% charge will provide £ 8.7 billion of investment, which is around £ 400 million more than what is in the draft plan. This allows Scottish Water to deliver more. Scottish Water have said this will mean:

- Upgrading aging water treatment works that supply water to 62,000 customers
- Modernising more equipment at water treatment works across Scotland to reduce the number of problems they respond to
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- Establishing a 'community fund' for community driven schemes that keep rainwater on the surface
- Beginning work on lower priority overflows where there is an environmental impact

## Band D: Business Plan (CPI + 5%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band D No Discount	Band D 25% Discount	Band D 35% Discount
	Now	£50	£38	£33
Business Plan Period	2026/27	£53 £54	£39 £40	£34 £35
	2027/28	£55 £58	£41 £43	£36 £37
	2028/29	£58 £62	£43 £46	£38 £40
	2029/30	£61 £66	£46 £50	£40 £43
	2030/31	£64 £71	£48 £53	£42 £46
	2031/32	£67 £76	£50 £57	£44 £49
	2032/33	£70 £81	£53 £61	£46 £53
Change between <b>26/27</b> and <b>32/33</b>		£18 £27	£13 £20	£12 £18

The CPI+5% charge will provide £ 8.7 billion of investment, which is around £ 400 million more than what is in the draft plan. This allows Scottish Water to deliver more. Scottish Water have said this will mean:

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- Modernising more equipment at water treatment works across Scotland to reduce the number of problems they respond to
- Replacing some aging water mains which result in customers receiving persistently discoloured water
- Establishing a 'community fund' for community driven schemes that keep rainwater on the surface
- Beginning work on lower priority overflows where there is an environmental impact

## Band E: Business Plan (CPI + 5%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band E No Discount	Band E 25% Discount	Band E 35% Discount
	Now	£61	£46	£40
Business Plan Period	2026/27	£64 £66	£48 £49	£42 £43
	2027/28	£67 £70	£51 £53	£44 £46
	2028/29	£71 £75	£53 £57	£46 £49
	2029/30	£74 £81	£56 £61	£48 £52
	2030/31	£78 £86	£59 £65	£51 £56
	2031/32	£82 £92	£61 £69	£53 £60
	2032/33	£86 £99	£65 £74	£56 £64
Change between <b>26/27</b> and <b>32/33</b>		£22 £33	£16 £25	£14 £21

The CPI+5% charge will provide £ 8.7 billion of investment, which is around £ 400 million more than what is in the draft plan. This allows Scottish Water to deliver more. Scottish Water have said this will mean:

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- Replacing some aging water mains which result in customers receiving persistently discoloured water
- Establishing a 'community fund' for community driven schemes that keep rainwater on the surface
- Beginning work on lower priority overflows where there is an environmental impact

## Band F: Business Plan (CPI + 5%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band F	Band F	Band F
		No Discount	25% Discount	35% Discount
	Now	£72	£54	£47
Business Plan Period	2026/27	£76 £78	£57 £58	£49 £51
	2027/28	£80 £83	£60 £62	£52 £54
	2028/29	£84 £89	£63 £67	£54 £58
	2029/30	£88 £95	£66 £72	£57 £62
	2030/31	£92 £102	£69 £77	£60 £66
	2031/32	£97 £109	£73 £82	£63 £71
	2032/33	£102 £117	£76 £88	£66 £76
	Change between <b>26/27</b> and <b>32/33</b>	£26 £39	£19 £29	£17 £25

The CPI+5% charge will provide £ 8.7 billion of investment, which is around £ 400 million more than what is in the draft plan. This allows Scottish Water to deliver more. Scottish Water have said this will mean:

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- Modernising more equipment at water treatment works across Scotland to reduce the number of problems they respond to
- Replacing some aging water mains which result in customers receiving persistently discoloured water
- Establishing a 'community fund' for community driven schemes that keep rainwater on the surface
- Beginning work on lower priority overflows where there is an environmental impact

## Band G: Business Plan (CPI + 5%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band G	Band G	Band G
		No Discount	25% Discount	35% Discount
	Now	£83	£63	£54
	2026/27	£88 £90	£66 £67	£57 £58
Business Plan Period	2027/28	£92 £96	£69 £72	£60 £62
	2028/29	£97 £103	£72 £77	£63 £67
	2029/30	£101 £110	£76 £83	£66 £72
	2030/31	£106 £118	£80 £88	£69 £77
	2031/32	£112 £126	£84 £94	£73 £82
	2032/33	£117 £135	£88 £101	£76 £88
	Change between <b>26/27</b> and <b>32/33</b>	£30 £45	£22 £34	£19 £29

The CPI+5% charge will provide £ 8.7 billion of investment, which is around £ 400 million more than what is in the draft plan. This allows Scottish Water to deliver more. Scottish Water have said this will mean:

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- Replacing some aging water mains which result in customers receiving persistently discoloured water
- Establishing a 'community fund' for community driven schemes that keep rainwater on the surface
- Beginning work on lower priority overflows where there is an environmental impact

## Band H: Business Plan (CPI + 5%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band H No Discount		Band H 25% Discount		Band H 35% Discount	
	Now	£100		£75		£65	
	2026/27	£105	£108	£79	£81	£68	£70
Business Plan Period	2027/28	£110	£115	£83	£86	£72	£75
	2028/29	£116	£123	£87	£93	£75	£80
	2029/30	£122	£132	£91	£99	£79	£86
	2030/31	£128	£141	£96	£106	£83	£92
	2031/32	£134	£151	£101	£113	£87	£98
	2032/33	£141	£162	£106	£121	£92	£105
	Change between <b>26/27</b> and <b>32/33</b>	£36	£54	£27	£40	£23	£35

The CPI+5% charge will provide £ 8.7 billion of investment, which is around £ 400 million more than what is in the draft plan. This allows Scottish Water to deliver more. Scottish Water have said this will mean:

- Upgrading aging water treatment works that supply water to 62,000 customers
- Modernising more equipment at water treatment works across Scotland to reduce the number of problems they respond to
- Replacing some aging water mains which result in customers receiving persistently discoloured water
- Establishing a 'community fund' for community driven schemes that keep rainwater on the surface
- Beginning work on lower priority overflows where there is an environmental impact

# WATER ONLY CHARGES

SW Internal  
General

## Band A: Business Plan (CPI + 4%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band A		Band A		Band A	
		No Discount		25% Discount		35% Discount	
	Now	£15		£12		£10	
	2026/27	£16	£17	£12	£12	£11	£11
Business Plan Period	2027/28	£17	£18	£13	£13	£11	£11
	2028/29	£18	£19	£13	£14	£11	£12
	2029/30	£18	£20	£14	£15	£12	£13
	2030/31	£19	£21	£14	£16	£12	£14
	2031/32	£20	£22	£15	£17	£13	£14
	2032/33	£21	£24	£15	£18	£13	£15
Change between <b>26/27</b> and <b>32/33</b>		£4	£7	£3	£5	£3	£5

The CPI+4% charge will provide £ 8.3 billion of investment to deliver the outcomes we have been looking at. You can view these in the “Draft business plan investments” activity or scroll back for a “plan on a page” summary.

## Band B: Business Plan (CPI + 4%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band B No Discount		Band B 25% Discount		Band B 35% Discount	
	Now	£18		£14		£12	
	2026/27	£19	£19	£14	£15	£12	£13
Business Plan Period	2027/28	£20	£21	£15	£15	£13	£13
	2028/29	£20	£22	£15	£16	£13	£14
	2029/30	£21	£23	£16	£17	£14	£15
	2030/31	£22	£25	£17	£18	£14	£16
	2031/32	£23	£26	£17	£19	£15	£17
	2032/33	£24	£28	£18	£21	£16	£18
Change between <b>26/27</b> and <b>32/33</b>		£5	£8	£4	£6	£3	£5

The CPI+4% charge will provide £ 8.3 billion of investment to deliver the outcomes we have been looking at. You can view these in the “Draft business plan investments” activity or scroll back for a “plan on a page” summary.

## Band C: Business Plan (CPI + 4%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band C		Band C		Band C	
		No Discount		25% Discount		35% Discount	
	Now	£21		£15		£13	
	2026/27	£22	£22	£16	£17	£14	£14
Business Plan Period	2027/28	£22	£24	£17	£18	£15	£15
	2028/29	£23	£25	£18	£19	£15	£16
	2029/30	£24	£26	£18	£20	£16	£17
	2030/31	£25	£28	£19	£21	£16	£18
	2031/32	£26	£30	£20	£22	£17	£19
	2032/33	£27	£31	£21	£24	£18	£20
Change between <b>26/27</b> and <b>32/33</b>		£6	£9	£4	£7	£4	£6

The CPI+4% charge will provide £ 8.3 billion of investment to deliver the outcomes we have been looking at. You can view these in the “Draft business plan investments” activity or scroll back for a “plan on a page” summary.

## Band D: Business Plan (CPI + 4%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band D		Band D		Band D	
		No Discount		25% Discount		35% Discount	
	Now	£23		£17		£15	
	2026/27	£24	£25	£18	£19	£16	£16
Business Plan Period	2027/28	£25	£26	£19	£20	£16	£17
	2028/29	£26	£28	£20	£21	£17	£18
	2029/30	£27	£30	£21	£22	£18	£19
	2030/31	£28	£32	£21	£24	£18	£20
	2031/32	£30	£33	£22	£25	£19	£22
	2032/33	£31	£35	£23	£27	£20	£23
Change between <b>26/27</b> and <b>32/33</b>		£6	£10	£5	£8	£4	£7

The CPI+4% charge will provide £ 8.3 billion of investment to deliver the outcomes we have been looking at. You can view these in the “Draft business plan investments” activity or scroll back for a “plan on a page” summary.

## Band E: Business Plan (CPI + 4%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band E		Band E		Band E	
		No Discount		25% Discount		35% Discount	
	Now	£28		£21		£18	
	2026/27	£30	£30	£22	£23	£19	£20
Business Plan Period	2027/28	£31	£32	£23	£24	£20	£21
	2028/29	£32	£34	£24	£26	£21	£22
	2029/30	£33	£36	£25	£27	£22	£24
	2030/31	£35	£39	£26	£29	£23	£25
	2031/32	£36	£41	£27	£31	£24	£27
	2032/33	£38	£43	£28	£32	£24	£28
Change between <b>26/27</b> and <b>32/33</b>		£8	£13	£6	£10	£5	£8

The CPI+4% charge will provide £ 8.3 billion of investment to deliver the outcomes we have been looking at. You can view these in the “Draft business plan investments” activity or scroll back for a “plan on a page” summary.

## Band F: Business Plan (CPI + 4%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band F	Band F	Band F
		No Discount	25% Discount	35% Discount
	Now	£33	£25	£22
Business Plan Period	2026/27	£35 £36	£26 £27	£23 £23
	2027/28	£37 £38	£27 £29	£24 £25
	2028/29	£38 £40	£28 £30	£25 £26
	2029/30	£40 £43	£30 £32	£26 £28
	2030/31	£41 £46	£31 £34	£27 £30
	2031/32	£43 £48	£32 £36	£28 £31
	2032/33	£44 £51	£33 £38	£29 £33
	Change between <b>26/27</b> and <b>32/33</b>	£9 £15	£7 £11	£6 £10

The CPI+4% charge will provide £ 8.3 billion of investment to deliver the outcomes we have been looking at. You can view these in the “Draft business plan investments” activity or scroll back for a “plan on a page” summary.

## Band G: Business Plan (CPI + 4%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band G		Band G		Band G	
		No Discount		25% Discount		35% Discount	
	Now	£39		£29		£25	
	2026/27	£41	£42	£30	£31	£26	£27
Business Plan Period	2027/28	£42	£44	£32	£33	£27	£29
	2028/29	£44	£47	£33	£35	£28	£30
	2029/30	£46	£50	£34	£37	£30	£32
	2030/31	£47	£53	£36	£39	£31	£34
	2031/32	£49	£56	£37	£42	£32	£36
	2032/33	£51	£59	£38	£44	£33	£38
Change between <b>26/27</b> and <b>32/33</b>		£11	£17	£8	£13	£7	£11

The CPI+4% charge will provide £ 8.3 billion of investment to deliver the outcomes we have been looking at. You can view these in the “Draft business plan investments” activity or scroll back for a “plan on a page” summary.

## Band H: Business Plan (CPI + 4%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band H No Discount	Band H 25% Discount	Band H 35% Discount
	Now	£46	£35	£30
	2026/27	£49 £50	£36 £37	£32 £32
Business Plan Period	2027/28	£51 £53	£38 £40	£33 £34
	2028/29	£53 £56	£39 £42	£34 £36
	2029/30	£55 £59	£41 £45	£36 £39
	2030/31	£57 £63	£43 £47	£37 £41
	2031/32	£59 £67	£44 £50	£38 £43
	2032/33	£62 £71	£46 £53	£40 £46
Change between <b>26/27</b> and <b>32/33</b>		£13 £21	£10 £16	£8 £14

The CPI+4% charge will provide £ 8.3 billion of investment to deliver the outcomes we have been looking at. You can view these in the “Draft business plan investments” activity or scroll back for a “plan on a page” summary.

## Band A: Business Plan (CPI + 3%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band A		Band A		Band A	
		No Discount		25% Discount		35% Discount	
	Now	£15		£12		£10	
	2026/27	£16	£17	£12	£12	£11	£11
Business Plan Period	2027/28	£17	£17	£13	£13	£11	£11
	2028/29	£17	£18	£13	£14	£11	£12
	2029/30	£18	£19	£13	£14	£12	£13
	2030/31	£18	£20	£14	£15	£12	£13
	2031/32	£19	£21	£14	£16	£12	£14
	2032/33	£19	£22	£15	£17	£13	£14
	Change between <b>26/27</b> and <b>32/33</b>	£3	£6	£2	£4	£2	£4

The CPI+3% charge will provide £ 7.9 billion of investment, which is around £ 400 million less than what is in the draft plan. This allows Scottish Water to address the problems they can today. Scottish Water have said this will mean:

- Properties affected by repeated internal sewer flooding may rise by 200
- No new renewables in the next six years, meaning significant investment will be needed after 2033 to meet net zero by 2040
- A reduction in the replacement of water mains by 20% (meaning more customers experiencing repeated interruptions to their water supply)
- A reduction in investment in inspections by 50% (meaning Scottish Water know less about the condition of infrastructure)

## Band B: Business Plan (CPI + 3%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band B		Band B		Band B	
		No Discount		25% Discount		35% Discount	
	Now	£18		£14		£12	
	2026/27	£19	£19	£14	£15	£12	£13
Business Plan Period	2027/28	£19	£20	£15	£15	£13	£13
	2028/29	£20	£21	£15	£16	£13	£14
	2029/30	£21	£22	£16	£17	£13	£15
	2030/31	£21	£24	£16	£18	£14	£15
	2031/32	£22	£25	£16	£19	£14	£16
	2032/33	£23	£26	£17	£19	£15	£17
Change between <b>26/27</b> and <b>32/33</b>		£4	£7	£3	£5	£2	£4

The CPI+3% charge will provide £ 7.9 billion of investment, which is around £ 400 million less than what is in the draft plan. This allows Scottish Water to address the problems they can today. Scottish Water have said this will mean:

- Properties affected by repeated internal sewer flooding may rise by 200
- No new renewables in the next six years, meaning significant investment will be needed after 2033 to meet net zero by 2040
- A reduction in the replacement of water mains by 20% (meaning more customers experiencing repeated interruptions to their water supply)
- A reduction in investment in inspections by 50% (meaning Scottish Water know less about the condition of infrastructure)

## Band C: Business Plan (CPI + 3%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band C		Band C		Band C	
		No Discount		25% Discount		35% Discount	
	Now	£21		£15		£13	
	2026/27	£22	£22	£16	£17	£14	£14
Business Plan Period	2027/28	£22	£23	£17	£17	£14	£15
	2028/29	£23	£24	£17	£18	£15	£16
	2029/30	£24	£26	£18	£19	£15	£17
	2030/31	£24	£27	£18	£20	£16	£18
	2031/32	£25	£28	£19	£21	£16	£18
	2032/33	£26	£30	£19	£22	£17	£19
	Change between <b>26/27</b> and <b>32/33</b>	£4	£8	£3	£6	£3	£5

The CPI+3% charge will provide £ 7.9 billion of investment, which is around £ 400 million less than what is in the draft plan. This allows Scottish Water to address the problems they can today. Scottish Water have said this will mean:

- Properties affected by repeated internal sewer flooding may rise by 200
- No new renewables in the next six years, meaning significant investment will be needed after 2033 to meet net zero by 2040
- A reduction in the replacement of water mains by 20% (meaning more customers experiencing repeated interruptions to their water supply)
- A reduction in investment in inspections by 50% (meaning Scottish Water know less about the condition of infrastructure)

## Band D: Business Plan (CPI + 3%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band D		Band D		Band D	
		No Discount		25% Discount		35% Discount	
	Now	£23		£17		£15	
	2026/27	£24	£25	£18	£19	£16	£16
Business Plan Period	2027/28	£25	£26	£19	£20	£16	£17
	2028/29	£26	£28	£19	£21	£17	£18
	2029/30	£27	£29	£20	£22	£17	£19
	2030/31	£27	£30	£21	£23	£18	£20
	2031/32	£28	£32	£21	£24	£18	£21
	2032/33	£29	£33	£22	£25	£19	£22
	Change between <b>26/27</b> and <b>32/33</b>	£5	£8	£4	£6	£3	£6

The CPI+3% charge will provide £ 7.9 billion of investment, which is around £ 400 million less than what is in the draft plan. This allows Scottish Water to address the problems they can today. Scottish Water have said this will mean:

- Properties affected by repeated internal sewer flooding may rise by 200
- No new renewables in the next six years, meaning significant investment will be needed after 2033 to meet net zero by 2040
- A reduction in the replacement of water mains by 20% (meaning more customers experiencing repeated interruptions to their water supply)
- A reduction in investment in inspections by 50% (meaning Scottish Water know less about the condition of infrastructure)

## Band E: Business Plan (CPI + 3%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band E		Band E		Band E	
		No Discount		25% Discount		35% Discount	
	Now	£28		£21		£18	
	2026/27	£30	£30	£22	£23	£19	£20
Business Plan Period	2027/28	£31	£32	£23	£24	£20	£21
	2028/29	£32	£34	£24	£25	£20	£22
	2029/30	£32	£35	£24	£26	£21	£23
	2030/31	£33	£37	£25	£28	£22	£24
	2031/32	£34	£39	£26	£29	£22	£25
	2032/33	£35	£41	£27	£31	£23	£27
Change between <b>26/27</b> and <b>32/33</b>		£6	£10	£4	£8	£4	£7

The CPI+3% charge will provide £ 7.9 billion of investment, which is around £ 400 million less than what is in the draft plan. This allows Scottish Water to address the problems they can today. Scottish Water have said this will mean:

- Properties affected by repeated internal sewer flooding may rise by 200
- No new renewables in the next six years, meaning significant investment will be needed after 2033 to meet net zero by 2040
- A reduction in the replacement of water mains by 20% (meaning more customers experiencing repeated interruptions to their water supply)
- A reduction in investment in inspections by 50% (meaning Scottish Water know less about the condition of infrastructure)

## Band F: Business Plan (CPI + 3%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band F		Band F		Band F	
		No Discount		25% Discount		35% Discount	
	Now	£33		£25		£22	
	2026/27	£35	£36	£26	£27	£23	£23
Business Plan Period	2027/28	£36	£38	£27	£28	£24	£25
	2028/29	£37	£40	£28	£30	£24	£26
	2029/30	£38	£42	£29	£31	£25	£27
	2030/31	£40	£44	£30	£33	£26	£28
	2031/32	£41	£46	£31	£34	£26	£30
	2032/33	£42	£48	£31	£36	£27	£31
	Change between <b>26/27</b> and <b>32/33</b>	£7	£12	£5	£9	£4	£8

The CPI+3% charge will provide £ 7.9 billion of investment, which is around £ 400 million less than what is in the draft plan. This allows Scottish Water to address the problems they can today. Scottish Water have said this will mean:

- Properties affected by repeated internal sewer flooding may rise by 200
- No new renewables in the next six years, meaning significant investment will be needed after 2033 to meet net zero by 2040
- A reduction in the replacement of water mains by 20% (meaning more customers experiencing repeated interruptions to their water supply)
- A reduction in investment in inspections by 50% (meaning Scottish Water know less about the condition of infrastructure)

## Band G: Business Plan (CPI + 3%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band G		Band G		Band G	
		No Discount		25% Discount		35% Discount	
	Now	£39		£29		£25	
	2026/27	£41	£42	£30	£31	£26	£27
Business Plan Period	2027/28	£42	£44	£31	£33	£27	£28
	2028/29	£43	£46	£32	£34	£28	£30
	2029/30	£44	£48	£33	£36	£29	£31
	2030/31	£46	£51	£34	£38	£30	£33
	2031/32	£47	£53	£35	£40	£31	£34
	2032/33	£48	£56	£36	£42	£31	£36
Change between <b>26/27</b> and <b>32/33</b>		£8	£14	£6	£11	£5	£9

The CPI+3% charge will provide £ 7.9 billion of investment, which is around £ 400 million less than what is in the draft plan. This allows Scottish Water to address the problems they can today. Scottish Water have said this will mean:

- Properties affected by repeated internal sewer flooding may rise by 200
- No new renewables in the next six years, meaning significant investment will be needed after 2033 to meet net zero by 2040
- A reduction in the replacement of water mains by 20% (meaning more customers experiencing repeated interruptions to their water supply)
- A reduction in investment in inspections by 50% (meaning Scottish Water know less about the condition of infrastructure)

## Band H: Business Plan (CPI + 3%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band H		Band H		Band H	
		No Discount		25% Discount		35% Discount	
	Now	£46		£35		£30	
	2026/27	£49	£50	£36	£37	£32	£32
Business Plan Period	2027/28	£50	£52	£38	£39	£33	£34
	2028/29	£52	£55	£39	£41	£34	£36
	2029/30	£53	£58	£40	£43	£35	£38
	2030/31	£55	£61	£41	£45	£36	£39
	2031/32	£56	£64	£42	£48	£37	£41
	2032/33	£58	£67	£44	£50	£38	£43
Change between <b>26/27</b> and <b>32/33</b>		£9	£17	£7	£13	£6	£11

The CPI+3% charge will provide £ 7.9 billion of investment, which is around £ 400 million less than what is in the draft plan. This allows Scottish Water to address the problems they can today. Scottish Water have said this will mean:

- Properties affected by repeated internal sewer flooding may rise by 200
- No new renewables in the next six years, meaning significant investment will be needed after 2033 to meet net zero by 2040
- A reduction in the replacement of water mains by 20% (meaning more customers experiencing repeated interruptions to their water supply)
- A reduction in investment in inspections by 50% (meaning Scottish Water know less about the condition of infrastructure)

## Band A: Business Plan (CPI + 5%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band A		Band A		Band A	
		No Discount		25% Discount		35% Discount	
	Now	£15		£12		£10	
	2026/27	£16	£17	£12	£12	£11	£11
Business Plan Period	2027/28	£17	£18	£13	£13	£11	£12
	2028/29	£18	£19	£13	£14	£12	£12
	2029/30	£19	£20	£14	£15	£12	£13
	2030/31	£20	£22	£15	£16	£13	£14
	2031/32	£21	£23	£16	£17	£13	£15
	2032/33	£22	£25	£16	£19	£14	£16
	Change between <b>26/27</b> and <b>32/33</b>	£6	£8	£4	£6	£4	£5

The CPI+5% charge will provide £ 8.7 billion of investment, which is around £ 400 million more than what is in the draft plan. This allows Scottish Water to deliver more. Scottish Water have said this will mean:

- Upgrading aging water treatment works that supply water to 62,000 customers
- Modernising more equipment at water treatment works across Scotland to reduce the number of problems they respond to
- Replacing some aging water mains which result in customers receiving persistently discoloured water
- Establishing a 'community fund' for community driven schemes that keep rainwater on the surface
- Beginning work on lower priority overflows where there is an environmental impact

## Band B: Business Plan (CPI + 5%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band B		Band B		Band B	
		No Discount		25% Discount		35% Discount	
	Now	£18		£14		£12	
	2026/27	£19	£19	£14	£15	£12	£13
Business Plan Period	2027/28	£20	£21	£15	£16	£13	£13
	2028/29	£21	£22	£16	£17	£14	£14
	2029/30	£22	£24	£16	£18	£14	£15
	2030/31	£23	£25	£17	£19	£15	£17
	2031/32	£24	£27	£18	£20	£16	£18
	2032/33	£25	£29	£19	£22	£16	£19
Change between <b>26/27</b> and <b>32/33</b>		£6	£10	£5	£7	£4	£6

The CPI+5% charge will provide £ 8.7 billion of investment, which is around £ 400 million more than what is in the draft plan. This allows Scottish Water to deliver more. Scottish Water have said this will mean:

- Upgrading aging water treatment works that supply water to 62,000 customers
- Modernising more equipment at water treatment works across Scotland to reduce the number of problems they respond to
- Replacing some aging water mains which result in customers receiving persistently discoloured water
- Establishing a 'community fund' for community driven schemes that keep rainwater on the surface
- Beginning work on lower priority overflows where there is an environmental impact

## Band C: Business Plan (CPI + 5%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band C		Band C		Band C	
		No Discount	25% Discount	25% Discount	35% Discount	35% Discount	
	Now	£21		£15		£13	
	2026/27	£22	£22	£16	£17	£14	£14
Business Plan Period	2027/28	£23	£24	£17	£18	£15	£15
	2028/29	£24	£25	£18	£19	£15	£17
	2029/30	£25	£27	£19	£20	£16	£18
	2030/31	£26	£29	£20	£22	£17	£19
	2031/32	£28	£31	£21	£23	£18	£20
	2032/33	£29	£33	£22	£25	£19	£22
	Change between <b>26/27</b> and <b>32/33</b>	£7	£11	£6	£8	£5	£7

The CPI+5% charge will provide £ 8.7 billion of investment, which is around £ 400 million more than what is in the draft plan. This allows Scottish Water to deliver more. Scottish Water have said this will mean:

- Upgrading aging water treatment works that supply water to 62,000 customers
- Modernising more equipment at water treatment works across Scotland to reduce the number of problems they respond to
- Replacing some aging water mains which result in customers receiving persistently discoloured water
- Establishing a 'community fund' for community driven schemes that keep rainwater on the surface
- Beginning work on lower priority overflows where there is an environmental impact

## Band D: Business Plan (CPI + 5%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band D		Band D		Band D	
		No Discount	25% Discount	25% Discount	35% Discount	35% Discount	
	Now	£23		£17		£15	
	2026/27	£24	£25	£18	£19	£16	£16
Business Plan Period	2027/28	£26	£27	£19	£20	£17	£17
	2028/29	£27	£29	£20	£21	£17	£19
	2029/30	£28	£31	£21	£23	£18	£20
	2030/31	£30	£33	£22	£25	£19	£21
	2031/32	£31	£35	£23	£26	£20	£23
	2032/33	£33	£37	£24	£28	£21	£24
	Change between <b>26/27</b> and <b>32/33</b>	£8	£12	£6	£9	£5	£8

The CPI+5% charge will provide £ 8.7 billion of investment, which is around £ 400 million more than what is in the draft plan. This allows Scottish Water to deliver more. Scottish Water have said this will mean:

- Upgrading aging water treatment works that supply water to 62,000 customers
- Modernising more equipment at water treatment works across Scotland to reduce the number of problems they respond to
- Replacing some aging water mains which result in customers receiving persistently discoloured water
- Establishing a 'community fund' for community driven schemes that keep rainwater on the surface
- Beginning work on lower priority overflows where there is an environmental impact

## Band E: Business Plan (CPI + 5%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band E		Band E		Band E	
		No Discount		25% Discount		35% Discount	
	Now	£28		£21		£18	
	2026/27	£30	£30	£22	£23	£19	£20
Business Plan Period	2027/28	£31	£33	£23	£24	£20	£21
	2028/29	£33	£35	£25	£26	£21	£23
	2029/30	£34	£37	£26	£28	£22	£24
	2030/31	£36	£40	£27	£30	£23	£26
	2031/32	£38	£43	£28	£32	£25	£28
	2032/33	£40	£46	£30	£34	£26	£30
	Change between <b>26/27</b> and <b>32/33</b>	£10	£15	£8	£11	£7	£10

The CPI+5% charge will provide £ 8.7 billion of investment, which is around £ 400 million more than what is in the draft plan. This allows Scottish Water to deliver more. Scottish Water have said this will mean:

- Upgrading aging water treatment works that supply water to 62,000 customers
- Modernising more equipment at water treatment works across Scotland to reduce the number of problems they respond to
- Replacing some aging water mains which result in customers receiving persistently discoloured water
- Establishing a 'community fund' for community driven schemes that keep rainwater on the surface
- Beginning work on lower priority overflows where there is an environmental impact

## Band F: Business Plan (CPI + 5%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band F	Band F	Band F
		No Discount	25% Discount	35% Discount
	Now	£33	£25	£22
	2026/27	£35 £36	£26 £27	£23 £23
Business Plan Period	2027/28	£37 £39	£28 £29	£24 £25
	2028/29	£39 £41	£29 £31	£25 £27
	2029/30	£41 £44	£30 £33	£26 £29
	2030/31	£43 £47	£32 £35	£28 £31
	2031/32	£45 £51	£34 £38	£29 £33
	2032/33	£47 £54	£35 £41	£31 £35
	Change between <b>26/27</b> and <b>32/33</b>	£12 £18	£9 £14	£8 £12

The CPI+5% charge will provide £ 8.7 billion of investment, which is around £ 400 million more than what is in the draft plan. This allows Scottish Water to deliver more. Scottish Water have said this will mean:

- Upgrading aging water treatment works that supply water to 62,000 customers
- Modernising more equipment at water treatment works across Scotland to reduce the number of problems they respond to
- Replacing some aging water mains which result in customers receiving persistently discoloured water
- Establishing a 'community fund' for community driven schemes that keep rainwater on the surface
- Beginning work on lower priority overflows where there is an environmental impact

## Band G: Business Plan (CPI + 5%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band G		Band G		Band G	
		No Discount		25% Discount		35% Discount	
	Now	£39		£29		£25	
	2026/27	£41	£42	£30	£31	£26	£27
Business Plan Period	2027/28	£43	£44	£32	£33	£28	£29
	2028/29	£45	£48	£34	£36	£29	£31
	2029/30	£47	£51	£35	£38	£30	£33
	2030/31	£49	£55	£37	£41	£32	£35
	2031/32	£52	£58	£39	£44	£34	£38
	2032/33	£54	£62	£41	£47	£35	£41
	Change between <b>26/27</b> and <b>32/33</b>	£14	£21	£10	£16	£9	£14

The CPI+5% charge will provide £ 8.7 billion of investment, which is around £ 400 million more than what is in the draft plan. This allows Scottish Water to deliver more. Scottish Water have said this will mean:

- Upgrading aging water treatment works that supply water to 62,000 customers
- Modernising more equipment at water treatment works across Scotland to reduce the number of problems they respond to
- Replacing some aging water mains which result in customers receiving persistently discoloured water
- Establishing a 'community fund' for community driven schemes that keep rainwater on the surface
- Beginning work on lower priority overflows where there is an environmental impact

## Band H: Business Plan (CPI + 5%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band H	Band H	Band H
		No Discount	25% Discount	35% Discount
	Now	£46	£35	£30
	2026/27	£49 £50	£36 £37	£32 £32
Business Plan Period	2027/28	£51 £53	£38 £40	£33 £35
	2028/29	£54 £57	£40 £43	£35 £37
	2029/30	£56 £61	£42 £46	£37 £40
	2030/31	£59 £65	£44 £49	£38 £43
	2031/32	£62 £70	£47 £52	£40 £45
	2032/33	£65 £75	£49 £56	£42 £49
	Change between <b>26/27</b> and <b>32/33</b>	£17 £25	£12 £19	£11 £16

The CPI+5% charge will provide £ 8.7 billion of investment, which is around £ 400 million more than what is in the draft plan. This allows Scottish Water to deliver more. Scottish Water have said this will mean:

- Upgrading aging water treatment works that supply water to 62,000 customers
- Modernising more equipment at water treatment works across Scotland to reduce the number of problems they respond to
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- Beginning work on lower priority overflows where there is an environmental impact

## 8. Non-household Cohort – Phase 2 Engagement – Background Pack

### Research about Scotland's water and waste water service Background pack

Ahead of our discussion, we'd like you to read this information about water and waste water services in Scotland. This is so that you have some familiarity with how things work and we can focus on the draft business plan when we speak.

To begin, [here is a handy 10-minute video](#) about how water and waste water services work in Scotland, including how they are paid for. Please watch this video before reading on!

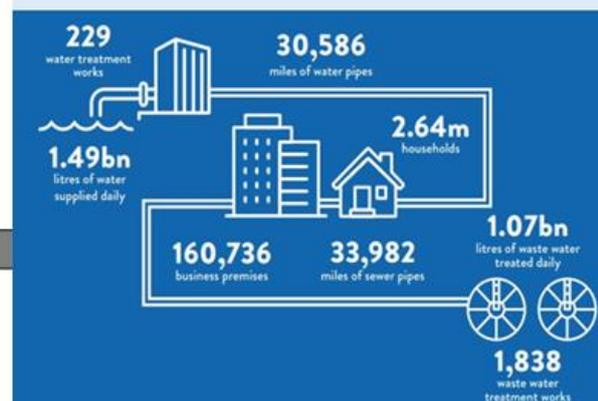
Household customers pay for their water and waste water services alongside their council tax, while **business customers pay through a licenced provider**. Business customers in Scotland choose their supplier for water and waste services, similar to other utilities such as gas and electricity.

**Scottish Water acts as the wholesaler**, selling water and sewerage services to licenced providers. This makes up a large part of the bill that businesses pay.

Most businesses in Scotland are metered for water and sewerage charges

### Introducing Scottish Water

- **Scottish Water** supplies **clean water to your taps** and takes away **waste water** (e.g. sewage) from toilets & sinks; serving 2.64 million homes and 160,000 businesses across Scotland.
- It is **publicly owned**, answerable to the **Scottish Government** and **independently regulated**
- It plays a key role in looking after Scotland's water resources and maintains **infrastructure** such as **reservoirs, pipes, sewers, and treatment works**.
- It is responsible for the water and **waste water** (sewage) pipes **up to the boundary of your property**.



Decisions about our service and the amount we pay are made during a process called the **Strategic Review of Charges**. This happens every six years and is conducted by the independent economic regulator **WICS** (The Water Industry Commission for Scotland). The review sets the maximum prices that Scottish Water can charge customers, aiming to ensure that prices are fair and based on the actual cost of providing the service.

**The water sector is facing big challenges.**

Scottish Water therefore has to think really hard about the future to make sure that the right things are being built in the right places, at the right time.

Interested in Scottish Water's current performance? [Watch this video to find out more.](#)

**Severe Weather**



Climate change is driving severe weather that's putting growing pressure on Scotland's water and waste water (sewage) systems.

**Population change**



Scotland's population is growing and shifting east, with more people living alone and an increasing number of households.

**Ageing Infrastructure**



Much of our infrastructure is ageing and now needs upgrading or replacement to stay reliable.

To help them do this, they have published a [Long-Term Strategy](#). It sets out what they want to deliver for Scotland over the next 25 years, including that:

1. [Scotland's tap water remains a source of national pride.](#)
2. [Scotland's rivers and seas improve, and our communities are protected from flooding.](#)
3. [Scottish Water plays a key role in enabling Scotland's sustainable economic and housing growth.](#)

You can find out more about the Long-Term Strategy in [this video](#).

Scottish Water set out **six-year business plans** to work towards their longer term goals. Here are some of the things that Scottish Water will focus on in the next six years to achieve these longer term aims:

- |   |  |
|---|--|
| <a href="#">Providing quality drinking water</a>          | <a href="#">Support economic growth</a>                        |
| <a href="#">Manage rainwater to reduce load on sewers</a> | <a href="#">Protect the water environment</a>                  |
| <a href="#">Maintaining and repairing assets</a>          | <a href="#">Ensuring a continuous supply of drinking water</a> |

**Scottish Water are currently developing their business plan for the next six-year period, from 2027-33. This part of the Strategic Review of Charges process (or SR27). This is where you come in! When we speak with you, we will share key bits of the draft business plan, including what Scottish Water intends to focus on, what level of investment is required, and how that will affect customer charges. And we want to know what you think!**

SW General

# 9. Non-household Cohort – Phase 2 Engagement – Discussion Guide

Interviews with 40 non-domestic/non-household (NHH) customers, 60 minutes. Fieldwork is taking place between Monday 18 August and Friday 26 September.

## Purpose:

- To introduce non-household (NHH) participants to the process and ensure they understand the aims, their role, and what will happen with the findings.
- To support participants' learning, so that they understand how water services are provided and paid for in Scotland, SW's current aims and challenges, and key aspects of the current long-term strategy.
- Introduce/gather views on key business plan content and acceptability of reference charging scenario/alternatives.

Time allocated	Interview section	Questions and materials
Pre-interview	Advance information pack	Information pack to be sent to non-domestic customers including: <ul style="list-style-type: none"> <li>• Overview of SW/water services (WS1 presentation recording)</li> <li>• Information sheet (2 pages) summarising SW's aims, challenges/performance and Long-Term Strategy, with links to presentation recordings and other material</li> </ul>
5 mins	Introduction, scene-setting and consent	<b>Introduce the research:</b> <ul style="list-style-type: none"> <li>• My name is XXX and I'm a researcher at Ipsos. For the first few minutes I am going to explain what this research is about, why you have been asked to take part in this interview, and what it will involve.</li> <li>• This research is being carried out to inform decisions about our water and waste water services in Scotland, including how they are paid for. The findings will help inform Scottish Water's business plan and decisions around future investment and charges.</li> <li>• Ipsos is an independent research company and we have been asked to conduct this research on behalf of Consumer Scotland.</li> <li>• Consumer Scotland's role is to ensure that the views of consumers' are reflected in Scottish Water's business plan, that affordability issues have been taken into consideration when</li> </ul>

Time allocated	Interview section	Questions and materials
		<p>setting water charges, and that decisions about where to invest reflect what is most important to Scottish Water's customers.</p> <p><b>Explain their role</b></p> <ul style="list-style-type: none"> <li>• Your input is part of a range of public engagement that Scottish Water and others in the water sector have been undertaking to hear from a wide range of customers.</li> <li>• We are seeking your views on Scottish Water's draft business plan. Scottish Water will aim to take on board the views being gathered through the process as it works towards delivery of the final version of the business plan. The final confirmation stage of the process will ask consumers whether Scottish Water's final business plan commands their support</li> <li>• We are engaging with households and businesses as part of this research. Today we want to focus on your experience as a business customer in Scotland.</li> </ul> <p><b>Explain what to expect and consent to record</b></p> <ul style="list-style-type: none"> <li>• The interview will last up to an hour and will involve a walk through of Scottish Water's draft business plan and some discussion around specific parts of it. If you are interested, we can share the full draft business plan with you afterwards. It is a long document, so we have tried to summarise it for you as much as possible!</li> <li>• There are no right or wrong answers, we're just interested in your views.</li> <li>• The research is voluntary, so if there are any questions you'd prefer not to answer, that's fine. And if you want to pause or stop the interview at any point you can do so and you don't need to explain why.</li> <li>• Everything you say will be treated in the strictest confidence and you will remain anonymous. That means that no information about individuals will be passed on to anyone outside the Ipsos research team, and neither Consumer Scotland, nor anyone else receiving the findings, will be able to identify individuals in any reports that Ipsos produce.</li> <li>• Any questions?</li> <li>• Request permission to record interview - recording is just to help us spend more time listening, and less time writing notes. Once this has been used to help write the final report, it is securely deleted. It will not be share with anyone outside the Ipsos research team.</li> </ul>
10 mins	Participant background	To begin, I'd like to learn more about your business, water usage and the service you get at the moment.

Time allocated	Interview section	Questions and materials
		<ul style="list-style-type: none"> <li>• <b>Can you tell me a bit about your business and what you do?</b></li> <li>• <b>Could you tell me what you know about your water supplier?</b> <ul style="list-style-type: none"> <li>○ What, if anything, do you know about licensed providers and what they do?</li> <li>○ What, if anything do you about Scottish Water and what they do?</li> <li>○ What do you know about how pay for water and waste water services?</li> <li>○ Did you know those things before taking part in this research, or did you read about them in the information pack we sent you? (<i>Note what they already knew/what was new</i>)</li> </ul> </li> <li>• (IF NOT COVERED) <b>How much do you feel you know about your water supply?</b> <ul style="list-style-type: none"> <li>○ What about what happens to waste water when it leaves your business premises – how much do you feel you know about that?</li> </ul> </li> <li>• <b>How important is water to your operations?</b> <i>Refer to answer given during screening (Q15) and probe for more details:</i> <ul style="list-style-type: none"> <li>○ What do you use water for?</li> <li>○ How often?</li> <li>○ How would the business be affected if your supply was disrupted in some way? (E.g. if there was a supply interruption)</li> </ul> </li> <li>• <b>If not available in screener: And how much roughly does your business spend on water and waste water services per year?</b> (or per month if that's more readily available).</li> <li>• <b>If available in screener: You told us that your business spends £X on water and waste water services per year, is that right?</b> <ul style="list-style-type: none"> <li>○ And is your bill based on a water meter?</li> </ul> </li> <li>• <b>Generally, how do you feel about the water and wastewater service provided to your business?</b> <ul style="list-style-type: none"> <li>○ Why do you say that? <i>PROBE for how satisfied they are at present, and what underlies that</i></li> </ul> </li> </ul>

Time allocated	Interview section	Questions and materials
		<ul style="list-style-type: none"> <li>○ [if time] Have you had any issues with your service, with your licensed provider or with Scottish Water in the past?</li> </ul>
5 mins	Views on SW's current challenges, aims and LTS	<p>MODERATOR – THROUGHOUT MAKE SURE TO PROMPT BUSINESSES TO ANSWER AS A <i>BUSINESS</i> AND NOT AS A HOUSEHOLD CONSUMER</p> <p>Moving on, I'd now like to refer to the information we sent you in advance of the interview and ask you some questions about that. Did you get a chance to look over it?  <i>If they did, proceed to questions (can bring up on screen if needed)</i>  <i>If they didn't, show on screen and talk through briefly, asking Qs as you go</i></p> <ul style="list-style-type: none"> <li>• <b>[Show on screen] The information pack outlined the main challenges facing the water sector (the climate crisis, population change, ageing assets), and Scottish Water's Long-Term Strategy for addressing these big challenges. What did you think of this?</b> <ul style="list-style-type: none"> <li>○ Were you surprised by the challenges facing the water sector?</li> </ul> </li> <li>• <b>What did you make of the three areas that Scottish Water aims to achieve as part of its Long Term Strategy? So that was:</b> <ul style="list-style-type: none"> <li>○ <b>Scotland's tap water remains a source of national pride</b></li> <li>○ <b>Scotland's rivers and seas improve, and our communities are protected from flooding</b></li> <li>○ <b>Scottish Water plays a key role in enabling Scotland's sustainable economic and housing growth</b></li> <li>○ Is there anything here that you agree or disagree with? <i>PROBE for reasoning, noting down areas mentioned to revisit later</i></li> <li>○ What stands out to you as feeling most important? Why is that? <i>Make a note to refer back to later</i></li> </ul> </li> </ul>
35 mins	Walk through draft business plan and gather views	<p>We're now going to look at Scottish Water's draft business plan...</p> <p>I'm going to talk you through the key points from the draft business plan. I'll pause at points to get your reactions and views on this. This is all based on information that Scottish Water has provided, but please remember that we are independent from Scottish Water and are interested in what you</p>

Time allocated	Interview section	Questions and materials
		<p>think, so please feel free to be completely honest about what you agree or disagree with, and it's also completely okay to not be sure either way.</p> <p><i>[READ OUT]</i> Scottish Water acts as the wholesaler in the market, selling water and sewerage services to water suppliers. Customers' water prices are agreed between individual customers and their suppliers, like your gas and electricity bills. Businesses pay different amounts depending on their water supplier, current tariff and usage. Wholesale prices make up a large proportion of the bill, and these are set every year, based on an agreement between Scottish Water and the Water Industry Commission for Scotland, the economic regulator.</p> <p><b>(8-10 mins)</b></p> <p><b>Talk through slides 2-3 introducing overview of draft business plan/cost of the plan, then keep slide 2 on screen for discussion.</b></p> <p><b>SLIDE 2:</b> <i>This first slide show you the key things that Scottish Water wants to do over the next 6 years. These are grouped under the 3 long term outcomes that we've just looked at.</i></p> <p><i>First you will see the <b>maintenance</b> is one of the areas shown. Scottish Water has huge amounts of equipment that enable it to provide services – including reservoirs, clean water pipes, waste water pipes, water treatment works, waste water treatment works. All of these types of equipment are built to last many years and must be maintained.</i></p> <p><i>Scottish Water also looks to make sure it is meeting all of the legislation and regulations around delivering clean water services and protecting the environment, and deliver against customer priorities. So it will continue to <b>reduce leakage</b>, improve <b>the quality of water</b> it delivers, and protect customers from drought risk (which you can see under the <b>reliable water</b> box shown).</i></p> <p><i>It will protect the natural environment by reducing our impact on rivers through things like <b>combined sewer overflows</b> and reduce the impact of <b>sewer flooding</b>.</i></p>

Time allocated	Interview section	Questions and materials
		<p>The business plan includes actions that help Scottish Water play a role in Scotland's <b>economic and housing growth, building tomorrow's workforce</b> by recruiting and training graduates and <b>supporting a prosperous Scotland</b> by supporting the economy.</p> <p>Finally, along the bottom here, Scottish Water wants ensure that it remains a <b>leader in customer service</b> and will play its part in <b>reducing our carbon emissions</b> and in doing so <b>create woodlands</b> that everyone can enjoy.</p> <p><b>SLIDE 3</b></p> <p>So that is everything Scottish Water needs to do. Here you can see how much it will cost and where those costs are coming from. Costs are split into 3 main categories</p> <p>Firstly <b>operation costs</b> – these are the day to day running costs of Scottish Water – paying people, paying our bills –and is it forecast to be £5.1bn over the six year period.</p> <p>Then the cost of <b>maintaining</b> the assets which is £5bn. Scottish Water has to ensure that it is responsibly looking after the assets – many of which were here before Scottish Water .</p> <p>Then we have <b>enhancement</b> at £2.1bn– this is the money we needed to meet the legislative and regulatory requirements around drinking water quality and ensure Scottish Water plays its part in protecting our natural environment. This is really important because Scottish Water relies on the natural environment to provide services</p> <p>It also needs to support planned housing <b>growth</b> in Scotland – this is both domestic and business premises – which is £0.5bn</p> <p>And then we have what are called <b>further service choice</b> at £0.7bn– and this is where Scottish Water can most engage with customers like you about which services you want us to maintain or improve.</p> <p>Improvements also come from other investment and the actual amount of overall investment that improves service is bigger than this but this is where Scottish Water can tweak things up and down to reflect areas that customers want us to focus on.</p>

Time allocated	Interview section	Questions and materials
		<p>AGAIN, MAKE SURE TO PROMPT BUSINESSES TO ANSWER AS A <i>BUSINESS</i> AND NOT AS A HOUSEHOLD CONSUMER</p> <ul style="list-style-type: none"> <li>• <b>What stood out to you from this initial information about the draft business plan?</b> <ul style="list-style-type: none"> <li>○ Do the investment areas feel right to you?</li> <li>○ Does it meet your expectations?</li> <li>○ Was anything missing?</li> <li>○ Does anything feel surprising or unnecessary?</li> </ul> </li> <li>• <b>[ASK IF NOT ALREADY COVERED ABOVE] Earlier you mentioned that [refer to previous responses] were areas you felt it was important for Scottish Water to focus on. To what extent do you feel the draft business plan addresses these?</b></li> <li>• <b>[ASK IF NOT ALREADY COVERED ABOVE] And you mentioned that [refer to previous responses] were areas you felt Scottish Water should not be focusing on. What are your thoughts on that now, having seen an overview of the draft business plan?</b> <ul style="list-style-type: none"> <li>○ Do you still feel that Scottish Water should not be focusing on this, or has anything changed for you?</li> </ul> </li> </ul> <p><b>(10 mins)</b></p> <p>We're now going to look at 1 or 2 investment areas in a bit more detail, as well as the charges that Scottish Water are proposing.</p> <p>Investment areas (<i>interviewer refer to recruitment spreadsheet for preset order to follow/replacing one with an area the participant has highlighted as important if applicable</i>):</p> <ol style="list-style-type: none"> <li>1. Scotland's water remains a source of national pride (drinking water quality, reliable water, leakage, maintenance) <b>(slides 4 and 5)</b></li> <li>2. Scotland's rivers and seas improve... (CSOs, internal and external sewer flooding, maintenance) <b>(slides 4 and 6)</b></li> <li>3. SW has played a key role in growth... (economic and housing growth, tomorrow's workforce, supporting a prosperous Scotland) <b>(slide 7)</b></li> </ol>

Time allocated	Interview section	Questions and materials
		<p>4. Improving lives of customers, communities and environment... (customer service, climate change, carbon) <b>(slide 8)</b></p> <p><b>Share slides relevant to investment areas/outcomes covering, talk through</b></p> <p><i>After each investment area, spend a few minutes probing:</i></p> <ul style="list-style-type: none"> <li>• <b>How do you feel about what Scottish Water plans to do in this area?</b> <ul style="list-style-type: none"> <li>○ How satisfied are you with this as an outcome?</li> <li>○ Does it go far enough?</li> <li>○ Is there anything else you would have expected to see?</li> <li>○ Overall how important does this feel to you?</li> </ul> </li> </ul> <p><b>(15 mins)</b></p> <p>Now I'm going to show you what Scottish Water's plans are for charges over the next six years. Remember that Scottish Water acts as the wholesaler in the market, and wholesale prices make up a large proportion of the bill you get from your licenced provider. So while these charges won't show exactly what your business would pay, they should give you a good idea.</p> <p>The charges presented include reference to CPI – or the Consumer Price Index. This effectively refers to the annual rate of inflation, which is a measure of how the price of goods and services changes over time. What Scottish Water charges customers will be impacted by CPI, or in other words, by the rate of inflation. We don't know what inflation will be, so have estimated 2% based on the Bank of England's target. It's important to bear in mind that it could end up being more or less than this.</p> <p><b>Show slide 9 and talk through how investment and charges were determined, then show one of slides 11-13 summarising the CPI+4% table of charges for NHH customers (showing only the slide/charges most likely to apply to participant based on information collected during screening about current bill)</b></p>

Time allocated	Interview section	Questions and materials
		<p><b>SLIDE 9</b></p> <p><i>To do all the things we have just been talking about requires Scottish Water to invest. It believes that to be able to continue to deliver services in a way that makes them sustainable over the long term it needs to <b>charges to customers to increase by 4% above inflation each year</b> for the next 6 years.</i></p> <p><i>As Scottish Water developed its draft business plan it looked at what a range of charges would allow it to do – this was to make sure that it was only asking for the minimum that it needs to deliver its services. Some of these were rejected because Scottish Water felt they were asking too much in terms of charges at one end, and that they didn't create enough revenues for it to meet the basic requirements of us at the other end. – there are two alternative scenarios in the DBP – where we look at what we can deliver with slightly higher or lower charges. These basically either slightly increase the services we can offer or reduce them – we will go into this in more detail later.</i></p> <p><b>SLIDE 10</b></p> <p><i>So lets look at what that 4% above inflation looks like. In this table the figures in blue include the 4% increase plus the inflation increase, which we have assumed will be 2%. You told us you were currently spending around X per year on water and waste water services. Here you can see that in 2027/28 that would be £XXX, then by 2029/30 that would be £xx, and in 2032/33 it would be £xx.</i></p> <ul style="list-style-type: none"> <li>• <b>How do you feel about this charge?</b> <ul style="list-style-type: none"> <li>○ How would it impact your business?</li> <li>○ Looking at the charges alongside the investment areas (revisit slide 2) – what are the pros and cons?</li> <li>○ Do the charges feel affordable for your business? Why/why not?</li> <li>○ And thinking more broadly, how might these charges impact your sector as a whole?</li> </ul> </li> <li>• <b>Overall, do these prices feel acceptable or not? PROBE for reasoning and what would need to be in place this make this feel more acceptable</b></li> </ul>

Time allocated	Interview section	Questions and materials
		<p><b>Share one of slides 14-16 and then 17-19 showing alternatives (CPI+3% and CPI+5%) for NHH customers, talk through (showing only the slide/charges most likely to apply to participant based on information collected during screening about current bill)</b></p> <ul style="list-style-type: none"> <li>• <b>How do you feel about these alternative options?</b> <ul style="list-style-type: none"> <li>○ How do they compare with the CPI+4% approach?</li> <li>○ What would the pros and cons be? <i>PROBE</i> around different outcomes (e.g. more/less investment)</li> <li>○ How would these impact your business? <i>PROBE</i> on both alternative charges</li> </ul> </li> </ul> <p><b>Share slide 20 summarising all three scenarios</b></p> <ul style="list-style-type: none"> <li>• <b>Overall, which of these charges (CPI+4%, +3% or +5%) feels most acceptable to you? Why?</b></li> </ul>
5 mins	Wrap up	<ul style="list-style-type: none"> <li>• <b>Based on what we've discussed today, is there anything you would like to see changed about the draft business plan?</b> <ul style="list-style-type: none"> <li>○ Is there anything you would want to make sure stays as it is?</li> <li>○ And is there anything you think needs more explanation?</li> </ul> </li> <li>• <b>Is there anything else you'd like to know at this stage?</b> <i>Explain that we can take down questions and pass these along to Scottish Water, or we can share the Q&amp;A document that has questions raised by domestic customers with answers provided by Scottish Water.</i></li> <li>• <b>That's all the questions I wanted to ask you, but before we finish is there anything else you'd like to mention?</b></li> </ul> <p>Facilitator thanks participant, explains next steps and confirms consent to recontact for phase 3:</p> <ul style="list-style-type: none"> <li>• Your thank you payment will be arranged by iThoughts who recruited you.</li> <li>• Would you like a copy of the full draft of the business plan? If yes - please remember that this is a confidential document and should not be shared with anyone else. If anything else occurs to you as you're reading it, please feel free to share views with us over email and we will take that on board too.</li> </ul>

Time allocated	Interview section	Questions and materials
		<ul style="list-style-type: none"> <li><i>COLLECT CONSENT TO RECONTACT</i>: Finally, as you may know, we would potentially like to speak with you again in a few months to summarise the feedback we received from you and other businesses, update you on Scottish Water's draft business plan, and gather your views on how things have progressed. This would involve taking part in another online interview, in a similar format to this one. We will confirm the date for this as soon as possible. If you are invited to take part in this additional interview, you would receive an additional 'thank you' payment. Are you happy for us to recontact you about this? <i>Record consent and confirm contact details.</i></li> </ul>

### Rotation of investment areas across interviews

Interview	1 <sup>st</sup> investment area	2 <sup>nd</sup> investment area	3 <sup>rd</sup> investment area (if time)	Interview	1 <sup>st</sup> investment area	2 <sup>nd</sup> investment area	3 <sup>rd</sup> investment area (if time)
<b><i>*If participant mentions an area that is particularly important to them (based on LTS), facilitator will cover the relevant investment area first and then follow pre-set list.</i></b>							
1	*1	2	3	21	*4	3	2
2	*4	1	2	22	*1	4	3
3	*3	4	1	23	*2	1	4
4	*2	3	4	24	*3	2	1
5	*4	3	2	25	*1	2	3
6	*1	4	3	26	*4	1	2
7	*2	1	4	27	*3	4	1
8	*3	2	1	28	*2	3	4
9	*1	2	3	29	*4	3	2
10	*4	1	2	30	*1	4	3
11	*3	4	1	31	*2	1	4
12	*2	3	4	32	*3	2	1
13	*4	3	2	33	*1	2	3
14	*1	4	3	34	*4	1	2
15	*2	1	4	35	*3	4	1

<b>16</b>	*3	2	1	<b>36</b>	*2	3	4
<b>17</b>	*1	2	3	<b>37</b>	*4	3	2
<b>18</b>	*4	1	2	<b>38</b>	*1	4	3
<b>19</b>	*3	4	1	<b>39</b>	*2	1	4
<b>20</b>	*2	3	4	<b>40</b>	*3	2	1

# 10. Non-household Cohort – Phase 2 Engagement – Fieldwork Stimulus

**Slides for use in NHH  
interviews**



## SR27 Draft Business Plan on a Page

### Scotland's tap water remains a source of national pride



#### Maintenance

Just over half of the investment will go to making sure infrastructure lasts as long as possible and is well looked after for future generations.



#### Drinking Water Quality

Improve water quality for 1.35 million customers



#### Reliable Water

Reduce the risk of drought impacting on 662,000 homes and businesses

Replace water mains to reduce repeat interruptions to water supplies by 17%



#### Leakage

Reduce leakage by 10%

Roll out smart meters to all business customers and help household customers use only what they need

### Scotland's rivers and seas improve, and our communities are protected from flooding



#### Combined Sewer Overflows and Pollution

Improve 150 sewer overflows with the most potential to affect the environment

Use technology to quickly detect issues with Combined Sewer Overflows



#### Internal and External Sewer flooding

Reduce the impact of sewer flooding and the numbers of sewage blockages caused by inappropriate items

Better manage rainwater through collaborative approaches to address localised flooding and create green spaces that benefit communities

### Scottish Water has played a key role in enabling Scotland's sustainable economic and housing growth



#### Enable economic and housing growth

Ensure capacity to facilitate c120,000 new homes and business premises



#### Build tomorrow's workforce

Recruit & train over 2,000 apprentices and graduates between us and our supply chain



#### Support a prosperous Scotland

Generate c£4bn for the Scottish Economy every year supporting 21,000 jobs

### Improving the lives of our customers, communities and environment to help Scotland flourish come rain or shine



#### Be a leader in Customer Service

Maintain our position as a leader in customer service, protecting the most vulnerable



#### Be a leader in mitigating climate change

Cut costs and carbon with energy efficiency programmes to future proof operations.

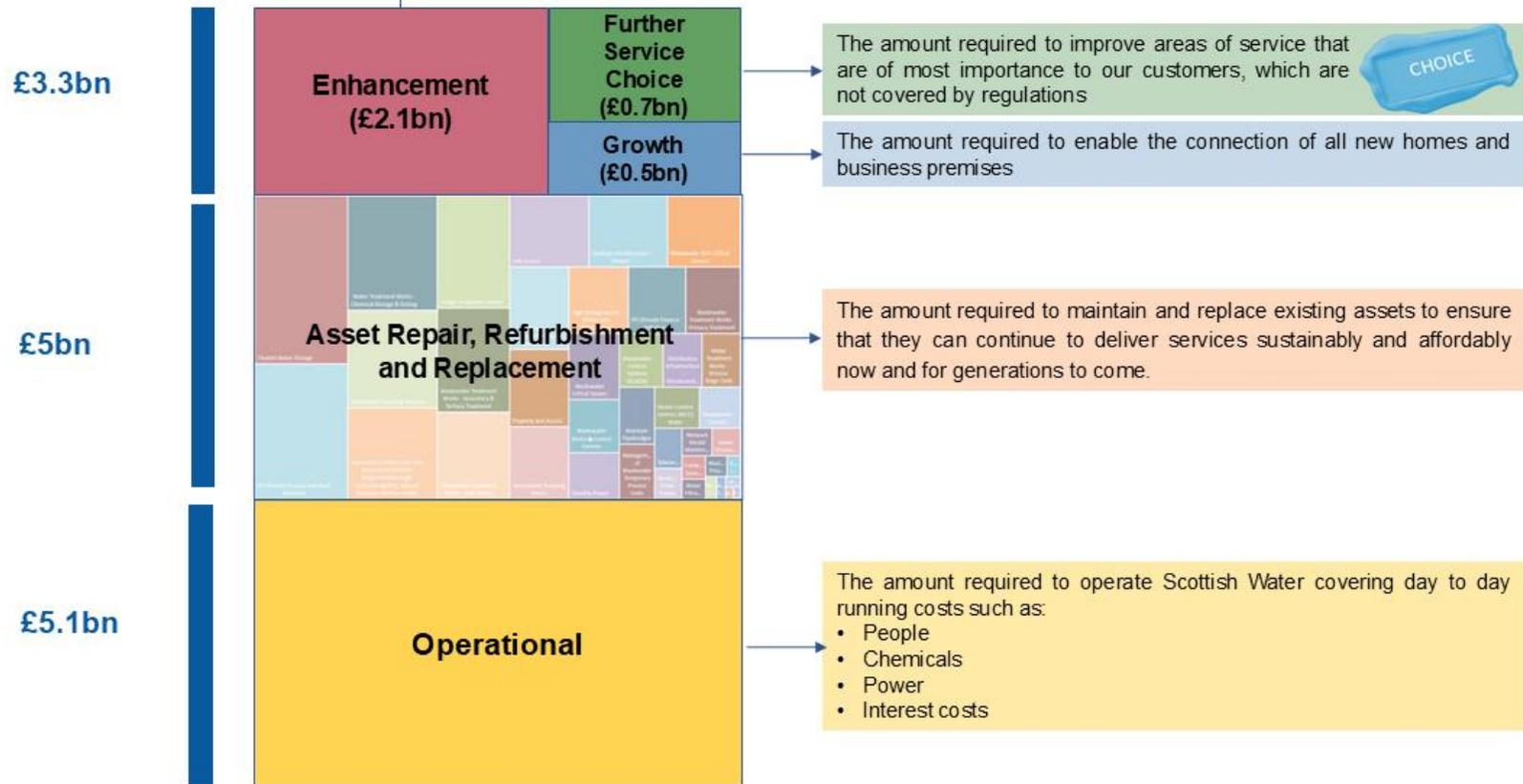


#### Create new woodlands to offset carbon

Create 4,000 hectares of new woodlands with 6 million trees which can be enjoyed for generations

# The Cost of our Plan

£13.4 billion across the SR27 period



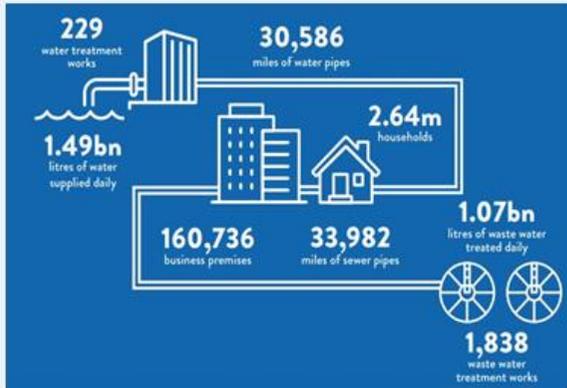
SW Public  
Commercial

# Maintenance



## Maintenance

Scottish Water's infrastructure would cost nearly £120 billion to fully replace, ranging from large treatment works to pipes in the ground and sensors in our network.



These are all critical to delivering a resilient and reliable water and waste water service for our customers across Scotland.

- Between 2027 and 2033, Scottish Water plans to:
- Use just over half of the investment to maintain Scottish Water's infrastructure

- Infrastructure like pipes and treatment works will be refurbished, repaired and replaced to make sure that:
- They last as long as possible before needing replacement.
  - Future generations inherit well-maintained infrastructure.
  - Infrastructure is better able to deal with the impact of climate change.



# Scotland's tap water remains a source of national pride



## Drinking Water Quality

Severe weather makes it harder to turn water stored in reservoirs into safe, high quality drinking water.

Heavy rain can wash debris into reservoirs, and hot weather increases the risk of algae.

Between 2027 and 2033, Scottish Water plans to:

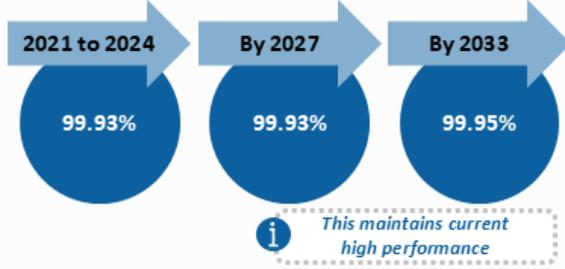
- Improve water quality for around 1.35 million people by upgrading water treatment works
- Work with landowners to keep reservoir water clean

### Outcome:

Over 250,000 drinking water samples are tested each year to meet regulatory standards — **about one test every two minutes.**

### % of samples that pass tests every year:

Past average performance & future projections



## Reliable Supply of Water

Warmer, drier summers and population growth affect water supply and demand.

More shifts between wet and dry weather causes the ground to move, breaking pipes and cutting off water supply for customers.

Between 2027 and 2033, Scottish Water plans to:

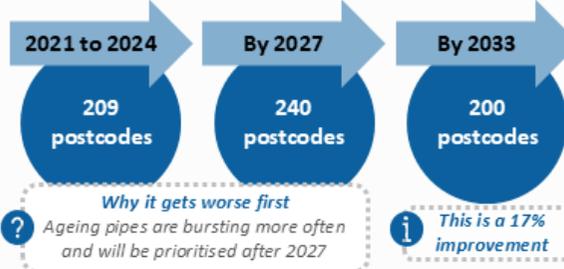
- Focus on areas with repeated water supply issues
- Reduce the risk of drought impacting on 662,000 homes and businesses

### Outcome:

Reduce the number of postcodes that experience repeated water supply issues  
(Note: there are **over 160,000 postcodes** in Scotland).

### Postcodes with repeated water supply issues per year:

Past average performance & future projections



## Water Leakage

Older water pipes are more likely to leak.

Climate change will increase shifts between wet and dry weather causing movements in the ground, cracking pipes and causing leaks.

Between 2027 and 2033, Scottish Water plans to:

- Triple the speed of replacing older water mains pipes made from materials prone to bursting.
- Ensure all 136,000 business customers have smart meters to spot leaks faster.

### Outcome:

Reduce the amount of drinking water lost through leaks.

### Megalitres (ML) lost per day due to leaks:

(1ML is 1 million litres and an Olympic swimming pool holds about 2.5ML)

Past average performance & future projections



# Scotland's rivers and seas improve, and our communities are protected from flooding



## Combined Sewer Overflows

The 4,080 Combined Sewer Overflows in Scotland act as a safety valve for the sewer network during unusually heavy rain. When working correctly, they release 99% rainwater safely into the environment and prevent excess coming up through toilets or street drains.

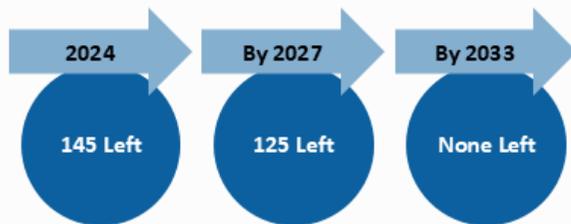
### Between 2027 and 2033, Scottish Water plans to:

- Use technology to quickly detect issues with Combined Sewer Overflows.
- Improve High Priority Combined Sewer Overflows which are known to not be working correctly and have the most potential to affect the environment.
- Prepare designs to improve lower-priority overflows after 2033.

### Outcome:

Improve all High Priority Combined Sewer Overflows.

### Number of High Priority Combined Sewer Overflows: Past average performance & future projections



## Internal Sewer Flooding

Unusually heavy rain can overload sewers and may result in excess water coming into properties through toilets or sinks.

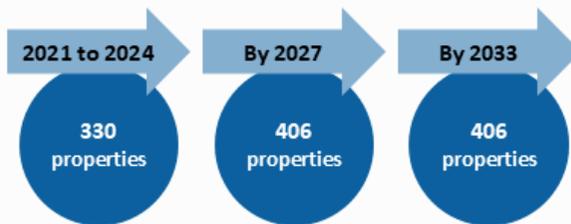
### Between 2027 and 2033, Scottish Water plans to:

- Keep on top of how many properties are at risk of repeated internal sewer flooding.
- Upgrade the network where it's too small.
- Manage how much rain enters sewers by working with councils to create more green spaces to store it
- Use technology to protect individual properties that have been affected by sewer flooding before.

### Outcome:

300 out of 406 properties fixed, but we expect to find another 300 due to increased rain.  
(Note: There are 2.64 million homes in Scotland)

### Number of properties at risk of repeated internal sewer flooding per year: Past average performance & future projections



## External Sewer Flooding

Unusually heavy rain can overload sewers, and may result in excess water coming up through drains and flooding gardens, roads and outdoor spaces.

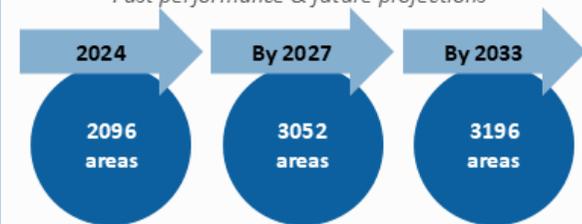
### Between 2027 and 2033, Scottish Water plans to:

- Prioritise areas where external sewer flooding has the worst impact on communities.
- Upgrade the network where it's too small
- Use technology to prevent and reduce the risk of flooding.
- Manage how much rain enters sewers by working with councils to create more green spaces to store it.

### Outcome:

Fix 624 areas where external sewer flooding has the worst impact, but expect to find another 768 due to increased rain  
(Note: There are 2.64 million homes in Scotland)

### Number of areas at risk of repeated external sewer flooding per year: Past performance & future projections



## Scottish Water has played a key role in enabling Scotland's sustainable economic and housing growth



### Enable economic and housing growth

Scottish Water works with the Scottish Government, local authorities and developers to encourage development in areas where there is already water and waste water capacity.

Scottish Water encourages developers to create developments that do not contribute additional surface water to our network

**Between 2027 and 2033, Scottish Water plans to:**  
Invest to ensure capacity for c120,000 new homes and business premises



### Build tomorrow's workforce

For every position at Scottish Water, four more jobs are generated in the wider Scottish economy, especially in high-value STEM fields.

Our investment programme supports over 10,000 jobs in Scotland.

**Between 2027 and 2033, Scottish Water plans to:**  
Recruit & train over 2,000 apprentices and graduates between us and our supply chain



### Support a prosperous Scotland

Scottish Water spends around £1.3 billion a year buying goods and services.

Scottish Water has 430 suppliers who are vital to delivering capital and operational activities.

Around 70% of Scottish Water's supply chain are classified as small or medium-sized enterprises, and around 90% have bases here in Scotland

**Between 2027 and 2033, Scottish Water plans to:**  
Generate c£4bn for the Scottish Economy every year supporting 21,000 jobs

# Scottish Water's carbon footprint



## Carbon Footprint

Scottish Water is aiming to be a leader in mitigating climate change and to achieve net zero carbon emissions by 2040.

Net zero refers to achieving an overall balance between carbon emissions produced and emissions taken out of the atmosphere

### Between 2027 and 2033, Scottish Water plans to:

- Cut costs and carbon with energy efficiency programmes to future proof operations.
- Plant 6 million trees across 4,000 hectares of new woodland
- Restore 500-1000 hectares of eroding peatland and care for existing peatland

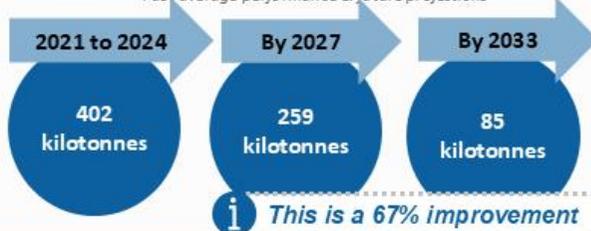
### Outcome:

Reduce greenhouse gas (including carbon) emissions, measured in kilotonnes of carbon dioxide equivalent.

One kilotonne of carbon dioxide is equivalent to 600 petrol cars on the road for a year.

### Carbon emissions measured in kilotonnes per year:

Past average performance & future projections



SW Public Commercial

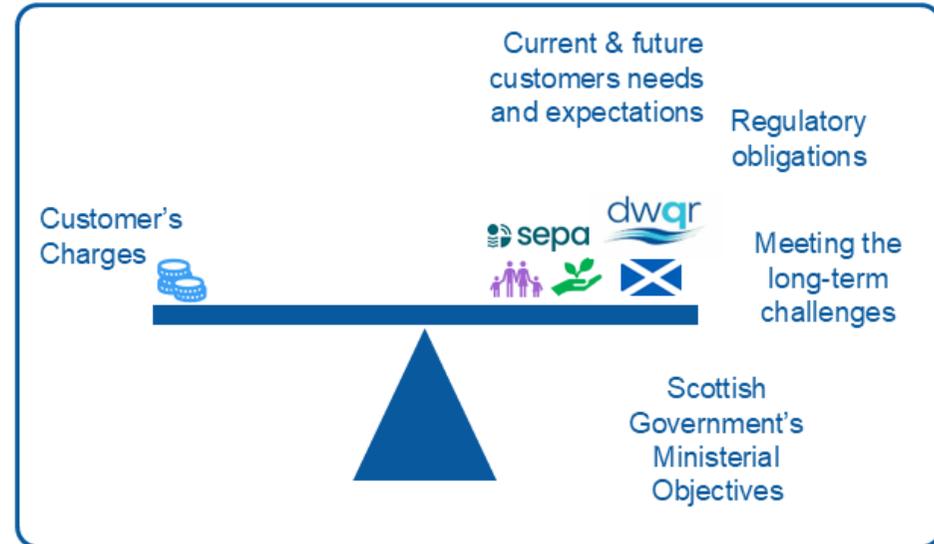
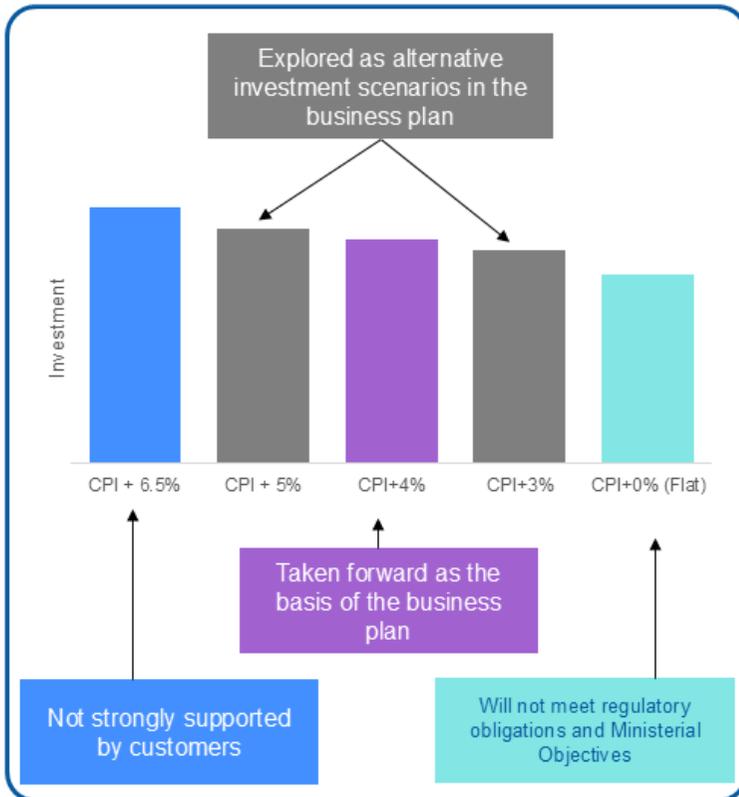
Woodland creation improves biodiversity and lock ups carbon, as well as protecting water quality in reservoirs and creating spaces for communities to use.



Peatland restoration returns land to a more natural state, locking up carbon and protecting water quality in reservoirs.



# Balancing investment and charges



## Business Plan (CPI + 4%): Annual wholesale charges

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

End of SR21 (2026/27)	£525	£788	£1,050	£1,313	£1,575	£1,838	£2,100	£3,150	£4,200	£5,250	£7,875	£10,500	£21,000	£31,500	£42,000	£52,500	£63,000	£73,500	£84,000	£105,000
2027/28	£546	£819	£1,092	£1,365	£1,638	£1,911	£2,184	£3,276	£4,368	£5,460	£8,190	£10,920	£21,840	£32,760	£43,680	£54,600	£65,520	£76,440	£87,360	£109,200
2028/29	£568	£852	£1,136	£1,420	£1,704	£1,987	£2,271	£3,407	£4,543	£5,678	£8,518	£11,357	£22,714	£34,070	£45,427	£56,784	£68,141	£79,498	£90,854	£113,568
2029/30	£591	£886	£1,181	£1,476	£1,772	£2,067	£2,362	£3,543	£4,724	£5,906	£8,858	£11,811	£23,622	£35,433	£47,244	£59,055	£70,866	£82,678	£94,489	£118,111
2030/31	£614	£921	£1,228	£1,535	£1,843	£2,150	£2,457	£3,685	£4,913	£6,142	£9,213	£12,284	£24,567	£36,851	£49,134	£61,418	£73,701	£85,985	£98,268	£122,835
2031/32	£639	£958	£1,277	£1,597	£1,916	£2,236	£2,555	£3,832	£5,110	£6,387	£9,581	£12,775	£25,550	£38,325	£51,099	£63,874	£76,649	£89,424	£102,199	£127,749
End of SR27	£664	£996	£1,329	£1,661	£1,993	£2,325	£2,657	£3,986	£5,314	£6,643	£9,964	£13,286	£26,572	£39,858	£53,143	£66,429	£79,715	£93,001	£106,287	£132,858
Change in bill over SR27	£139	£209	£279	£348	£418	£488	£557	£836	£1,114	£1,393	£2,089	£2,786	£5,572	£8,358	£11,143	£13,929	£16,715	£19,501	£22,287	£27,858

SW Public  
Commercial

## Business Plan (CPI + 4%): Annual

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

	Now	£500		£750		£1,000		£1,250		£1,500		£1,750		£2,000		£3,000	
	2026/27	£525	£539	£788	£808	£1,050	£1,077	£1,313	£1,346	£1,575	£1,616	£1,838	£1,885	£2,100	£2,154	£3,150	£3,231
Business Plan Period	2027/28	£546	£571	£819	£856	£1,092	£1,142	£1,365	£1,427	£1,638	£1,712	£1,911	£1,998	£2,184	£2,283	£3,276	£3,425
	2028/29	£568	£605	£852	£908	£1,136	£1,210	£1,420	£1,513	£1,704	£1,815	£1,987	£2,118	£2,271	£2,420	£3,407	£3,630
	2029/30	£591	£641	£886	£962	£1,181	£1,283	£1,476	£1,603	£1,772	£1,924	£2,067	£2,245	£2,362	£2,565	£3,543	£3,848
	2030/31	£614	£680	£921	£1,020	£1,228	£1,360	£1,535	£1,700	£1,843	£2,040	£2,150	£2,379	£2,457	£2,719	£3,685	£4,079
	2031/32	£639	£721	£958	£1,081	£1,277	£1,441	£1,597	£1,802	£1,916	£2,162	£2,236	£2,522	£2,555	£2,883	£3,832	£4,324
	2032/33	£664	£764	£996	£1,146	£1,329	£1,528	£1,661	£1,910	£1,993	£2,292	£2,325	£2,674	£2,657	£3,055	£3,986	£4,583
	Change between <b>26/27</b> and <b>32/33</b>	£139	£225	£209	£338	£279	£451	£348	£563	£418	£676	£488	£789	£557	£901	£836	£1,352
	Average annual change 26/27 to 32/33	£23	£38	£35	£56	£46	£75	£58	£94	£70	£113	£81	£131	£93	£150	£139	£225

## Business Plan (CPI + 4%): Annual

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

	Now	£4,000		£5,000		£7,500		£10,000		£20,000		£30,000	
	2026/27	£4,200	£4,308	£5,250	£5,385	£7,875	£8,078	£10,500	£10,770	£21,000	£21,540	£31,500	£32,310
Business Plan Period	2027/28	£4,368	£4,566	£5,460	£5,708	£8,190	£8,562	£10,920	£11,416	£21,840	£22,832	£32,760	£34,249
	2028/29	£4,543	£4,840	£5,678	£6,051	£8,518	£9,076	£11,357	£12,101	£22,714	£24,202	£34,070	£36,304
	2029/30	£4,724	£5,131	£5,906	£6,414	£8,858	£9,620	£11,811	£12,827	£23,622	£25,654	£35,433	£38,482
	2030/31	£4,913	£5,439	£6,142	£6,798	£9,213	£10,198	£12,284	£13,597	£24,567	£27,194	£36,851	£40,791
	2031/32	£5,110	£5,765	£6,387	£7,206	£9,581	£10,810	£12,775	£14,413	£25,550	£28,825	£38,325	£43,238
	2032/33	£5,314	£6,111	£6,643	£7,639	£9,964	£11,458	£13,286	£15,277	£26,572	£30,555	£39,858	£45,832
	Change between <b>26/27</b> and <b>32/33</b>	£1,114	£1,803	£1,393	£2,254	£2,089	£3,381	£2,786	£4,507	£5,572	£9,015	£8,358	£13,522
	Average annual change 26/27 to 32/33	£186	£300	£232	£376	£348	£563	£464	£751	£929	£1,502	£1,393	£2,254

## Business Plan (CPI + 4%): Annual

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

	Now	£40,000		£50,000		£60,000		£70,000		£80,000		£100,000	
	2026/27	£42,000	£43,080	£52,500	£53,850	£63,000	£64,620	£73,500	£75,390	£84,000	£86,160	£105,000	£107,700
Business Plan Period	2027/28	£43,680	£45,665	£54,600	£57,081	£65,520	£68,497	£76,440	£79,913	£87,360	£91,330	£109,200	£114,162
	2028/29	£45,427	£48,405	£56,784	£60,506	£68,141	£72,607	£79,498	£84,708	£90,854	£96,809	£113,568	£121,012
	2029/30	£47,244	£51,309	£59,055	£64,136	£70,866	£76,963	£82,678	£89,791	£94,489	£102,618	£118,111	£128,272
	2030/31	£49,134	£54,388	£61,418	£67,984	£73,701	£81,581	£85,985	£95,178	£98,268	£108,775	£122,835	£135,969
	2031/32	£51,099	£57,651	£63,874	£72,063	£76,649	£86,476	£89,424	£100,889	£102,199	£115,302	£127,749	£144,127
	2032/33	£53,143	£61,110	£66,429	£76,387	£79,715	£91,665	£93,001	£106,942	£106,287	£122,220	£132,858	£152,775
	Change between <b>26/27</b> and <b>32/33</b>	£11,143	£18,030	£13,929	£22,537	£16,715	£27,045	£19,501	£31,552	£22,287	£36,060	£27,858	£45,075
	Average annual change 26/27 to 32/33	£1,857	£3,005	£2,322	£3,756	£2,786	£4,507	£3,250	£5,259	£3,714	£6,010	£4,643	£7,512

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Commercial

## Alternative B (CPI + 5%): Annual

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

	Now	£500		£750		£1,000		£1,250		£1,500		£1,750		£2,000		£3,000	
	2026/27	£525	£539	£788	£808	£1,050	£1,077	£1,313	£1,346	£1,575	£1,616	£1,838	£1,885	£2,100	£2,154	£3,150	£3,231
Business Plan Period	2027/28	£551	£576	£827	£864	£1,103	£1,152	£1,378	£1,440	£1,654	£1,729	£1,929	£2,017	£2,205	£2,305	£3,308	£3,457
	2028/29	£579	£617	£868	£925	£1,158	£1,233	£1,447	£1,541	£1,736	£1,850	£2,026	£2,158	£2,315	£2,466	£3,473	£3,699
	2029/30	£608	£660	£912	£990	£1,216	£1,319	£1,519	£1,649	£1,823	£1,979	£2,127	£2,309	£2,431	£2,639	£3,647	£3,958
	2030/31	£638	£706	£957	£1,059	£1,276	£1,412	£1,595	£1,765	£1,914	£2,118	£2,233	£2,471	£2,553	£2,823	£3,829	£4,235
	2031/32	£670	£755	£1,005	£1,133	£1,340	£1,511	£1,675	£1,888	£2,010	£2,266	£2,345	£2,643	£2,680	£3,021	£4,020	£4,532
	2032/33	£704	£808	£1,055	£1,212	£1,407	£1,616	£1,759	£2,020	£2,111	£2,424	£2,462	£2,829	£2,814	£3,233	£4,221	£4,849
	Change between <b>26/27</b> and <b>32/33</b>	£179	£270	£268	£404	£357	£539	£446	£674	£536	£809	£625	£944	£714	£1,079	£1,071	£1,618
	Average annual change 26/27 to 32/33	£30	£45	£45	£67	£60	£90	£74	£112	£89	£135	£104	£157	£119	£180	£179	£270

### Water Quality:

- Upgrade an aging water treatment works supplying drinking water to 62,000 customers.
- Modernise more equipment at water treatment works across Scotland to reduce the number of problems we respond to.
- Replace some aging water mains which result in customers receiving persistently discoloured water.

### Managing rainwater

- Establish a 'community fund' for community driven schemes that keep rainwater on the surface

### Combined Sewer Overflows

- Begin work on lower priority overflows where there is an environmental impact

## Alternative B (CPI + 5%): Annual

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

	Now	£4,000		£5,000		£7,500		£10,000		£20,000		£30,000	
	2026/27	£4,200	£4,308	£5,250	£5,385	£7,875	£8,078	£10,500	£10,770	£21,000	£21,540	£31,500	£32,310
Business Plan Period	2027/28	£4,410	£4,610	£5,513	£5,762	£8,269	£8,643	£11,025	£11,524	£22,050	£23,048	£33,075	£34,572
	2028/29	£4,631	£4,932	£5,788	£6,165	£8,682	£9,248	£11,576	£12,331	£23,153	£24,661	£34,729	£36,992
	2029/30	£4,862	£5,277	£6,078	£6,597	£9,116	£9,895	£12,155	£13,194	£24,310	£26,387	£36,465	£39,581
	2030/31	£5,105	£5,647	£6,381	£7,059	£9,572	£10,588	£12,763	£14,117	£25,526	£28,235	£38,288	£42,352
	2031/32	£5,360	£6,042	£6,700	£7,553	£10,051	£11,329	£13,401	£15,105	£26,802	£30,211	£40,203	£45,316
	2032/33	£5,628	£6,465	£7,036	£8,081	£10,553	£12,122	£14,071	£16,163	£28,142	£32,326	£42,213	£48,489
	Change between <b>26/27</b> and <b>32/33</b>	£1,428	£2,157	£1,786	£2,696	£2,678	£4,045	£3,571	£5,393	£7,142	£10,786	£10,713	£16,179
	Average annual change 26/27 to 32/33	£238	£360	£298	£449	£446	£674	£595	£899	£1,190	£1,798	£1,786	£2,696

### Water Quality:

- Upgrade an aging water treatment works supplying drinking water to 62,000 customers.
- Modernise more equipment at water treatment works across Scotland to reduce the number of problems we respond to.
- Replace some aging water mains which result in customers receiving persistently discoloured water.

### Managing rainwater

- Establish a 'community fund' for community driven schemes that keep rainwater on the surface

### Combined Sewer Overflows

- Begin work on lower priority overflows where there is an environmental impact

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## Alternative B (CPI + 5%): Annual

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

	Now	£40,000		£50,000		£60,000		£70,000		£80,000		£100,000	
	2026/27	£42,000	£43,080	£52,500	£53,850	£63,000	£64,620	£73,500	£75,390	£84,000	£86,160	£105,000	£107,700
Business Plan Period	2027/28	£44,100	£46,096	£55,125	£57,620	£66,150	£69,143	£77,175	£80,667	£88,200	£92,191	£110,250	£115,239
	2028/29	£46,305	£49,322	£57,881	£61,653	£69,458	£73,983	£81,034	£86,314	£92,610	£98,645	£115,763	£123,306
	2029/30	£48,620	£52,775	£60,775	£65,969	£72,930	£79,162	£85,085	£92,356	£97,241	£105,550	£121,551	£131,937
	2030/31	£51,051	£56,469	£63,814	£70,586	£76,577	£84,704	£89,340	£98,821	£102,103	£112,938	£127,628	£141,173
	2031/32	£53,604	£60,422	£67,005	£75,527	£80,406	£90,633	£93,807	£105,738	£107,208	£120,844	£134,010	£151,055
	2032/33	£56,284	£64,651	£70,355	£80,814	£84,426	£96,977	£98,497	£113,140	£112,568	£129,303	£140,710	£161,629
	Change between <b>26/27</b> and <b>32/33</b>	£14,284	£21,571	£17,855	£26,964	£21,426	£32,357	£24,997	£37,750	£28,568	£43,143	£35,710	£53,929
Average annual change 26/27 to 32/33	£2,381	£3,595	£2,976	£4,494	£3,571	£5,393	£4,166	£6,292	£4,761	£7,190	£5,952	£8,988	

### Water Quality:

- Upgrade an aging water treatment works supplying drinking water to 62,000 customers.
- Modernise more equipment at water treatment works across Scotland to reduce the number of problems we respond to.
- Replace some aging water mains which result in customers receiving persistently discoloured water.

### Managing rainwater

- Establish a 'community fund' for community driven schemes that keep rainwater on the surface

### Combined Sewer Overflows

- Begin work on lower priority overflows where there is an environmental impact

## Alternative C (CPI + 3%): Annual

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

	Now	£500		£750		£1,000		£1,250		£1,500		£1,750		£2,000		£3,000	
	2026/27	£525	£539	£788	£808	£1,050	£1,077	£1,313	£1,346	£1,575	£1,616	£1,838	£1,885	£2,100	£2,154	£3,150	£3,231
Business Plan Period	2027/28	£541	£565	£811	£848	£1,082	£1,131	£1,352	£1,414	£1,622	£1,696	£1,893	£1,979	£2,163	£2,262	£3,245	£3,393
	2028/29	£557	£594	£835	£891	£1,114	£1,187	£1,392	£1,484	£1,671	£1,781	£1,949	£2,078	£2,228	£2,375	£3,342	£3,562
	2029/30	£574	£623	£861	£935	£1,147	£1,247	£1,434	£1,558	£1,721	£1,870	£2,008	£2,182	£2,295	£2,494	£3,442	£3,740
	2030/31	£591	£655	£886	£982	£1,182	£1,309	£1,477	£1,636	£1,773	£1,964	£2,068	£2,291	£2,364	£2,618	£3,545	£3,927
	2031/32	£609	£687	£913	£1,031	£1,217	£1,375	£1,522	£1,718	£1,826	£2,062	£2,130	£2,405	£2,434	£2,749	£3,652	£4,124
	2032/33	£627	£722	£940	£1,082	£1,254	£1,443	£1,567	£1,804	£1,881	£2,165	£2,194	£2,526	£2,508	£2,887	£3,761	£4,330
	Change between <b>26/27</b> and <b>32/33</b>	£102	£183	£153	£275	£204	£366	£255	£458	£306	£549	£357	£641	£408	£733	£611	£1,099
	Average annual change 26/27 to 32/33	£17	£31	£25	£46	£34	£61	£42	£76	£51	£92	£59	£107	£68	£122	£102	£183

### Internal Sewer Flooding:

- Properties affected by repeated Internal Sewer flooding rises by 200.

### Carbon:

- No new renewables – meaning significant investment after 2033 to hit Net Zero by 2040

### Maintenance:

- Reduce the replacement of water mains by 20% - meaning more customers experiencing repeated interruptions to their water supply.
- Reduce investment in inspections by 50% - meaning we know less about the condition of our infrastructure.

## Alternative C (CPI + 3%): Annual

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

	Now	£4,000		£5,000		£7,500		£10,000		£20,000		£30,000	
	2026/27	£4,200	£4,308	£5,250	£5,385	£7,875	£8,078	£10,500	£10,770	£21,000	£21,540	£31,500	£32,310
Business Plan Period	2027/28	£4,326	£4,523	£5,408	£5,654	£8,111	£8,481	£10,815	£11,309	£21,630	£22,617	£32,445	£33,926
	2028/29	£4,456	£4,750	£5,570	£5,937	£8,355	£8,905	£11,139	£11,874	£22,279	£23,748	£33,418	£35,622
	2029/30	£4,589	£4,987	£5,737	£6,234	£8,605	£9,351	£11,474	£12,468	£22,947	£24,935	£34,421	£37,403
	2030/31	£4,727	£5,236	£5,909	£6,546	£8,863	£9,818	£11,818	£13,091	£23,636	£26,182	£35,454	£39,273
	2031/32	£4,869	£5,498	£6,086	£6,873	£9,129	£10,309	£12,172	£13,746	£24,345	£27,491	£36,517	£41,237
	2032/33	£5,015	£5,773	£6,269	£7,216	£9,403	£10,825	£12,538	£14,433	£25,075	£28,866	£37,613	£43,298
	Change between <b>26/27</b> and <b>32/33</b>	£815	£1,465	£1,019	£1,831	£1,528	£2,747	£2,038	£3,663	£4,075	£7,326	£6,113	£10,988
	Average annual change 26/27 to 32/33	£136	£244	£170	£305	£255	£458	£340	£610	£679	£1,221	£1,019	£1,831

### Internal Sewer Flooding:

- Properties affected by repeated Internal Sewer flooding rises by 200.

### Carbon:

- No new renewables – meaning significant investment after 2033 to hit Net Zero by 2040

### Maintenance:

- Reduce the replacement of water mains by 20% - meaning more customers experiencing repeated interruptions to their water supply.
- Reduce investment in inspections by 50% - meaning we know less about the condition of our infrastructure.

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## Alternative C (CPI + 3%): Annual

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

	Now	£40,000		£50,000		£60,000		£70,000		£80,000		£100,000	
	2026/27	£42,000	£43,080	£52,500	£53,850	£63,000	£64,620	£73,500	£75,390	£84,000	£86,160	£105,000	£107,700
Business Plan Period	2027/28	£43,260	£45,234	£54,075	£56,543	£64,890	£67,851	£75,705	£79,160	£86,520	£90,468	£108,150	£113,085
	2028/29	£44,558	£47,496	£55,697	£59,370	£66,837	£71,244	£77,976	£83,117	£89,116	£94,991	£111,395	£118,739
	2029/30	£45,895	£49,870	£57,368	£62,338	£68,842	£74,806	£80,315	£87,273	£91,789	£99,741	£114,736	£124,676
	2030/31	£47,271	£52,364	£59,089	£65,455	£70,907	£78,546	£82,725	£91,637	£94,543	£104,728	£118,178	£130,910
	2031/32	£48,690	£54,982	£60,862	£68,728	£73,034	£82,473	£85,207	£96,219	£97,379	£109,964	£121,724	£137,456
	2032/33	£50,150	£57,731	£62,688	£72,164	£75,225	£86,597	£87,763	£101,030	£100,300	£115,463	£125,375	£144,328
	Change between <b>26/27</b> and <b>32/33</b>	£8,150	£14,651	£10,188	£18,314	£12,225	£21,977	£14,263	£25,640	£16,300	£29,303	£20,375	£36,628
	Average annual change 26/27 to 32/33	£1,358	£2,442	£1,698	£3,052	£2,038	£3,663	£2,377	£4,273	£2,717	£4,884	£3,396	£6,105

### Internal Sewer Flooding:

- Properties affected by repeated Internal Sewer flooding rises by 200.

### Carbon:

- No new renewables – meaning significant investment after 2033 to hit Net Zero by 2040

### Maintenance:

- Reduce the replacement of water mains by 20% - meaning more customers experiencing repeated interruptions to their water supply.
- Reduce investment in inspections by 50% - meaning we know less about the condition of our infrastructure.

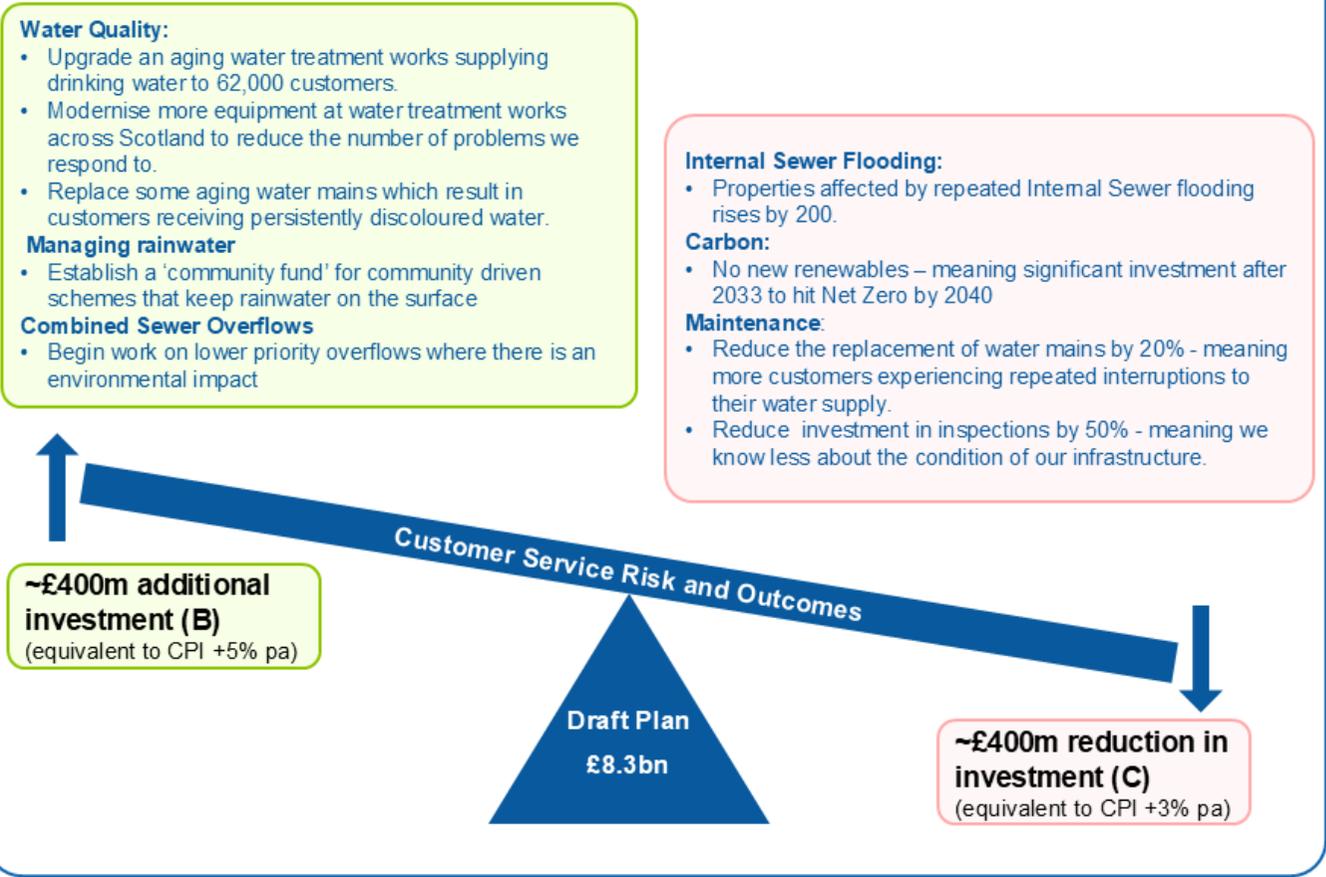
## Draft Plan and Alternate Scenarios

Our Draft Plan (£8.3bn of investment) will allow us to:

- meet our legal and regulatory requirements and customer priorities,
- respond to the challenges and ambitions we face.

Scenario B details £8.7bn of investment that could deliver more for our customers into the future.

Scenario C sets out £7.9bn of investment which would allow us to only address the problems we can today.



## 11. Cohort 1 - Phase 2a Workshop – Advance Material

# RECAP ON SCOTTISH WATER'S CHALLENGES AND LONG-TERM STRATEGY

# Water sector challenges: recap

## Severe Weather



Climate change is driving severe weather that's putting growing pressure on Scotland's water and waste water (sewage) systems.

## Population change



Scotland's population is growing and shifting east, with more people living alone and an increasing number of households.

## Ageing Infrastructure



Much of our infrastructure is ageing and now needs upgrading or replacement to stay reliable.

## What can we do in the next 6 years to support our strategy?

What we want to achieve long-term

Scotland's tap water remains a source of national pride

Scotland's rivers and seas improve, and our communities are protected from flooding

Enabling Scotland's sustainable economic and housing growth

This means making sure we...

Provide excellent drinking water quality

Ensure a continuous supply of drinking water

Manage rainwater to reduce the load on sewers

Protect and enhance our water environment

Supporting economic growth and connecting new customers

We can achieve this by...

Continually improving how drinking water is treated and distributed to meet the right standards, and is always safe, clear and tastes great.

Connecting up water networks to move water to where it is needed in times of drought.

Reduce sewer flooding outdoors caused by rain water overwhelming sewers.

Continually improving waste water treatment works, so that clean water is returned safely back into Scotland's environment.

Being ready to connect new businesses and properties to our networks.

Leave more water in the environment for use in times of drought.

Use environmentally friendly solutions as much as possible to manage rain water.

Reduce of water lost from leaking pipes where it's most needed.

Helping people who are worried about repeat sewer flooding indoors.

Supporting all of this through...

Maintaining and operating assets to protect service levels, ensuring future generations inherit well looked after and future-proof assets:

- Building new or replacement assets to withstand the rapid effects of the climate change and to last for 60-100 years.
- Accelerate the replacement of water pipes laid in the 1960's and 70's that we now know will burst earlier than planned.

# SCOTTISH WATER'S DRAFT BUSINESS PLAN: "PLAN ON A PAGE"

## SR27 Draft Business Plan on a Page

### Scotland's tap water remains a source of national pride



#### Maintenance

Just over half of the investment will go to making sure infrastructure lasts as long as possible and is well looked after for future generations.



#### Drinking Water Quality

Improve water quality for 1.35 million customers



#### Reliable Water

Reduce the risk of drought impacting on 662,000 homes and businesses

Replace water mains to reduce repeat interruptions to water supplies by 17%



#### Leakage

Reduce leakage by 10%

Roll out smart meters to all business customers and help household customers use only what they need

### Scotland's rivers and seas improve, and our communities are protected from flooding



#### Combined Sewer Overflows and Pollution

Improve 150 sewer overflows with the most potential to affect the environment

Use technology to quickly detect issues with Combined Sewer Overflows



#### Internal and External Sewer flooding

Reduce the impact of sewer flooding and the numbers of sewage blockages caused by inappropriate items

Better manage rainwater through collaborative approaches to address localised flooding and create green spaces that benefit communities

### Scottish Water has played a key role in enabling Scotland's sustainable economic and housing growth



#### Enable economic and housing growth

Ensure capacity to facilitate c120,000 new homes and business premises



#### Build tomorrow's workforce

Recruit & train over 2,000 apprentices and graduates between us and our supply chain



#### Support a prosperous Scotland

Generate c£.4bn for the Scottish Economy every year supporting 21,000 jobs

### Improving the lives of our customers, communities and environment to help Scotland flourish come rain or shine



#### Be a leader in Customer Service

Maintain our position as a leader in customer service, protecting the most vulnerable



#### Be a leader in mitigating climate change

Cut costs and carbon with energy efficiency programmes to future proof operations.



#### Create new woodlands to offset carbon

Create 4,000 hectares of new woodlands with 6 million trees which can be enjoyed for generations

# REMINDER OF CURRENT WATER CHARGES



# How you pay for your water and wastewater services?

## Household Annual Charges 2024/25

Council Tax Band	Water Supply (per year)	Waste Water Collection (per year)	Combined Services (per year)	Combined Services (per month)
Band A	£168.60	£195.66	£364.26	£30.36
Band B	£196.70	£228.27	£424.97	£35.41
Band C	£224.80	£260.88	£485.68	£40.47
Band D	£252.90	£293.49	£546.39	£45.53
Band E	£309.10	£358.71	£667.81	£55.65
Band F	£365.30	£423.93	£789.23	£65.77
Band G	£421.50	£489.15	£910.65	£75.89
Band H	£505.80	£586.98	£1,092.78	£91.07

### Household customers

- Charges are collected alongside council tax, and are typically based on council tax band
- Around half of customers are eligible for some form of discount

### Business customers

- Pay through a Licensed Provider; they provide billing and day to day customer service
- Usually linked to a water meter or the business property rateable value

# How you pay for your water and wastewater services?

## Household Annual Charges 2025/26

Council Tax Band	Water Supply (per year)	Waste Water Collection (per year)	Combined Services (per year)	Combined Services (per month)
Band A	£185.28	£214.98	£400.26	£33.36
Band B	£216.16	£250.81	£466.97	£38.91
Band C	£247.04	£286.64	£533.68	£44.47
Band D	£277.92	£322.47	£600.39	£50.03
Band E	£339.68	£394.13	£733.81	£61.15
Band F	£401.44	£465.79	£867.23	£72.27
Band G	£463.20	£537.45	£1,000.65	£83.39
Band H	£555.84	£644.94	£1,200.78	£100.07

### Household customers

- Charges are collected alongside council tax, and are typically based on council tax band
- Around half of customers are eligible for some form of discount

### Business customers

- Pay through a Licensed Provider; they provide billing and day to day customer service
- Usually linked to a water meter or the business property rateable value

# 12. Cohort 1 – Phase 2a Workshop – Discussion Guide

Thursday 14<sup>th</sup> August 2025, 6-9pm

**Group of 63 participants, with 8 pre-assigned break-out groups (of 7-8 participants each)**

**Purpose of the session:**

- Remind participants of the overall process, aims, their role, and what will happen with the findings.
- Present draft business plan and explore proposed priorities/investments/charges and implications of these.
- Gather participants' views on key draft business plan content and acceptability of reference charging scenario/alternatives.

Time allocated	Discussion structure	Objectives	Questions and materials
17.30 – 17.50	<b>Set-up: Facilitators check in 20 mins</b>	Ensure technology is set-up correctly before participants enter the room	<p><b>Chair, facilitators and tech team only</b></p> <ul style="list-style-type: none"> <li>• Test link, mics and cameras.</li> <li>• Test who has the host/co-host function and ensure it is allocated to the right team member(s) for assigning break out rooms.</li> <li>• Make all facilitators co-hosts.</li> <li>• Change screen name to NAME – Org – Chair/Facilitator.</li> <li>• Check everyone is on the WhatsApp group for facilitation team to be able to ask questions</li> <li>• Facilitators, speakers and observers allowed in early and asked to change screen name</li> <li>• Meanwhile tech support is assigning participants who are in the waiting room, facilitators, experts and observers to break-out rooms.</li> </ul>
17.50-18.00	<b>Participant check-in 10 mins</b>	Enable participants to get settled and resolve any tech issues	<p><b>Participants log into the online session</b></p> <ul style="list-style-type: none"> <li>• Participants encouraged to join the Zoom session early to check in and check their video/mic.</li> <li>• Participants encouraged to get a pen and paper and get settled somewhere quiet.</li> <li>• Register as people join and change screen names as necessary to first name and first initial of surname (e.g. Jane S).</li> </ul>
18.00 – 18.10	<b>Welcome, introductions</b>	To welcome and orientate participants	<p><b>Ipsos chair to welcome back participants to the second workshop</b></p> <p><i>Participants allocated to break-out groups, but not put in them.</i></p>

Time allocated	Discussion structure	Objectives	Questions and materials
	<p><b>and context setting</b> <b>10 mins</b></p>		<ul style="list-style-type: none"> <li>• <b>Briefly reminds participants of the overall aims of the research</b>, what their participation will involve, and the role that they will play. Highlights what the end goal is i.e. to help inform Scottish Water’s business plan and decisions around future investment and charges.</li> <li>• <b>Briefly recaps on the SRC27 process</b> and how this research is informing this, including the role of Consumer Scotland “Consumer Scotland’s role in this process is to ensure that the views of consumers’ are reflected in Scottish Water’s Business Plan and that affordability issues have been taken into consideration when setting water charges. and that decisions about where to invest reflect what is most important to Scottish Water’s customers. The final confirmation stage will ask consumers whether Scottish Water’s final business plan commands their support.”</li> <li>• <b>Explains their role</b> “We are now moving into a stage of the process in which your input will be crucial – informing the evolution of the draft business plan into the final version. In this session, we’ll look to understand your views on this draft plan, how it aims to protect and enhance Scotland’s water services, and how this will impact your bills in future. Later in the autumn, after hearing your views and concerns – the Scottish Water team will come back and explain how they’ve aimed to take these onboard, along with feedback of regulators and others, as they work to deliver the final version of the Business Plan. This all leads towards the final stage of the research next year, where you’ll be asked to what extent Scottish Water’s final business plan commands your support .”</li> <li>• <b>Provides summary of overall process</b> (i.e. number of future workshops and online community) and today’s agenda (including time of breaks and finishing time).</li> <li>• <b>Explains who is here</b> – our group of participants representing people from across Scotland, Ipsos facilitators, presenters, and any observers.</li> <li>• <b>Explain purpose of today’s session</b> Explain that we will be focussing on certain parts of the draft business plan that we really want their views on. Scottish Water will talk us through some of this, and we will look at some of the content in more detail in our</li> </ul>

Time allocated	Discussion structure	Objectives	Questions and materials
			<p>discussion groups. Encourage them to have a critical view, and to have in mind questions such as:</p> <ul style="list-style-type: none"> <li>○ <i>What do you like about it?</i></li> <li>○ <i>What do you not like about it?</i></li> <li>○ <i>How acceptable does this feel to you?</i></li> <li>○ <i>What might make this more acceptable?</i></li> <li>○ <i>What might need more explanation?</i></li> </ul> <ul style="list-style-type: none"> <li>● <b>Quick reminder of housekeeping and ground rules</b> – mention that plenary sessions will be recorded so keep camera off if don't want to be visible during that. Reminder to only have first name and first letter of surname showing.</li> <li>● Provide assurances around the scope of the research and confidentiality</li> </ul>
<b>18:10 Move to pre-allocated break-out rooms</b>			
<b>18.10 – 18.25</b>	<b>Break-out group introductions and warm-up discussion</b>  <b>15 mins</b>	To allow participants to meet others and warm up / explore top-of-mind perceptions of water services.	<p>Facilitator welcomes participants, thanks them for their participation and introduces themselves. Collects permission/consent for recording.</p> <ul style="list-style-type: none"> <li>● <b>Please briefly tell everyone your first name, where in Scotland you live</b></li> <li>● <b>What has been on your mind about water and wastewater since the last session?</b> <ul style="list-style-type: none"> <li>○ Why has that been on your mind?</li> <li>○ What prompted that?</li> <li>○ Taking part in this process, or something else? <i>PROBE to establish whether it was the process (e.g. online community, previous sessions) or something else (e.g. something on the news, conversations with friends/family) that prompted this</i></li> </ul> </li> <li>● <b>Has anyone changed their views on any issues since the last session?</b></li> </ul>

Time allocated	Discussion structure	Objectives	Questions and materials
			<ul style="list-style-type: none"> <li>○ What prompted that?</li> <li>○ Taking part in this process, or something else?</li> <li>● <b>To help prepare for this session, we sent you some information via the online community which included an overview of the draft Business Plan – or “plan on a page”. Did anyone get a chance to look at it? For those who did, what were your initial thoughts?</b> <ul style="list-style-type: none"> <li>○ Anything in particular that stood out?</li> <li>○ Was it what you were expecting to see or did anything surprise you?</li> <li>○ What do you think it could mean for customer charges over the next 6 years?</li> </ul> </li> <li>● <b>[If time] Is there anything else that you have seen on the online community that has stuck with you?</b></li> </ul> <p>Facilitator thanks participants and acknowledges we will now move to plenary to see the first presentation.</p>
<b>18:25 Move to plenary</b>			
18.25-18.35	<b>Introduction of the draft Business Plan and its general focus areas</b>  <b>10 mins</b>	<b>Presentation 1: Introduction to the business plan and CPI+4% charge</b>	<b>Wendy Kimpton, Scottish Water - introduction to the draft business plan:</b> <ul style="list-style-type: none"> <li>● Brief recap on key challenges and Long Term Strategy to remind participants of this context (note that participants will have been sent the summary from WS1 in advance as a reminder).</li> <li>● Overview of what is covered in the draft business plan (including reference to how it has been informed by customers and others in the water sector).</li> <li>● Brief overview of the investment areas within the draft business plan (highlighting/explaining the choice/regulatory areas).</li> <li>● Introduces CPI+4% charges and impact on customer bills over 6 year period. References CPI for context and gives overview of the exemptions/discounts in place.</li> </ul>

Time allocated	Discussion structure	Objectives	Questions and materials
			<ul style="list-style-type: none"> <li>Explains how affordability was considered/balanced with investments.</li> </ul>
<b>18.35 Break out Discussion 1</b>			
<b>18.35-18.50</b>	<b>Break out discussion and reflection on Presentation 1</b>  <b>15 mins</b>	<b>To enable participants to reflect and gather initial views</b>	<p>Facilitator will have copies of the slides to show again if needed. Facilitators to remind participants that they will hear more about the draft business plan later, and that we're looking for initial thoughts on the information provided so far.</p> <p><i>Facilitator note – allow participants to respond to the 4% charge increase but ensure space is also given to the other topics (investment areas, discounts/exemptions, regulation/choice areas).</i></p> <ul style="list-style-type: none"> <li><b>What stood out to you from the information that you just received?</b></li> <li><b>You heard about the broad coverage of what is in the draft Business Plan. We will look at this in more detail later this evening. But how does this overview compare with your expectations?</b></li> <li><b>SHOW SLIDE 5 (SR27 Draft Business Plan on a Page):</b> <b>What are your initial thoughts on the investment areas?</b> <i>Facilitator note down initial thoughts to revisit in next breakout.</i> <ul style="list-style-type: none"> <li>Any that you were pleased to see included? Why?</li> <li>Any that you were not pleased to see included? Why?</li> <li>Were any unclear?</li> <li>Were there any you would like to know more about?</li> </ul> </li> <li><b>[IF NOT COVERED ABOVE] SHOW SLIDE 8 (What this means for customer bills):</b> <b>And what are your initial thoughts on the 4% increase in customer bills?</b> <i>Facilitator to remind participants that they will hear more about this later and will see a full breakdown by council tax band.</i> <ul style="list-style-type: none"> <li>What do you think of how bills could change over time?</li> </ul> </li> </ul>

Time allocated	Discussion structure	Objectives	Questions and materials
			<ul style="list-style-type: none"> <li>○ Do these bill increases feel reasonable for the investments that Scottish Water plan to make? Why/why not?</li> <li>○ Is there anything more you wanted to know about this?</li> </ul> <p><b>Facilitator read out if needed:</b> <i>CPI stands for Consumer Price Index and represents inflation. We don't know what inflation will be over the next six years, but it will impact bills. For the purpose of showing what this might mean for customer bills, we have assumed that inflation will be 2% (which is the Bank of England's target). But it could be more or less. There is more information about this on the online community.</i></p> <ul style="list-style-type: none"> <li>● <b>STAY ON SLIDE 8 (What this means for customer bills):</b> Wendy talked about the discounts and exemptions that are available to just over half of households. What do you think of these? <ul style="list-style-type: none"> <li>○ Do you agree or disagree with the discounts and exemptions being available?</li> <li>○ Are they targeting the right groups?</li> <li>○ Are the discounts too low, too high, or about right?</li> </ul> </li> <li>● <b>[IF TIME] SHOW SLIDE 6 (The Cost of our Plan):</b> You also heard that most of the investment are things Scottish Water are required to do to meet regulations, but there's a small amount that Scottish Water is choosing to do based on customer feedback. What did you think of that?</li> <li>● <b>What questions would you like to ask the presenter?</b> <i>[prioritising if necessary/if time].</i></li> </ul> <p>Facilitator to keep a note for Q&amp;A later and reassure participants that any questions not answered in the session will be submitted to Scottish Water afterwards and responses will be shared with them over email/online community]</p>
<b>18.50-19.00 Break</b>			
<b>19.00 Stay in Plenary</b>			

Time allocated	Discussion structure	Objectives	Questions and materials
19.00-19.20	<b>Business Plan – Detailed overview</b>  20 mins	<b>Presentation 2: investment areas, outcomes and alternative charging options</b>	<b>Simon Parsons, Scottish Water – detailed overview of draft business plan:</b> <ul style="list-style-type: none"> <li>• More detailed overview of investment areas and outcomes based on draft plan of CPI+4% (e.g. water quality, waste water compliance, leakages, and how this compares with other water providers).</li> <li>• Summarise alternative options (+3% and +5%) and what the differences would be in terms of investments/progress against specific actions.</li> </ul>
<b>19.20 Break out groups</b>			
19.20-19.35	<b>Break out discussion and reflection on Presentation 2</b>  15 mins	<b>To explore initial, top of mind reactions to investment and alternative options, and gather questions</b>	<p>Facilitator will have copies of the slides to show again if needed.</p> <p><b>We will be looking at the investment areas and charges in more detail soon, but for now I'm interested to hear initial thoughts on the information just shared.</b></p> <ul style="list-style-type: none"> <li>• <b>How do you feel about the investment areas now that you have heard more about them, including the intended outcomes?</b> <i>Facilitator refer back to points raised in previous breakout (things they're pleased to see/not pleased to see/not clear about)</i>  <b>[show slides 13-17 with the investment areas/outcomes as needed]</b> <ul style="list-style-type: none"> <li>○ Do these meet your expectations?</li> <li>○ Do these feel like the right outcomes?</li> <li>○ Do they feel balanced with the increase in customer charges?</li> <li>○ Is there anything missing?</li> </ul> </li> <li>• <b>SHOW SLIDE 18 (draft plan and alternative scenarios):</b> You have heard that the draft plan involves a CPI+4% increase in charges. What about the alternative options of CPI+3% or +5% that Simon talked about – what do you make of those?           <ul style="list-style-type: none"> <li>○ Are these better or worse than the CPI+4% approach? Why?</li> <li>○ Is there anything more you want to know about this?</li> </ul> </li> <li>• <b>What questions would you like to ask the presenter?</b> <i>[prioritising if necessary/time and inviting participants to ask a question on the group's behalf].</i></li> </ul>

Time allocated	Discussion structure	Objectives	Questions and materials
			Facilitator to keep a note for Q&A and reassure participants that any questions not answered in the session will be submitted to Scottish Water afterwards and responses will be shared with them over email/online community]
<b>119.35 Back to plenary</b>			
<b>19.35-19.50</b>	<b>Q&amp;A Session with Scottish Water</b>  <b>15 mins</b>	<b>Q&amp;A</b>	<b>Feedback followed by Q&amp;A in panel-style.</b> Q&A session, with facilitators each asking the top question from their break-out group or calling on participants to.  <b>Chair to introduce next breakout session, where there will be a focused discussion on the investment areas and charges. Encourage them to think about how the business plan might impact them and their households, but also how it might affect others like your neighbours, family and communities. Chair will explain that all the material from tonight's session will be available on the online community afterwards, and you will have the opportunity to reflect more on what this means for you personally.</b>
<b>19.50 – 20.00 Break</b>			
<b>20.00 Break out groups</b>			
<b>20.00-20.55</b>	<b>Reflections on draft business plan</b>  <b>55 mins</b>	<b>To gather detail views on the draft business plan</b>	<b>We now have the opportunity to discuss the content in some more detail.</b>  <b>Let's first look at the investment areas that are outlined in the draft Business Plan. As a reminder, these were <b>SHOW SLIDE 21 (Draft business plan on a page)</b>:</b> <ul style="list-style-type: none"> <li>○ Scotland's water remains a source of national pride – focusing on maintenance, drinking water quality, reliable water and leakage</li> <li>○ Scotland's rivers and seas improve, and our communities are protected from flooding – focusing on maintenance, combined sewer overflows and pollution</li> <li>○ SW has played a key role in enabling Scotland's sustainable economic and housing growth – focusing on economic and housing growth, workforce and supporting a prosperous Scotland</li> <li>○ Improving lives of customers, communities and environment to help Scotland flourish come rain or shine – focusing on customer service, climate change and carbon foot print</li> </ul>

Time allocated	Discussion structure	Objectives	Questions and materials
			<p>(10 mins) <b>We are going to look at 1 or 2 of these in detail (other groups will be looking at different areas, so they will all be covered). You will also have the chance to look at all of these again on the online community afterwards.</b></p> <p>ROTATE ORDER OF INVESTMENT AREAS ACROSS BREAKOUT GROUPS AS FOLLOWS (FACILTIATORS AIM TO COVER 1 WITH A 2<sup>nd</sup>/3<sup>rd</sup> OPTION READY TO COVER IF TIME).</p> <ul style="list-style-type: none"> <li>○ Scotland's water remains a source of national pride (drinking water quality, reliable water, leakage, maintenance)(1) - slides 22 and 23</li> <li>○ Scotland's rivers and seas improve... (CSOs, internal and external sewer flooding, maintenance)(2) - slides 22 and 24</li> <li>○ SW has played a key role in growth... (economic and housing growth, tomorrow's workforce, supporting a prosperous Scotland)(3) slide 25</li> <li>○ Improving lives of customers, communities and environment... (customer service, climate change, carbon)(4) slide 26</li> </ul> <p>Note - if covering (1) and (2), slide 22 only needs to be covered once:</p> <p>GROUP 1 - Sally : 1,2,3  GROUP 2 - Alex: 4,1,2  GROUP 3 - Ben: 3,4,1  GROUP 4 - Erin: 2,3,4  GROUP 5 - Yulia: 4,3,2  GROUP 6 - Cat: 1,4,3  GROUP 7 - Colin: 2,1,4  GROUP 8 - Laoise: 3,2,1</p> <p>FOR EACH ONE, SHOW RELEVANT SLIDE AND ASK:</p> <ul style="list-style-type: none"> <li>● <b>How do you feel about what Scottish Water plans to do in this area?</b> (referencing the Outcomes e.g. maintaining the number of properties at risk of repeated internal sewer flooding per year, reducing the amount of water lost through leaks etc) <ul style="list-style-type: none"> <li>○ How satisfied are you with the outcome(s) here?</li> <li>○ Does it go far enough?</li> <li>○ Is there anything else you would have expected to see?</li> <li>○ Overall how important does this feel to you?</li> </ul> </li> </ul>

Time allocated	Discussion structure	Objectives	Questions and materials
			<p><b>Now let's look again at what these investment areas mean for customers' bills. As a reminder, you'll have the chance to see all of this on the online community after .</b></p> <p>(15 mins)</p> <p><b>SHOW SLIDE 27 (Business plan CPI+4%):</b> Let's look again at the CPI +4% charges and what that means for monthly customers' bills. On this slide you can see how monthly charges would change across all 8 council tax bands. So, for example, someone living in tax band B would see their water bill go from <b>[read out charges for tax band B as shown on table, highlighting figures at the start, middle and end of the six year period as well as the total change between 2026/7 and 2032/33. Ensure participants are clear on the distinction between the 4% only figures and the blue figures that show what the costs could be if inflation is 2%, but this could end up being more or less ]</b>.</p> <p><i>Annual figures available on slide 33 if needed</i></p> <ul style="list-style-type: none"> <li>○ How do you feel about this?</li> <li>○ Thinking about your own household, and if you're happy to share with the group, how would these charges impact you? <i>PROBE on reasons for any issues or concerns they choose to share</i></li> <li>○ And thinking more broadly, how might these charges impact other households?</li> <li>○ Would these charges impact some groups more or less than others? <i>PROBE for who/how and note down</i></li> <li>○ Thinking again about the investment areas <b>[toggle between slides 27 and 28 as a needed]</b> - what are the pros and cons?</li> <li>○ Overall, do the charges feel affordable? Why/why not? <i>PROBE for details on who it is/isn't affordable for</i></li> </ul> <p><b>SHOW SLIDE 29 (Discounts and exemptions):</b> As you heard in the presentation, there are some discounts and exemptions that apply to certain groups of people... <b>[read through information on the slide ]</b>.</p> <ul style="list-style-type: none"> <li>○ How does this make you feel about the charges? <b>[toggle between slides 27 and 29 as needed]</b></li> <li>○ Before you mentioned that the charges would impact some groups more than others <b>[play these back]</b> - do these discounts/exemptions make a difference?</li> </ul>

Time allocated	Discussion structure	Objectives	Questions and materials
			<ul style="list-style-type: none"> <li>○ <b>Return to slide 27 (CPI+4% table):</b> Do the charges feel any more or less affordable? <i>PROBE</i> for reasons and details on who it is/isn't affordable for</li> </ul> <p><b>STAY ON SLIDE 27 (CPI+4 table):</b> Based on everything we've discussed, does the CPI+4% charge feel acceptable or not overall? <i>PROBE</i> for reasoning and what would need to be in place to make this feel more acceptable.</p> <p>(5-10 mins)</p> <p><b>SHOW SLIDE 30 (CPI+3%) AND READ OUT:</b> Now let's look again at the alternatives that were mentioned. Starting with CPI +3% and what that means for customers' bills. [read out charges for tax band B as shown on table, highlighting figures at the start, middle and end of the six year period as well as the total change between 2026/7 and 2032/33. Ensure participants are clear on the distinction between the 4% only figures and the blue figures that show what the costs could be if inflation is 2%, but this could end up being more or less].</p> <p>Annual figures available on slide 34 if needed</p> <ul style="list-style-type: none"> <li>○ How do you feel about this alternative?</li> <li>○ How does it compare with the draft plan of CPI+4%?</li> <li>○ What would the pros and cons of that be? <i>PROBE</i> around the different outcomes e.g. less investment in internal sewer flooding, carbon and maintenance (<i>refer to text in red box on slide</i>)</li> <li>○ What would the impact be if Scottish Water took this approach instead? <ul style="list-style-type: none"> <li>▪ What about the impacts on customers? <i>PROBE</i> to clarify whether participants are referring to their own households or others</li> <li>▪ What about on the areas that Scottish Water can invest in?</li> </ul> </li> <li>○ Is this more or less acceptable than the previous scenario? <i>PROBE</i> for reasoning</li> </ul> <p>(5-10 mins)</p> <p><b>SHOW SLIDE 31 (CPI+5%) AND READ OUT:</b> Now let's look at the other alternative of CPI +5% and what that means for customers' bills.... [read out charges for tax band B as shown on table, highlighting figures at the start, middle and end of the six year period as well as the total change between 2026/7 and 2032/33. Ensure participants are clear on</p>

Time allocated	Discussion structure	Objectives	Questions and materials
			<p><b>the distinction between the 4% only figures and the blue figures that show what the costs could be if inflation is 2%, but this could end up being more or less].</b></p> <p><i>Annual figures available on slide 35 if needed</i></p> <ul style="list-style-type: none"> <li>○ How do you feel about this alternative?</li> <li>○ How does it compare with the other options we've looked at?</li> <li>○ What would the pros and cons of that be? <i>PROBE around the different outcomes e.g. increased investment in quality standards, managing rainwater, and combined sewer overflows (refer to text in green box on slide)</i></li> <li>○ What would the impact be if Scottish Water took this approach? <ul style="list-style-type: none"> <li>▪ What about the impacts on customers? <i>PROBE to clarify whether participants are referring to their own households or others</i></li> <li>▪ What about on the areas that Scottish Water can invest in?</li> </ul> </li> <li>○ Is this more or less acceptable than the previous scenario? <i>PROBE for reasoning</i></li> </ul> <p>(10 mins)</p> <p><b>To wrap up, I'd to think about what you would want Scottish Water's final business plan to include.</b></p> <ul style="list-style-type: none"> <li>• <b>[if time, SHOW SLIDE 32]: Overall, which of the charging options that you have seen (+4%, +3%, +5%) feels most acceptable to you and why?</b></li> <li>• <b>Based on what you've seen/heard today, is there anything you would like to see changed about the draft business plan as Scottish Water prepares its final business plan?</b></li> <li>• <b>Is there is anything you would want to make sure stays as it is?</b></li> <li>• <b>And is there anything you think needs more explanation?</b></li> </ul>
<b>20.55 Back to plenary</b>			

Time allocated	Discussion structure	Objectives	Questions and materials
20.55-21.00	<p><b>Summary and close</b></p> <p><b>5 mins</b></p>	<p><b>To orientate participants and encourage continued engagement</b></p>	<p><b>Chair to close the day:</b></p> <ul style="list-style-type: none"> <li>• Brief overview of what has been covered</li> <li>• Brief overview of what to expect in the online community and in the next workshop (and reiterating plans for confirming details on this)</li> <li>• Reminder of incentives process</li> </ul> <p><b>Thank participants and close</b></p> <p>Note facilitators and tech support will only leave once all participants have left, and all facilitators can encourage participants to come off mute, wave and say goodbye.</p> <p>Facilitators to make a note of any questions raised in group discussions that weren't addressed in the Q&amp;A sessions ready to share with research team.</p>

# 13. Cohort 1 - Phase 2a Workshop – Scottish Water Presentation



## SR27 Draft Business Plan

Consumer Scotland  
Deliberative Groups



## Introduction to presenters



**Wendy Kimpton**  
Director of Strategy and Regulation  
*Scottish Water*



**Simon Parsons**  
Director of Environment, Planning and Assurance  
*Scottish Water*

SW Public  
Commercial

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## Part 1

SW Public  
Commercial

3

# Recap

**Scottish Water** RECAP

## The challenges we face

<p><b>Changing Climate</b></p>	<p>The changing climate is bringing extreme weather, record-breaking heatwaves, droughts, storms, and floods that have put increasing pressure on Scotland's water and waste water systems.</p>
<p><b>Population Change</b></p>	<p>Scotland's overall population continues to grow, and there is a shift in population from west to east. The number of households has also increased, as more people are now living alone.</p>
<p><b>Ageing Assets</b></p>	<p>Many of our assets are over 100 years old – and many others were installed in the 1970s, 80s and 90's as we responded to changes in legislation. These assets have served us well, but they are coming up to an age where they need to be upgraded or replaced.</p>

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**Scottish Water** RECAP

## Our Long-Term Strategy

**Outcomes:**  
The results we will deliver over the next 25 years

- Scotland's tap water remains a source of national pride
- Scotland's rivers and seas improve, and our communities are protected from flooding
- Scottish Water has played a key role in enabling Scotland's sustainable economic and housing growth

**Steps:**  
The steps we will take to deliver our outcomes

Lead partnerships with public, private & third sector organisations and with customers and communities + Transform and drive efficiency in the way we work, through innovation and technology + Reduce demand on our services and assets, by reducing demand for tap water and managing rain water **THEN** Seek the funding we need

**Our Promise to Customers:**  
The foundation for all that we do

Improving the lives of our customers, communities and environment to help Scotland flourish come rain or shine

SW Internal Commercial

**Scottish Water** RECAP

## How Scottish Water Plans for the Future

The 25-year strategy sets out what we want to deliver for customers, communities and the environment

The 6-year business plans to deliver what we have set out in the Long-Term Strategy

**Long-Term Strategy**

Business Plan (2021-2027) → Business Plan (2027-2033) → Business Plan (2033-2039) → Business Plan (2039-2045) → Business Plan (2045-2051)

- Business Plan development is overseen by the Water Industry Commission for Scotland (WICS) as the economic regulators.
- It determines what needs to be done to maintain or improve service and how much we charge customers for our services.

**One of the most important parts of the process is making sure that we listen to our customers – and that we incorporate their needs and expectations into our Plan.**

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## SR27 Draft Business Plan on a Page

### Scotland's tap water remains a source of national pride



#### Maintenance

Just over half of the investment will go to making sure infrastructure lasts as long as possible and is well looked after for future generations.



#### Drinking Water Quality

Improve water quality for 1.35 million customers



#### Reliable Water

Reduce the risk of drought impacting on 662,000 homes and businesses

Replace water mains to reduce repeat interruptions to water supplies by 17%



#### Leakage

Reduce leakage by 10%

Roll out smart meters to all business customers and help household customers use only what they need

### Scotland's rivers and seas improve, and our communities are protected from flooding



#### Combined Sewer Overflows and Pollution

Improve 150 sewer overflows with the most potential to affect the environment

Use technology to quickly detect issues with Combined Sewer Overflows



#### Internal and External Sewer flooding

Reduce the impact of sewer flooding and the numbers of sewage blockages caused by inappropriate items

Better manage rainwater through collaborative approaches to address localised flooding and create green spaces that benefit communities

### Scottish Water has played a key role in enabling Scotland's sustainable economic and housing growth



#### Enable economic and housing growth

Ensure capacity to facilitate c120,000 new homes and business premises



#### Build tomorrow's workforce

Recruit & train over 2,000 apprentices and graduates between us and our supply chain



#### Support a prosperous Scotland

Generate c£4bn for the Scottish Economy every year supporting 21,000 jobs

### Improving the lives of our customers, communities and environment to help Scotland flourish come rain or shine



#### Be a leader in Customer Service

Maintain our position as a leader in customer service, protecting the most vulnerable



#### Be a leader in mitigating climate change

Cut costs and carbon with energy efficiency programmes to future proof operations.

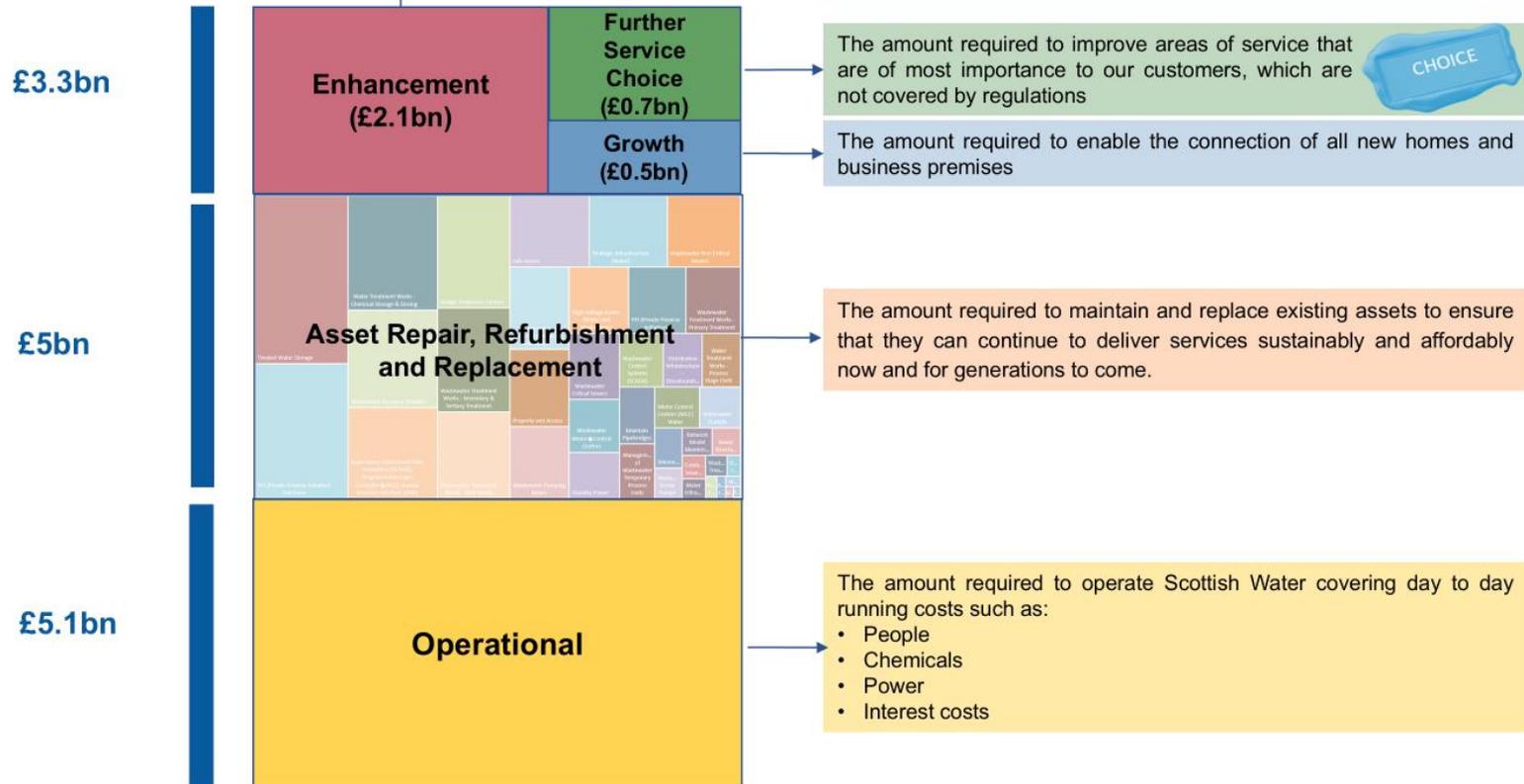


#### Create new woodlands to offset carbon

Create 4,000 hectares of new woodlands with 6 million trees which can be enjoyed for generations

# The Cost of our Plan

£13.4 billion across the SR27 period



SW Public Commercial

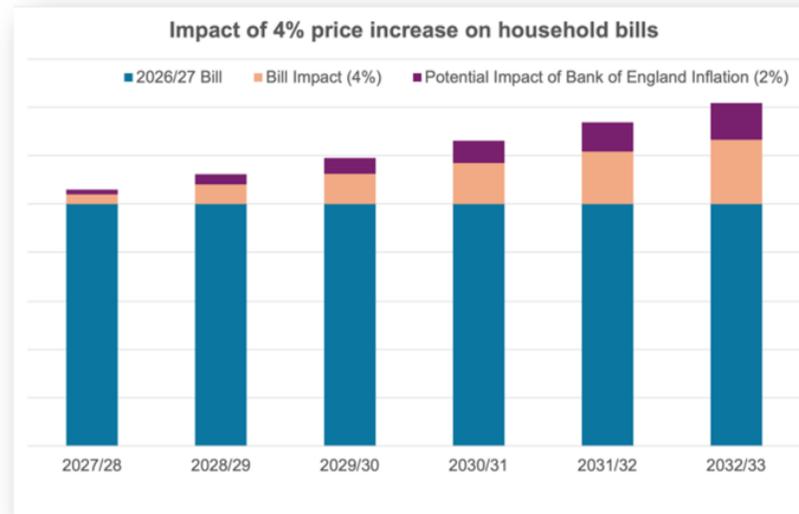
## Bringing it all together: setting prices



## What this means for customer's bills

Delivering Scottish Water's draft plan for 2027 to 2033 will require a 4% increase in charges above inflation, **every year** for 6 years between 2027 & 2033.

- i** This is an increase of 26.5% (above inflation) over the 6 years between 2027 and 2033 for Scottish Water's customers.
- i** In England and Wales average bills will rise by 36% above inflation over the 5 years between 2025 and 2030.



## Just over half of households served by Scottish Water are provided with some form of affordability support



Around 1 in 4 households are eligible for the Water Charges Reduction Scheme, with a maximum 35% discount



Around 1 in 4 households are eligible only for Single Person Discount of 25%



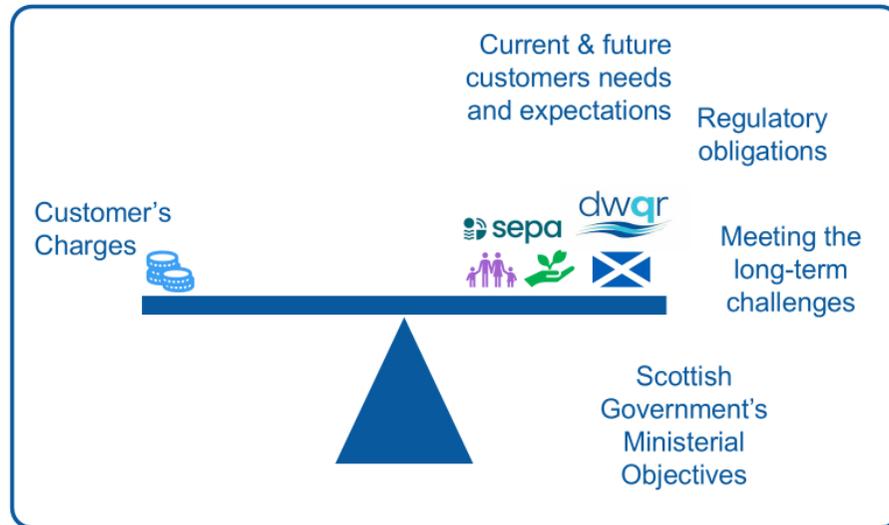
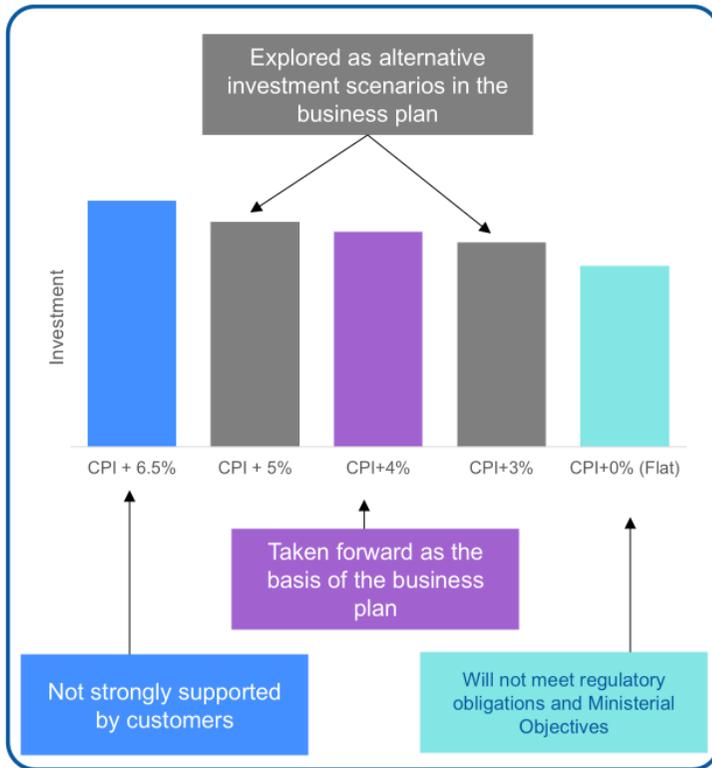
Around 1 in 10 households are eligible for both the Water Charges Reduction Scheme and the Single Person Discount. They get the higher of their WCRS entitlement or the Single Person Discount (not both).



100% exemptions provided for a wide range of situations including full-time students and disability. Around one in 20 customers are eligible.

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# Balancing investment and charges



# SR27 Draft Business Plan

How we're going to work differently



LEADING PARTNERSHIPS WITH OTHERS



TRANSFORMATION, INNOVATION AND TECHNOLOGY



REDUCING DEMAND



The Supply Chain for SR27



Digital Solutions



Managing Rainwater



Partnerships with customers



Remote Operating Centre



Nature based and 'Blue Green' Solutions



Managing water demand

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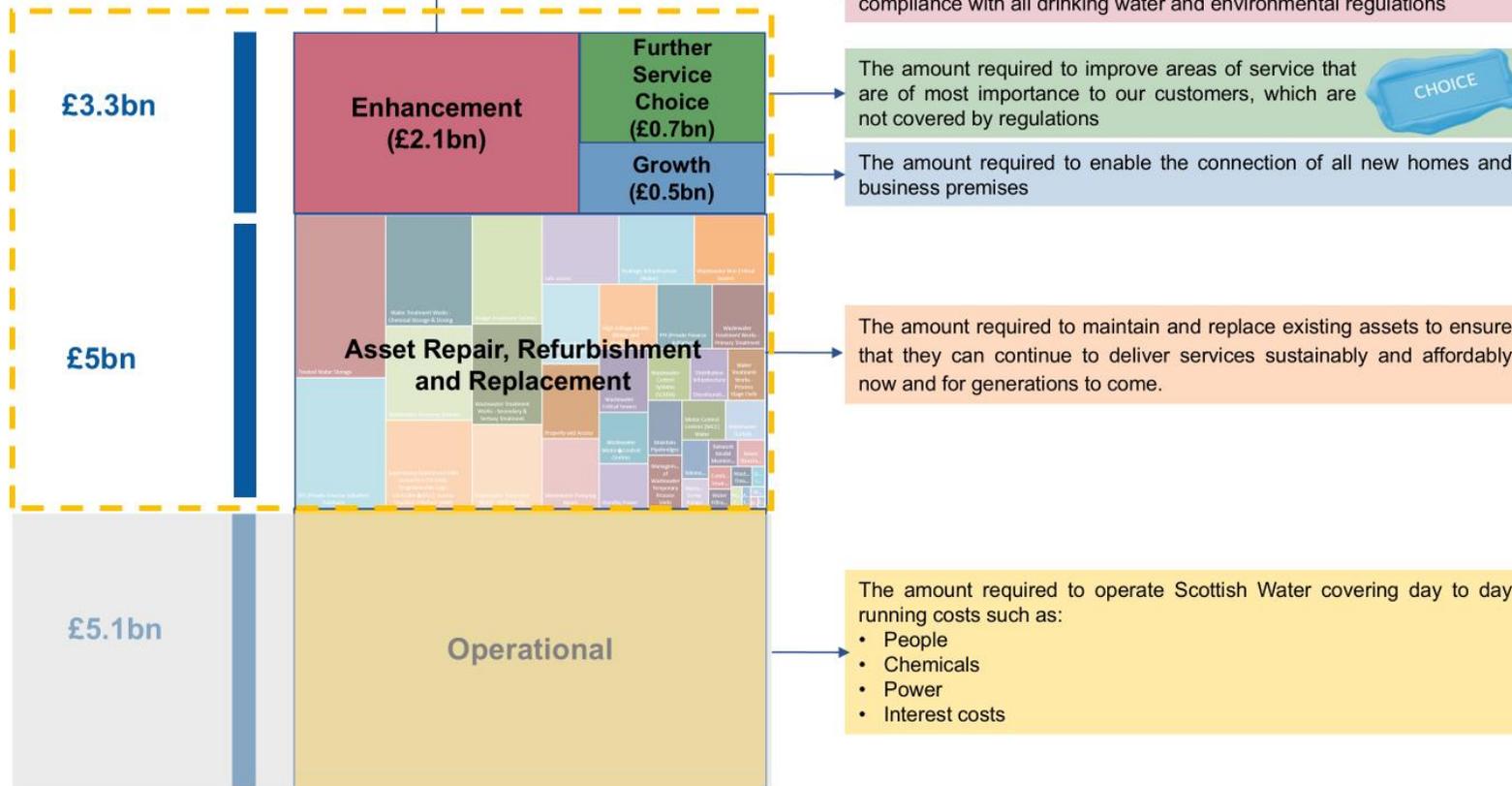
## Part 2

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# The Cost of our Plan

£8.3 billion of investment



The amount required to protect people and the environment by ensuring compliance with all drinking water and environmental regulations

The amount required to improve areas of service that are of most importance to our customers, which are not covered by regulations

The amount required to enable the connection of all new homes and business premises

The amount required to maintain and replace existing assets to ensure that they can continue to deliver services sustainably and affordably now and for generations to come.

The amount required to operate Scottish Water covering day to day running costs such as:

- People
- Chemicals
- Power
- Interest costs

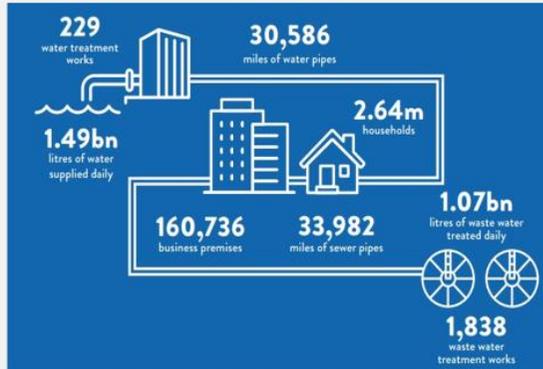
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# Maintenance



## Maintenance

Scottish Water's infrastructure would cost nearly £120 billion to fully replace, ranging from large treatment works to pipes in the ground and sensors in our network.



These are all critical to delivering a resilient and reliable water and waste water service for our customers across Scotland.

**Between 2027 and 2033, Scottish Water plans to:**

- Use just over half of the investment to maintain Scottish Water's infrastructure

Infrastructure like pipes and treatment works will be refurbished, repaired and replaced to make sure that:

- They last as long as possible before needing replacement.
- Future generations inherit well-maintained infrastructure.
- Infrastructure is better able to deal with the impact of climate change.



# Scotland's tap water remains a source of national pride



## Drinking Water Quality

Severe weather makes it harder to turn water stored in reservoirs into safe, high quality drinking water.

Heavy rain can wash debris into reservoirs, and hot weather increases the risk of algae.

Between 2027 and 2033, Scottish Water plans to:

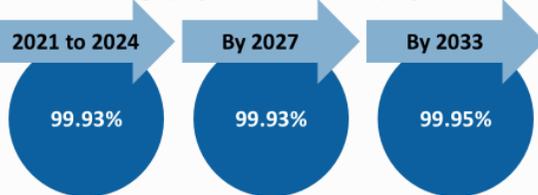
- Improve water quality for around 1.35 million people by upgrading water treatment works
- Work with landowners to keep reservoir water clean

### Outcome:

Over 250,000 drinking water samples are tested each year to meet regulatory standards — **about one test every two minutes.**

### % of samples that pass tests every year:

Past average performance & future projections



**i** This maintains current high performance



## Reliable Supply of Water

Warmer, drier summers and population growth affect water supply and demand.

More shifts between wet and dry weather causes the ground to move, breaking pipes and cutting off water supply for customers.

Between 2027 and 2033, Scottish Water plans to:

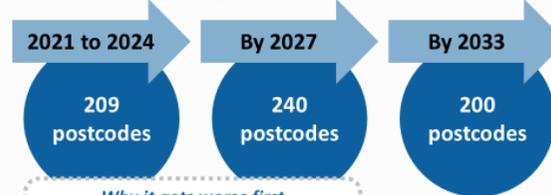
- Focus on areas with repeated water supply issues
- Reduce the risk of drought impacting on 662,000 homes and businesses

### Outcome:

Reduce the number of postcodes that experience repeated water supply issues  
(Note: there are **over 160,000 postcodes** in Scotland).

### Postcodes with repeated water supply issues per year:

Past average performance & future projections



**?** Why it gets worse first  
Ageing pipes are bursting more often and will be prioritised after 2027

**i** This is a 17% improvement



## Water Leakage

Older water pipes are more likely to leak.

Climate change will increase shifts between wet and dry weather causing movements in the ground, cracking pipes and causing leaks.

Between 2027 and 2033, Scottish Water plans to:

- Triple the speed of replacing older water mains pipes made from materials prone to bursting.
- Ensure all 136,000 business customers have smart meters to spot leaks faster.

### Outcome:

Reduce the amount of drinking water lost through leaks.

### Megalitres (ML) lost per day due to leaks:

(1ML is 1 million litres and an Olympic swimming pool holds about 2.5ML)

Past average performance & future projections



**i** This is a 10% improvement  
Long-term objective of 20% by 2050

# Scotland's rivers and seas improve, and our communities are protected from flooding



## Combined Sewer Overflows

The 4,080 Combined Sewer Overflows in Scotland act as a safety valve for the sewer network during unusually heavy rain.

When working correctly, they release 99% rainwater safely into the environment and prevent excess coming up through toilets or street drains.

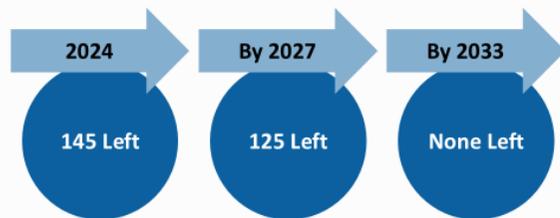
**Between 2027 and 2033, Scottish Water plans to:**

- Use technology to quickly detect issues with Combined Sewer Overflows.
- Improve High Priority Combined Sewer Overflows which are known to not be working correctly and have the most potential to affect the environment.
- Prepare designs to improve lower-priority overflows after 2033.

### Outcome:

Improve all High Priority Combined Sewer Overflows.

**Number of High Priority Combined Sewer Overflows:**  
Past average performance & future projections



## Internal Sewer Flooding

Unusually heavy rain can overload sewers and may result in excess water coming into properties through toilets or sinks.

**Between 2027 and 2033, Scottish Water plans to:**

- Keep on top of how many properties are at risk of repeated internal sewer flooding.
- Upgrade the network where it's too small.
- Manage how much rain enters sewers by working with councils to create more green spaces to store it
- Use technology to protect individual properties that have been affected by sewer flooding before.

### Outcome:

300 out of 406 properties fixed, but we expect to find another 300 due to increased rain.  
(Note: There are 2.64 million homes in Scotland)

**Number of properties at risk of repeated internal sewer flooding per year:**  
Past average performance & future projections



## External Sewer Flooding

Unusually heavy rain can overload sewers, and may result in excess water coming up through drains and flooding gardens, roads and outdoor spaces.

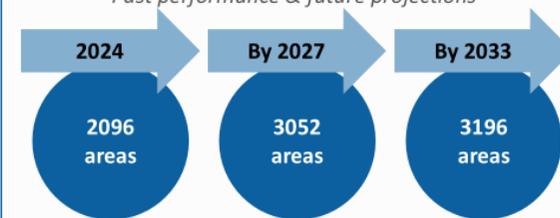
**Between 2027 and 2033, Scottish Water plans to:**

- Prioritise areas where external sewer flooding has the worst impact on communities.
- Upgrade the network where it's too small
- Use technology to prevent and reduce the risk of flooding.
- Manage how much rain enters sewers by working with councils to create more green spaces to store it.

### Outcome:

Fix 624 areas where external sewer flooding has the worst impact, but expect to find another 768 due to increased rain  
(Note: There are 2.64 million homes in Scotland)

**Number of areas at risk of repeated external sewer flooding per year:**  
Past performance & future projections



## Scottish Water has played a key role in enabling Scotland's sustainable economic and housing growth



### Enable economic and housing growth

Scottish Water works with the Scottish Government, local authorities and developers to encourage development in areas where there is already water and waste water capacity.

Scottish Water encourages developers to create developments that do not contribute additional surface water to our network

**Between 2027 and 2033, Scottish Water plans to:**  
Invest to ensure capacity for c120,000 new homes and business premises



### Build tomorrow's workforce

For every position at Scottish Water, four more jobs are generated in the wider Scottish economy, especially in high-value STEM fields.

Our investment programme supports over 10,000 jobs in Scotland.

**Between 2027 and 2033, Scottish Water plans to:**  
Recruit & train over 2,000 apprentices and graduates between us and our supply chain



### Support a prosperous Scotland

Scottish Water spends around £1.3 billion a year buying goods and services.

Scottish Water has 430 suppliers who are vital to delivering capital and operational activities.

Around 70% of Scottish Water's supply chain are classified as small or medium-sized enterprises, and around 90% have bases here in Scotland

**Between 2027 and 2033, Scottish Water plans to:**  
Generate c£4bn for the Scottish Economy every year supporting 21,000 jobs

# Scottish Water's carbon footprint



## Carbon Footprint

**Scottish Water is aiming to be a leader in mitigating climate change and to achieve net zero carbon emissions by 2040.**

*Net zero refers to achieving an overall balance between carbon emissions produced and emissions taken out of the atmosphere*

### Between 2027 and 2033, Scottish Water plans to:

- Cut costs and carbon with energy efficiency programmes to future proof operations.
- Plant 6 million trees across 4,000 hectares of new woodland
- Restore 500-1000 hectares of eroding peatland and care for existing peatland

### Outcome:

Reduce greenhouse gas (including carbon) emissions, measured in kilotonnes of carbon dioxide equivalent.

*One kilotonne of carbon dioxide is equivalent to 600 petrol cars on the road for a year.*

### Carbon emissions measured in kilotonnes per year:

*Past average performance & future projections*



**i This is a 67% improvement**

**Woodland creation improves biodiversity and lock ups carbon, as well as protecting water quality in reservoirs and creating spaces for communities to use.**



**Peatland restoration returns land to a more natural state, locking up carbon and protecting water quality in reservoirs.**



## Draft Plan and Alternate Scenarios

Our Draft Plan (£8.3bn of investment) will allow us to:

- meet our legal and regulatory requirements and customer priorities,
- respond to the challenges and ambitions we face.

Scenario B details £8.7bn of investment that could deliver more for our customers into the future.

Scenario C sets out £7.9bn of investment which would allow us to only address the problems we can today.

### Water Quality:

- Upgrade an aging water treatment works supplying drinking water to 62,000 customers.
- Modernise more equipment at water treatment works across Scotland to reduce the number of problems we respond to.
- Replace some aging water mains which result in customers receiving persistently discoloured water.

### Managing rainwater

- Establish a 'community fund' for community driven schemes that keep rainwater on the surface

### Combined Sewer Overflows

- begin work on lower priority overflows where there is an environmental impact

### Internal Sewer Flooding:

- Properties affected by repeated Internal Sewer flooding rises by 200.

### Carbon:

- No new renewables – meaning significant investment after 2033 to hit Net Zero by 2040

### Maintenance:

- Reduce the replacement of water mains by 20% - meaning more customers experiencing repeated interruptions to their water supply.
- Reduce investment in inspections by 50% - meaning we know less about the condition of our infrastructure.



## In summary, we believe that the SR27 Draft Business Plan:

**Meets draft Ministerial Objectives, legal and regulatory requirements and reflects customer priorities**



**Delivers the investment necessary to respond to our challenges and progress our ambitions**



**Balances investment and cost to provide great value for both current and future customers**



**Comprises £13.4bn to deliver resilient services into the long-term**



## Moderator Materials

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# SR27 Draft Business Plan on a Page



## Scotland's tap water remains a source of national pride



### Maintenance

Just over half of the investment will go to making sure infrastructure lasts as long as possible and is well looked after for future generations.



### Drinking Water Quality

Improve water quality for 1.35 million customers



### Reliable Water

Reduce the risk of drought impacting on 662,000 homes and businesses

Replace water mains to reduce repeat interruptions to water supplies by 17%



### Leakage

Reduce leakage by 10%

Roll out smart meters to all business customers and help household customers use only what they need

## Scotland's rivers and seas improve, and our communities are protected from flooding



### Combined Sewer Overflows and Pollution

Improve 150 sewer overflows with the most potential to affect the environment

Use technology to quickly detect issues with Combined Sewer Overflows



### Internal and External Sewer flooding

Reduce the impact of sewer flooding and the numbers of sewage blockages caused by inappropriate items

Better manage rainwater through collaborative approaches to address localised flooding and create green spaces that benefit communities

## Scottish Water has played a key role in enabling Scotland's sustainable economic and housing growth



### Enable economic and housing growth

Ensure capacity to facilitate c120,000 new homes and business premises



### Build tomorrow's workforce

Recruit & train over 2,000 apprentices and graduates between us and our supply chain



### Support a prosperous Scotland

Generate c£4bn for the Scottish Economy every year supporting 21,000 jobs

## Improving the lives of our customers, communities and environment to help Scotland flourish come rain or shine



### Be a leader in Customer Service

Maintain our position as a leader in customer service, protecting the most vulnerable



### Be a leader in mitigating climate change

Cut costs and carbon with energy efficiency programmes to future proof operations.



### Create new woodlands to offset carbon

Create 4,000 hectares of new woodlands with 6 million trees which can be enjoyed for generations

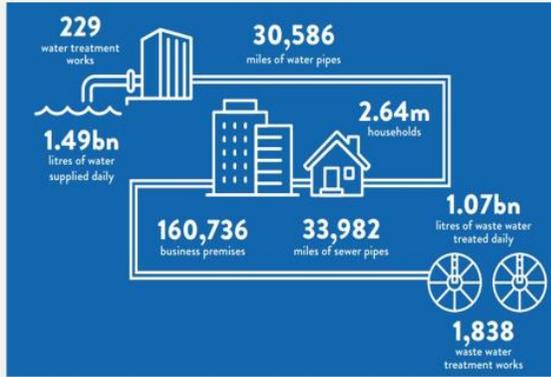
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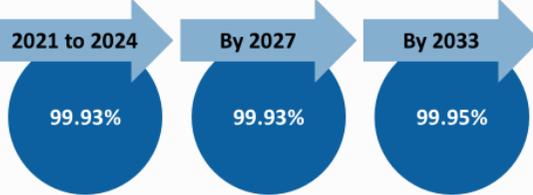
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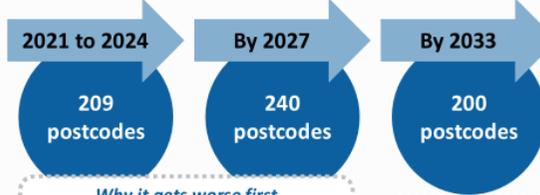
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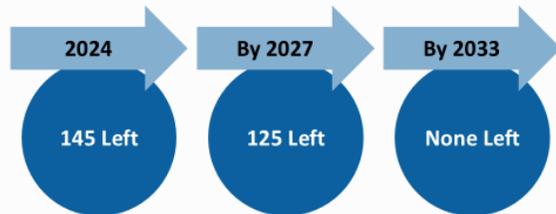
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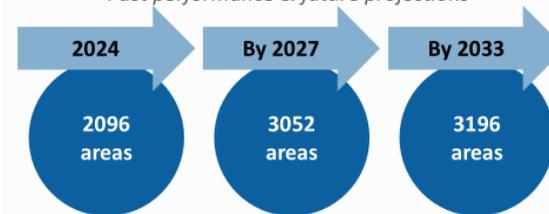
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# Scottish Water's carbon footprint



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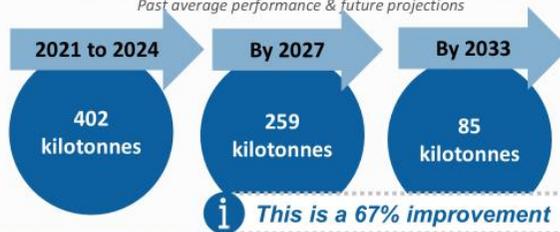
- Cut costs and carbon with energy efficiency programmes to future proof operations.
- Plant 6 million trees across 4,000 hectares of new woodland
- Restore 500-1000 hectares of eroding peatland and care for existing peatland

### Outcome:

Reduce greenhouse gas (including carbon) emissions, measured in kilotonnes of carbon dioxide equivalent.  
 One kilotonne of carbon dioxide is equivalent to 600 petrol cars on the road for a year.

### Carbon emissions measured in kilotonnes per year:

Past average performance & future projections



Woodland creation improves biodiversity and lock ups carbon, as well as protecting water quality in reservoirs and creating spaces for communities to use.



Peatland restoration returns land to a more natural state, locking up carbon and protecting water quality in reservoirs.



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## Business Plan (CPI + 4%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H
	Now	£33	£39	£45	£50	£61	£72	£83	£100
	2026/27	£35 £36	£41 £42	£47 £48	£53 £54	£64 £66	£76 £78	£88 £90	£105 £108
Business Plan Period	2027/28	£36 £38	£42 £44	£49 £51	£55 £57	£67 £70	£79 £83	£91 £95	£109 £114
	2028/29	£38 £40	£44 £47	£51 £54	£57 £61	£69 £74	£82 £87	£95 £101	£114 £121
	2029/30	£39 £43	£46 £50	£53 £57	£59 £64	£72 £78	£85 £93	£98 £107	£118 £128
	2030/31	£41 £45	£48 £53	£55 £60	£61 £68	£75 £83	£89 £98	£102 £113	£123 £136
	2031/32	£43 £48	£50 £56	£57 £64	£64 £72	£78 £88	£92 £104	£107 £120	£128 £144
	2032/33	£44 £51	£52 £59	£59 £68	£66 £76	£81 £93	£96 £110	£111 £127	£133 £153
	Change between <b>26/27</b> and <b>32/33</b>	£9 £15	£11 £18	£12 £20	£14 £23	£17 £28	£20 £33	£23 £38	£28 £45

# SR27 Draft Business Plan on a Page



## Scotland's tap water remains a source of national pride



### Maintenance

Just over half of the investment will go to making sure infrastructure lasts as long as possible and is well looked after for future generations.



### Drinking Water Quality

Improve water quality for 1.35 million customers



### Reliable Water

Reduce the risk of drought impacting on 662,000 homes and businesses

Replace water mains to reduce repeat interruptions to water supplies by 17%



### Leakage

Reduce leakage by 10%

Roll out smart meters to all business customers and help household customers use only what they need

## Scotland's rivers and seas improve, and our communities are protected from flooding



### Combined Sewer Overflows and Pollution

Improve 150 sewer overflows with the most potential to affect the environment

Use technology to quickly detect issues with Combined Sewer Overflows



### Internal and External Sewer flooding

Reduce the impact of sewer flooding and the numbers of sewage blockages caused by inappropriate items

Better manage rainwater through collaborative approaches to address localised flooding and create green spaces that benefit communities

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### Enable economic and housing growth

Ensure capacity to facilitate c120,000 new homes and business premises



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Generate c£4bn for the Scottish Economy every year supporting 21,000 jobs

## Improving the lives of our customers, communities and environment to help Scotland flourish come rain or shine



### Be a leader in Customer Service

Maintain our position as a leader in customer service, protecting the most vulnerable



### Be a leader in mitigating climate change

Cut costs and carbon with energy efficiency programmes to future proof operations.



### Create new woodlands to offset carbon

Create 4,000 hectares of new woodlands with 6 million trees which can be enjoyed for generations

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## Discounts and exemptions

**Just over half of households served by Scottish Water are provided with some form of affordability support**



Around 1 in 4 households are eligible for the Water Charges Reduction Scheme, with a maximum 35% discount



Around 1 in 10 households are eligible for both the Water Charges Reduction Scheme and the Single Person Discount.

They get the higher of their WCRS entitlement or the Single Person Discount (not both).



100% exemptions provided for a wide range of situations including full-time students and disability. Around one in 20 customers are eligible.



Around 1 in 4 households are eligible only for Single Person Discount of 25%

## Alternative C (CPI + 3%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band A		Band B		Band C		Band D		Band E		Band F		Band G		Band H	
	Now	£33		£39		£45		£50		£61		£72		£83		£100	
	2026/27	£35	£36	£41	£42	£47	£48	£53	£54	£64	£66	£76	£78	£88	£90	£105	£108
Business Plan Period	2027/28	£36	£38	£42	£44	£48	£50	£54	£57	£66	£69	£78	£82	£90	£94	£108	£113
	2028/29	£37	£40	£43	£46	£50	£53	£56	£59	£68	£73	£81	£86	£93	£99	£111	£119
	2029/30	£38	£42	£45	£49	£51	£55	£57	£62	£70	£76	£83	£90	£96	£104	£115	£125
	2030/31	£39	£44	£46	£51	£53	£58	£59	£66	£72	£80	£85	£95	£99	£109	£118	£131
	2031/32	£41	£46	£47	£53	£54	£61	£61	£69	£74	£84	£88	£99	£102	£115	£122	£138
	2032/33	£42	£48	£49	£56	£56	£64	£63	£72	£77	£88	£91	£104	£105	£120	£125	£144
	Change between <b>26/27</b> and <b>32/33</b>	£7	£12	£8	£14	£9	£16	£10	£18	£12	£22	£15	£26	£17	£31	£20	£37

### Internal Sewer Flooding:

- Properties affected by repeated Internal Sewer flooding rises by 200.

### Carbon:

- No new renewables – meaning significant investment after 2033 to hit Net Zero by 2040

### Maintenance:

- Reduce the replacement of water mains by 20% - meaning more customers experiencing repeated interruptions to their water supply.
- Reduce investment in inspections by 50% - meaning we know less about the condition of our infrastructure.

## Alternative B (CPI + 5%): Monthly

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band A		Band B		Band C		Band D		Band E		Band F		Band G		Band H	
	Now	£33		£39		£45		£50		£61		£72		£83		£100	
	2026/27	£35	£36	£41	£42	£47	£48	£53	£54	£64	£66	£76	£78	£88	£90	£105	£108
Business Plan Period	2027/28	£37	£38	£43	£45	£49	£51	£55	£58	£67	£70	£80	£83	£92	£96	£110	£115
	2028/29	£39	£41	£45	£48	£51	£55	£58	£62	£71	£75	£84	£89	£97	£103	£116	£123
	2029/30	£41	£44	£47	£51	£54	£59	£61	£66	£74	£81	£88	£95	£101	£110	£122	£132
	2030/31	£43	£47	£50	£55	£57	£63	£64	£71	£78	£86	£92	£102	£106	£118	£128	£141
	2031/32	£45	£50	£52	£59	£60	£67	£67	£76	£82	£92	£97	£109	£112	£126	£134	£151
	2032/33	£47	£54	£55	£63	£63	£72	£70	£81	£86	£99	£102	£117	£117	£135	£141	£162
	Change between <b>26/27</b> and <b>32/33</b>	£12	£18	£14	£21	£16	£24	£18	£27	£22	£33	£26	£39	£30	£45	£36	£54

### Water Quality:

- Upgrade an aging water treatment works supplying drinking water to 62,000 customers.
- Modernise more equipment at water treatment works across Scotland to reduce the number of problems we respond to.
- Replace some aging water mains which result in customers receiving persistently discoloured water.

### Managing rainwater

- Establish a 'community fund' for community driven schemes that keep rainwater on the surface

### Combined Sewer Overflows

- begin work on lower priority overflows where there is an environmental impact

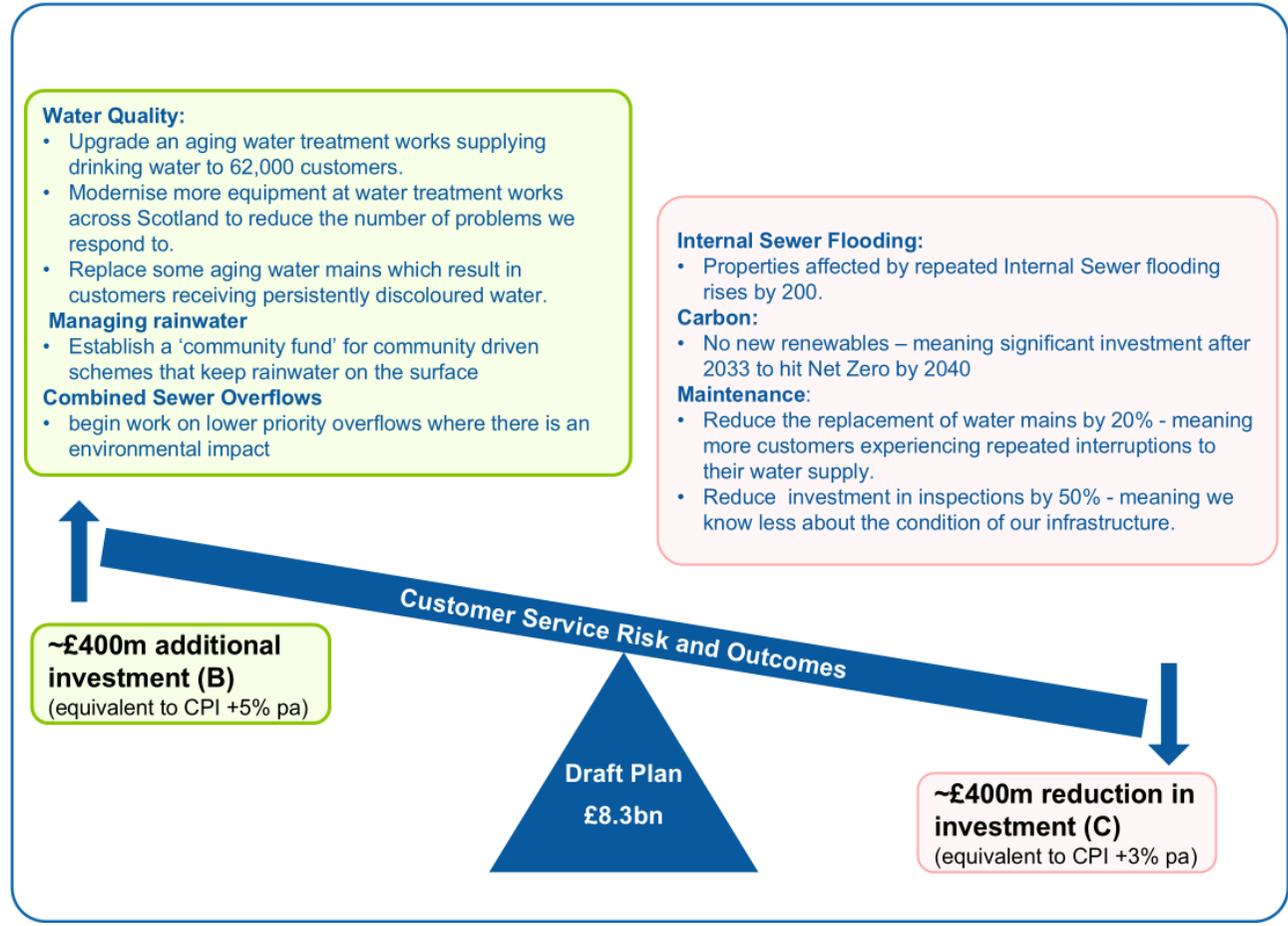
## Draft Plan and Alternate Scenarios

Our Draft Plan (£8.3bn of investment) will allow us to:

- meet our legal and regulatory requirements and customer priorities,
- respond to the challenges and ambitions we face.

Scenario B details £8.7bn of investment that could deliver more for our customers into the future.

Scenario C sets out £7.9bn of investment which would allow us to only address the problems we can today.



# Business Plan (CPI + 4%): Annual

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band A		Band B		Band C		Band D		Band E		Band F		Band G		Band H	
	Now	£400		£467		£534		£600		£734		£867		£1001		£120	
	2026/27	£420	£431	£490	£503	£560	£575	£630	£647	£771	£790	£911	£934	£1,051	£1,078	£1,261	£1,293
Business Plan Period	2027/28	£437	£457	£510	£533	£583	£609	£656	£686	£801	£838	£947	£990	£1,093	£1,143	£1,311	£1,371
	2028/29	£455	£484	£530	£565	£606	£646	£682	£727	£833	£888	£985	£1,050	£1,136	£1,211	£1,364	£1,453
	2029/30	£473	£513	£552	£599	£630	£685	£709	£770	£867	£941	£1,024	£1,113	£1,182	£1,284	£1,418	£1,540
	2030/31	£492	£544	£574	£635	£656	£726	£737	£816	£901	£998	£1,065	£1,179	£1,229	£1,361	£1,475	£1,633
	2031/32	£511	£577	£597	£673	£682	£769	£767	£865	£937	£1,058	£1,108	£1,250	£1,278	£1,442	£1,534	£1,731
	2032/33	£532	£612	£620	£714	£709	£815	£798	£917	£975	£1,121	£1,152	£1,325	£1,329	£1,529	£1,595	£1,835
	Change between 26/27 and 32/33	£112	£180	£130	£211	£149	£241	£167	£271	£204	£331	£242	£391	£279	£451	£335	£541
	Average annual change 26/27 to 32/33	£19	£30	£22	£35	£25	£40	£28	£45	£34	£55	£40	£65	£46	£75	£56	£90

## Just over half of households served by Scottish Water are provided with some form of affordability support



Around 1 in 4 households are eligible for the Water Charges Reduction Scheme, with a maximum 35% discount



Around 1 in 4 households are eligible only for Single Person Discount of 25%



Around 1 in 10 households are eligible for both the Water Charges Reduction Scheme and the Single Person Discount. They get the higher of their WCRS entitlement or the Single Person Discount (not both).



100% exemptions provided for a wide range of situations including full-time students and disability. Around one in 20 customers are eligible.

SW Public  
Commercial

## Alternative C (CPI + 3%): Annual

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band A		Band B		Band C		Band D		Band E		Band F		Band G		Band H	
	Now	£400		£467		£534		£600		£734		£867		£1001		£120	
	2026/27	£420	£431	£490	£503	£560	£575	£630	£647	£771	£790	£911	£934	£1,051	£1,078	£1,261	£1,293
Business Plan Period	2027/28	£433	£453	£505	£528	£577	£604	£649	£679	£794	£830	£938	£981	£1,082	£1,132	£1,299	£1,358
	2028/29	£446	£475	£520	£555	£594	£634	£669	£713	£817	£871	£966	£1,030	£1,115	£1,188	£1,338	£1,426
	2029/30	£459	£499	£536	£582	£612	£665	£689	£749	£842	£915	£995	£1,081	£1,148	£1,248	£1,378	£1,497
	2030/31	£473	£524	£552	£611	£631	£699	£710	£786	£867	£961	£1,025	£1,135	£1,183	£1,310	£1,419	£1,572
	2031/32	£487	£550	£568	£642	£650	£734	£731	£825	£893	£1,009	£1,056	£1,192	£1,218	£1,376	£1,462	£1,651
	2032/33	£502	£578	£585	£674	£669	£770	£753	£867	£920	£1,059	£1,087	£1,252	£1,255	£1,444	£1,506	£1,733
	Change between 26/27 and 32/33	£82	£147	£95	£171	£109	£196	£122	£220	£150	£269	£177	£318	£204	£367	£245	£440
	Average annual change 26/27 to 32/33	£14	£24	£16	£29	£18	£33	£20	£37	£25	£45	£29	£53	£34	£61	£41	£73

### Just over half of households served by Scottish Water are provided with some form of affordability support



Around 1 in 4 households are eligible for the Water Charges Reduction Scheme, with a maximum 35% discount



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100% exemptions provided for a wide range of situations including full-time students and disability. Around one in 20 customers are eligible.

SW Public  
Commercial

## Alternative B (CPI + 5%): Annual

Bill Amount excluding inflation

Bill amount including inflation (estimated at 2%)

		Band A		Band B		Band C		Band D		Band E		Band F		Band G		Band H	
	Now	£400		£467		£534		£600		£734		£867		£1001		£120	
	2026/27	£420	£431	£490	£503	£560	£575	£630	£647	£771	£790	£911	£934	£1,051	£1,078	£1,261	£1,293
Business Plan Period	2027/28	£441	£461	£515	£538	£588	£615	£662	£692	£809	£846	£956	£999	£1,103	£1,153	£1,324	£1,384
	2028/29	£463	£494	£541	£576	£618	£658	£695	£740	£849	£905	£1,004	£1,069	£1,158	£1,234	£1,390	£1,481
	2029/30	£487	£528	£568	£616	£649	£704	£730	£792	£892	£968	£1,054	£1,144	£1,216	£1,320	£1,460	£1,584
	2030/31	£511	£565	£596	£659	£681	£753	£766	£848	£937	£1,036	£1,107	£1,224	£1,277	£1,413	£1,533	£1,695
	2031/32	£536	£605	£626	£705	£715	£806	£805	£907	£983	£1,108	£1,162	£1,310	£1,341	£1,512	£1,609	£1,814
	2032/33	£563	£647	£657	£755	£751	£863	£845	£970	£1,033	£1,186	£1,220	£1,402	£1,408	£1,617	£1,690	£1,941
	Change between 26/27 and 32/33	£143	£216	£167	£252	£191	£288	£214	£324	£262	£396	£310	£468	£357	£540	£429	£648
	Average annual change 26/27 to 32/33	£24	£36	£28	£42	£32	£48	£36	£54	£44	£66	£52	£78	£60	£90	£71	£108

### Just over half of households served by Scottish Water are provided with some form of affordability support



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SW Public  
Commercial

# 14. Cohort 1 - Phase 2b Workshop – Discussion Guide

Wednesday 8<sup>th</sup> October 2025, 6-9pm

Group of ~50 participants, with 7 pre-assigned break-out groups (of 7-8 participants each)

Purpose of the session:

- Recap on what the process has involved so far
- To hear from Scottish Water about how feedback on the draft business plan is being responded to
- Gather participants' views on Scottish Water's response.

Time allocated	Discussion structure	Objectives	Questions and materials
17.30 – 17.50	<b>Set-up: Facilitators check in 20 mins</b>	Ensure technology is set-up correctly before participants enter the room	<p><b>Chair, facilitators and tech team only</b></p> <ul style="list-style-type: none"> <li>• Test link, mics and cameras.</li> <li>• Test who has the host/co-host function and ensure it is allocated to the right team member(s) for assigning break out rooms.</li> <li>• Make all facilitators co-hosts.</li> <li>• Change screen name to NAME – Org – Chair/Facilitator.</li> <li>• Check everyone is on the WhatsApp group for facilitation team to be able to ask questions</li> <li>• Facilitators, speakers and observers allowed in early and asked to change screen name</li> <li>• Meanwhile tech support is assigning participants who are in the waiting room, facilitators, experts and observers to break-out rooms.</li> </ul>
17.50-18.00	<b>Participant check-in 10 mins</b>	Enable participants to get settled and resolve any tech issues	<p><b>Participants log into the online session</b></p> <ul style="list-style-type: none"> <li>• Participants encouraged to join the Zoom session early to check in and check their video/mic.</li> <li>• Participants encouraged to get a pen and paper and get settled somewhere quiet.</li> <li>• Register as people join and change screen names as necessary to first name and first initial of surname (e.g. Jane S).</li> </ul>
18.00 – 18.15	<b>Welcome, introductions and context setting</b>	To welcome and orientate participants	<p><b>Ipsos chair to welcome back participants to the second workshop.</b></p> <p>Participants allocated to break-out groups but not put in them.</p>

Time allocated	Discussion structure	Objectives	Questions and materials
	15 mins		<p>15. <b>Welcome back to participants</b> and thank them for their engagement in both the workshops and the online community.</p> <p>16. <b>Warm up poll</b> over Zoom polling function. (Emphasise that this is just for fun and to take stock of how people are feeling - we won't see who has said what, and we won't use these results as part of the findings)</p> <p><i>"As a result of taking part in this research so far, have you made any changes to your use of water and wastewater at home?"</i></p> <ol style="list-style-type: none"> <li>a. <i>Yes, I have already</i></li> <li>b. <i>No, but I plan to</i></li> <li>c. <i>No, and don't plan to</i></li> <li>d. <i>Don't know</i></li> </ol> <p>17. <b>Briefly remind participants of the SR27 process</b> including its aims and overall timelines. Remind them that part of the process is to ensure that decisions about where to invest reflect what is important to Scottish Water's customers, and that this is what they have been helping to do already.</p> <p>18. <b>Explain their role at this stage of the process</b> - "When we last met, you heard about and shared your views on Scottish Water's draft business plan. Those findings have been shared with Scottish Water. So this evening the Scottish Water team will explain how they've aimed to take that feedback onboard, along with feedback of regulators and others, as they work to deliver the final version of the Business Plan. This all leads towards the final stage of the research next year, where you'll be asked to what extent Scottish Water's final business plan commands your support."</p> <ul style="list-style-type: none"> <li>• <b>Recap on what they told us:</b> <ul style="list-style-type: none"> <li>○ <i>You felt that the investment areas within the draft business plan seemed broadly reasonable, particularly around maintaining and future-proofing infrastructure</i></li> <li>○ <i>You raised some queries about certain aspects of the plan, and wanted more information about:</i></li> </ul> </li> </ul>

Time allocated	Discussion structure	Objectives	Questions and materials
			<ul style="list-style-type: none"> <li>▪ <i>Investment in planting trees, supporting housing growth and recruitment of apprentices and trainees</i></li> <li>▪ <i>Outcomes related to water quality and leakages</i></li> </ul> <ul style="list-style-type: none"> <li>○ <i>You had a mix of views on the impact on customer bills. Overall there was broad acceptance of bills increasing by CPI+4% when that was balanced with the target outcomes from the investment, and when compared with the CPI+3% and CPI+5% alternatives.</i></li> <li>○ <i>But you had concerns about impact this would have on customer bills, particularly on households that are already facing increases prices elsewhere.</i></li> <li>○ <i>You recognised the challenge of delivering the outcomes in the plan, and wanted to know more about how progress would be monitored.</i></li> <li>○ <i>You were keen to understand how this business plan compared with the previous plan, including how customer prices compared with the previous review.</i></li> </ul> <ul style="list-style-type: none"> <li>● <b>Explain format of today's session and timings.</b> Explain that we will hear from Scottish Water again, with a couple of presentations, and that we will also hear from the Water Industry Commission for Scotland (WICS) who will be explaining more about their role as the economic regulator with overall responsibility for the SR27 process, and what they are looking for from the business plan. In the last session some of you wanted to understand more about how Scottish Water is held to account, so we hope that hearing from WICS will help to give you more of a sense of that, although it's important to remember that there are other regulators within the water sector too (and you heard more from them on the online community). Share today's agenda (including time of breaks and finishing time).</li> <li>● <b>Provides summary of next steps in the process.</b> After tonight, the online community will remain open for a few days, but then we won't see everyone until next year, but will be in touch about where and when.</li> </ul>

Time allocated	Discussion structure	Objectives	Questions and materials
			<ul style="list-style-type: none"> <li>• <b>Reminder of recording</b> of plenary sessions, so keep camera off if don't want to be visible during that. Reminder to only have first name and first letter of surname showing.</li> <li>• <b>Provide assurances</b> around the scope of the research and confidentiality</li> </ul>
<b>18:15 Move to pre-allocated break-out rooms</b>			
<b>18.15 – 18.25</b>	<b>Break-out group introductions and warm-up discussion</b>  <b>10 mins</b>	To allow participants to meet others and warm up / explore top-of-mind view on the draft business plan.	Facilitator welcomes participants, thanks them for their participation and introduces themselves. Collects permission/consent for recording. START RECORDING <ul style="list-style-type: none"> <li>• <b>Please briefly tell everyone your first name and where in Scotland you live</b></li> <li>• <b>When you saw you last time you heard about Scottish Water's draft business plan, and since then that has also been shared on the online community. What parts of the draft business plan stood out to you most?</b> <ul style="list-style-type: none"> <li>○ Why did that stand out?</li> <li>○ How did that make you feel?</li> <li>○ How did the summary you just heard compare with your current views on the draft business plan?</li> </ul> </li> <li>• <b>Has anything else related to water and wastewater services been on your mind since the last session?</b> <ul style="list-style-type: none"> <li>○ What prompted that?</li> <li>○ Taking part in this process, or something else?</li> </ul> </li> </ul>

Time allocated	Discussion structure	Objectives	Questions and materials
			Facilitator thanks participants and acknowledges we will now move to plenary to see the first presentation.
<b>18:25 Move to plenary</b>			
<b>18.25-18.35</b>	<b>10 mins</b>	<b>Presentation 1: Feedback on the draft business plan</b>	<p>Before introducing speakers, chair to mention that there will be a Q&amp;A following the first two presentations which will focus on questions for WICS. A second Q&amp;A will be for questions to Scottish Water, as there is a further presentation to come from Scottish Water later this evening.</p> <p><b>Wendy Kimpton, Scottish Water</b></p> <ul style="list-style-type: none"> <li>• Presentation summarising feedback on the draft business plan received from other customer and stakeholder engagement, and (if necessary) outlining overall timeline for the remainder of the SR27 process.</li> </ul>
<b>18.35-18.45</b>	<b>10 mins</b>	<b>Presentation 2: Regulation and how Scottish Water has performed in the past</b>	<p><b>Colin McNaughton, WICS</b></p> <ul style="list-style-type: none"> <li>• Introduce WICS and its role</li> <li>• Explain how WICS holds Scottish Water to account, with reference to its role in SR27 process for context. Include explanation of the final determination, and how feedback from this process will contribute to that.</li> <li>• Outline how Scottish Water's current draft business plan compares with previous performance – does it represent an improvement/stability, and how does the CPI+4% pricing compare with the SR21 pricing.</li> <li>• Outline what sorts of criteria will WICS be applying when it considers Scottish Water's final business plan.</li> </ul>
<b>18.45 Break out Discussion 1</b>			
<b>18.45-19.00</b>	<b>Break out discussion and</b>	<b>To enable participants to</b>	Facilitator will have copies of the slides to show again if needed.

Time allocated	Discussion structure	Objectives	Questions and materials
	<p><b>reflection on presentations</b></p> <p><b>15 mins</b></p>	<p><b>reflect and gather initial views</b></p>	<ul style="list-style-type: none"> <li>• <b>What stood out to you from the information that you just heard?</b></li> <li>• <b>What did you think of the other feedback that Scottish Water has received on the draft business plan?</b> <ul style="list-style-type: none"> <li>○ How did it compare with your own views of the draft business plan?</li> <li>○ Did it make you think differently about anything?</li> <li>○ Is there anything you would want to know more about?</li> </ul> </li> <li>• <b>What did you think of the information you received from WICS?</b> <ul style="list-style-type: none"> <li>○ Did it make you think differently about anything?</li> <li>○ At the last session people said they wanted to hear more about how Scottish Water is and would be held to account. How do you feel about that now?</li> <li>○ Is there anything you would want to know more about?</li> </ul> </li> <li>• <b>What questions would you like to ask WICS?</b> <i>[prioritising if necessary/if time].</i>  <i>Facilitator to remind group that this first Q&amp;A will focus on questions for WICS, as we have more to hear from Scottish Water and a chance to ask them questions later. However, if there is a burning question for Scottish Water, they can prioritise it.</i></li> </ul> <p>Facilitator to keep a note for Q&amp;A and reassure participants that any questions not answered in the session will be submitted to Scottish Water afterwards and responses will be shared with them over email]</p>
<p><b>19.00-19.10</b></p>	<p><b>Q&amp;A</b></p> <p><b>10 mins</b></p>	<p><b>Q&amp;A on the first presentations (mainly WICS)</b></p>	<p><b>Q&amp;A in panel-style.</b> Facilitators each ask the top question from their break-out group or call on participants to.</p> <p>Facilitators will encourage participants to focus their questions on WICS and, as they are going to hear more detail from Scottish Water soon which may answer some of the queries</p>

Time allocated	Discussion structure	Objectives	Questions and materials
			they may have for Scottish Water. But of course if they have burning questions, they want to ask Scottish Water they can.
<b>19.10-19.20 Break</b>			
<b>Stay in Plenary</b>			
<b>19.20-19.40</b>	<b>Response to feedback on draft business plan</b>  <b>15-20 mins</b>	<b>Presentation 3: Clarifications on the draft business plan feedback received in the last session/ online community</b>	<b>Wendy Kimpton, Scottish Water</b> <ul style="list-style-type: none"> <li>• Overview of the areas where there was challenge / more information was requested</li> <li>• Response to specific investment areas that customers have questioned (Scottish Water to explain why these are in the draft business plan)</li> <li>• How the draft business plan compares with the previous ones including the previous customer price, level of investment and outcomes</li> <li>• What is Scottish Water doing to ensure the plan is as efficient as possible</li> <li>• Summary of what is changing in the draft business plan / what trade offs are being considered in response to feedback</li> </ul>
<b>19.40 Break out groups</b>			
<b>19.40-19.55</b>	<b>Initial reflections on presentation and question forming</b>  <b>15 mins</b>	<b>To gather initial reflections and form questions</b>	Facilitator will have copies of the slides to show again if needed.  <b>We're going to spend the rest of the evening reflecting on Scottish Water's response. We'll have a discussion about specific aspects later, but for now I want to get your initial thoughts and to gather any questions you might have for Scottish Water.</b> <ul style="list-style-type: none"> <li>• <b>What stood out to you from Scottish Water's response to the feedback?</b> <ul style="list-style-type: none"> <li>○ How did that make you feel?</li> </ul> </li> </ul>

Time allocated	Discussion structure	Objectives	Questions and materials
			<p><i>Encourage overall/general reflections, and whatever is top of mind. There is time later to explore certain points (e.g. investment areas) in more detail, but it's fine to capture initial thoughts here.</i></p> <ul style="list-style-type: none"> <li>• <b>What parts of the plan, if any, are you now:</b> <ul style="list-style-type: none"> <li>○ <b>Clearer about?</b> PROBE on what has caused this</li> <li>○ <b>Still unclear about?</b> PROBE on what has caused this / what specific aspects are unclear</li> </ul> </li> <li>• <b>Have any new issues have come up for you?</b> PROMPT IF NEEDED. This could be anything you are now particularly interested in, anything you hadn't thought about before, or anything you have changed you mind about?</li> <li>• <b>What questions would you like to ask Scottish Water?</b> <i>Facilitator recap on any raised in previous discussion and encourage participants to prioritise. Reassure that any unanswered questions can be shared with Scottish Water afterwards.</i></li> </ul>
19.55-20.05	20 mins	Q&A with Scottish Water	<p><b>Q&amp;A in panel-style.</b> Facilitators each ask the top question from their break-out group or call on participants to.</p> <p>Chair will send participants on break and explain that when they return they will be back in breakouts for final discussion.</p>
<b>20.05-20.15 Break (participants moved to breakouts during break)</b>			
20.15 - 20.50	<p>Further reflections on draft business plan</p> <p>35 mins</p>	To gather detailed views on the draft business plan	<p>Facilitator will have copies of the slides to show again if needed.</p> <p>Facilitator to revisit points raised in previous discussion as needed.</p> <p><b><u>Further reflections (20-25 mins)</u></b></p> <p><b>Let's look in more detail at some of the investment areas that you had asked for more detail on. As a reminder these included investment in housing growth, creating woodlands, and the targets around drinking water quality.</b></p>

Time allocated	Discussion structure	Objectives	Questions and materials
			<p>Facilitator can bring up Plan on a Page (slide 6) again to as a reminder of the investment areas that were clarified in the presentation. (<b>Aim to spend no more than 5 mins on this</b> to allow sufficient time for rest of discussion)</p> <ul style="list-style-type: none"> <li>○ <b>Having heard the clarifications on these points earlier, how do you feel about those parts of the draft business plan now? IF NEEDED How about....</b> SHOW SLIDES 7-9 AS NEEDED: <ul style="list-style-type: none"> <li>○ Investment related to supporting housing growth? (Slide 7)</li> <li>○ The targets around drinking water quality? (Slide 8)</li> <li>○ Investment in creating woodlands, as part of the wider aim of reducing carbon emissions? (Slide 9)</li> <li>○ Anything else? (facilitator to recap on anything mentioned in the initial reflections discussion or in relation to plan on page, e.g. apprentices/trainees, leakage)</li> </ul> </li> <li>● <b>We heard about how the SR27 process compared with the previous SR21 process, including the different contexts, needs and charges in the two periods. How did that make you feel?</b> SHOW SLIDE 10 IF NEEDED: <ul style="list-style-type: none"> <li>○ Did it make you feel differently about the investment areas in the business plan?</li> <li>○ Did it make you feel differently about the impact on customer bills?</li> </ul> </li> <li>● <b>We heard about some of the things that Scottish Water are considering to try and balance affordability with meeting the outcomes in the draft business plan. What did you think of that?</b> SHOW SLIDE 12 AND PROBES AS NEEDED: <ul style="list-style-type: none"> <li>○ What do you think about the idea of doing some things later rather than sooner to keep prices down for everybody? The examples Wendy gave were slowing the rate Scottish Water reduces its carbon emissions and slowing the replacement of water mains.</li> </ul> </li> </ul>

Time allocated	Discussion structure	Objectives	Questions and materials
			<ul style="list-style-type: none"> <li>▪ How do you feel about the impact that would have on what Scottish Water can deliver? <i>(refer to the right hand side of the slide, if needed)</i></li> <li>▪ On balance, is this something you feel Scottish Water should explore as it develops the final business plan?</li> </ul> <p>○ What do you think about the idea of delivering the same outcomes for less to keep prices down for everybody? The example Wendy gave was using temporary solutions to reduce the impact of flooding for customers - meaning customers don't experience the impact of floods but the underlying issues are not yet resolved.</p> <ul style="list-style-type: none"> <li>▪ How do you feel about the impact that would have on what Scottish Water can deliver? <i>(refer to the right hand side of the slide, if needed)</i></li> <li>▪ On balance, is this something you feel Scottish Water should explore as it develops the final business plan?</li> </ul> <ul style="list-style-type: none"> <li>• <b>What did you think about the other outcomes mentioned?</b> SHOW SLIDE 13 AND PROBE: <ul style="list-style-type: none"> <li>○ Which, if any, stand out in particular? How do you feel about that?</li> <li>○ Would any changes to these make the draft business plan any more or less acceptable to you?</li> </ul> </li> <li>• <b>Based on everything you've heard and discussed this evening, what parts of the plan, if any, are you now:</b> <ul style="list-style-type: none"> <li>○ <b>More satisfied with?</b> PROBE on what has caused this</li> <li>○ <b>Less satisfied with?</b> PROBE on what has caused this</li> </ul> </li> </ul> <p><b>Final reflections (10-15 mins)</b></p>

Time allocated	Discussion structure	Objectives	Questions and materials
			<p>Facilitator to open up Miro Board, with each group using virtual “post it notes” to write up their answers to last 3 questions:</p> <ul style="list-style-type: none"> <li>• <b>How would you sum up your views on Scottish Water’s draft business plan in a few words?</b></li> <li>• <b>Is there anything you would like to see changed about the draft business plan as Scottish Water prepares its final business plan?</b></li> <li>• <b>And is there anything you think needs more explanation or justification?</b></li> </ul>
<b>20.50 Back to plenary</b>			
<b>20.50-21.00</b>	<p><b>Summary and close</b></p> <p><b>10 mins</b></p>	<p><b>To orientate participants and encourage continued engagement</b></p>	<p><b>Chair to close the day:</b></p> <ul style="list-style-type: none"> <li>• Brief overview of what has been covered</li> <li>• Brief overview of what to expect from the research of the process (and reiterating plans for confirming details on this)</li> </ul> <p><i>Your feedback will be shared with Consumer Scotland and Scottish Water, and that will be very helpful as Scottish Water develops its final business plan. The final business plan is due to be published in February 2026, so the next time we see you will be after that, around early April. That will involve another workshop session and at that you will be asked the extent to which you support the final business plan. After that, we will be focussing on analysing and reporting on this process. And WICS draft determination is then due to happen in June 2026. We will stay in touch with over email about next steps and will let you know dates and format of the next workshop.</i></p> <ul style="list-style-type: none"> <li>• Reminder of incentives process</li> </ul> <p><b>Thank participants and close</b></p>

Time allocated	Discussion structure	Objectives	Questions and materials
			<p>Note facilitators and tech support will only leave once all participants have left, and all facilitators can encourage participants to come off mute, wave and say goodbye.</p> <p>Facilitators to make a note of any questions raised in group discussions that weren't addressed in the Q&amp;A sessions ready to share with research team.</p>

# 15. Cohort 1 - Phase 2b Workshop – Scottish Water Presentation

Scottish Water  
Trusted to serve Scotland

**Feedback on the  
Draft Business Plan**

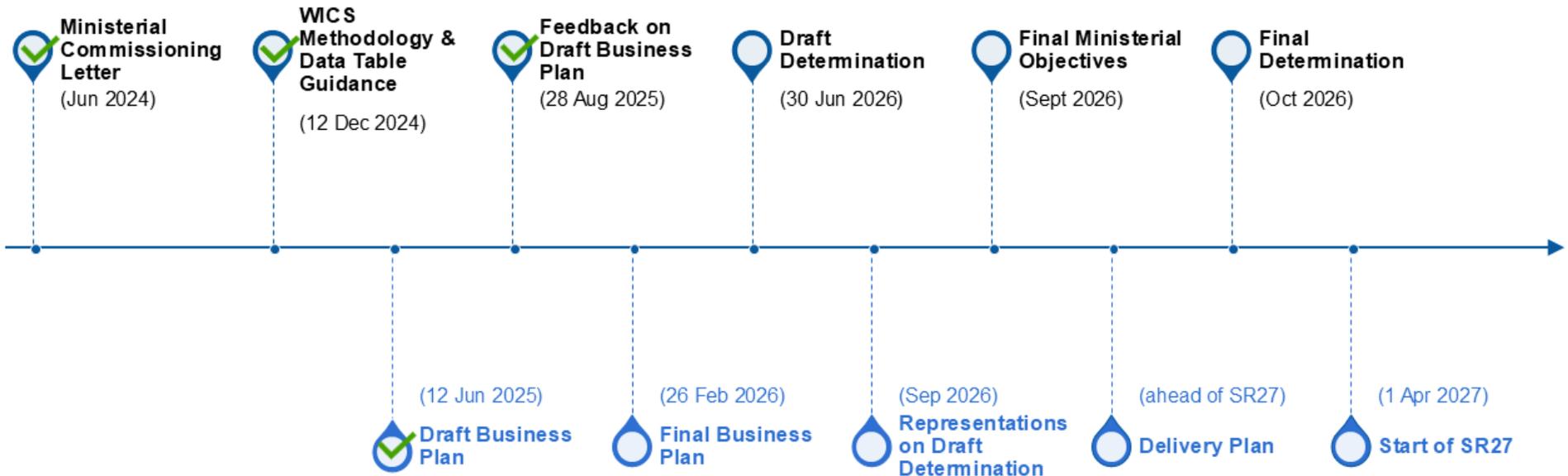
8<sup>th</sup> October



Wendy  
Kimpton  
Director  
of Strategy  
and  
Regulation  
Scottish  
Water

1

# Business Plan Key Dates



SW Internal  
General

## Feedback on the Draft Plan: Key Themes

Formal feedback received from: WICS, DWQR, SEPA, Consumer Scotland and ICG.

One of the stronger submissions produced by Scottish Water

Can customers afford the plan?

Will Scottish Water be able to deliver the plan?

Can some larger assets be made to last longer rather than replaced now?

Can Scottish Water be more ambitious and do more?

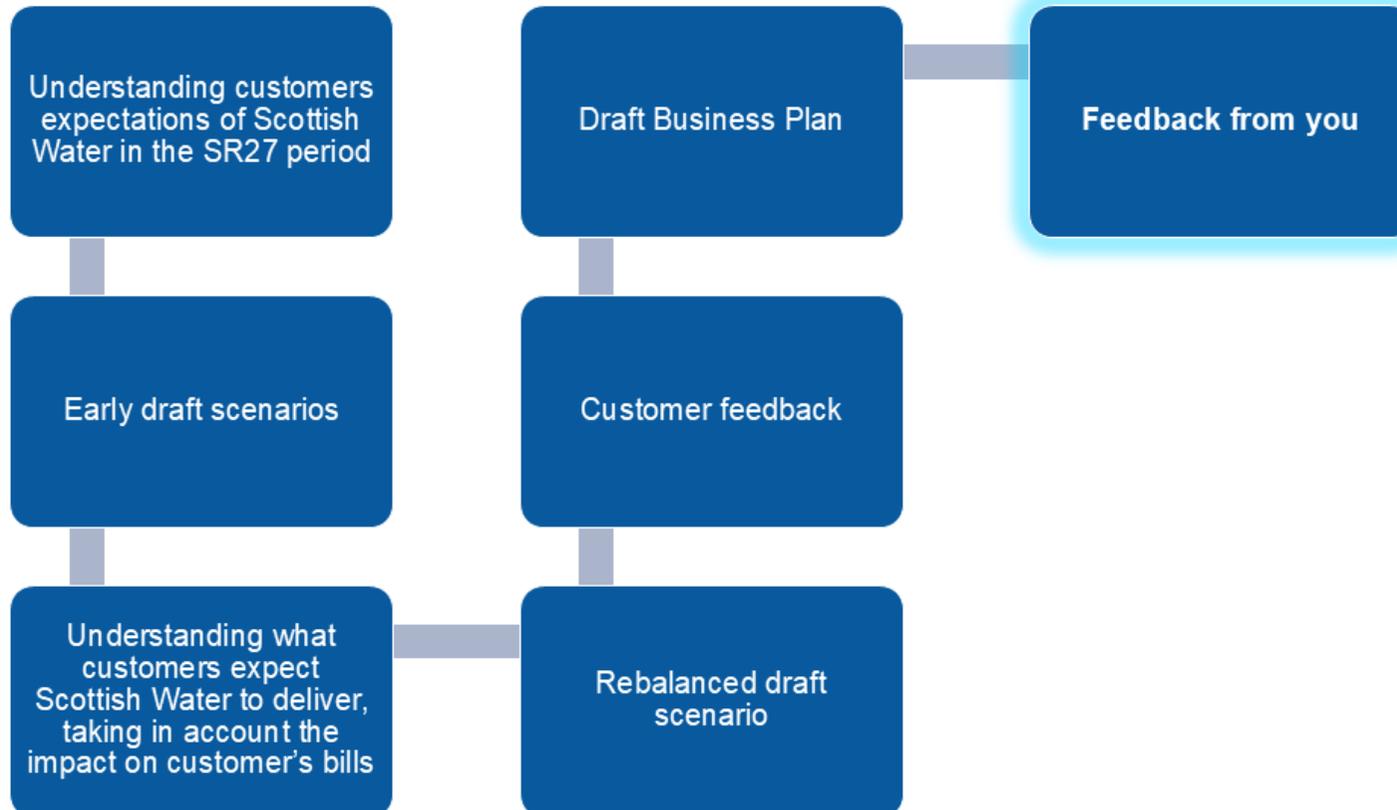
Has Scottish Water planned for incoming regulatory changes?

Can there be more emphasis on communities and the role customers can play?

Are costs as low as they can be?

Has the right evidence been supplied to justify investment?

# Customer Engagement



# From Draft to Final

8<sup>th</sup> October



Wendy Kimpton  
Director of Strategy and Regulation  
Scottish Water



# Affordability

Keeping prices down for those who can least afford it



Who gets a discount

The size of discounts

Balanced against



Prices for those who are not eligible for a discount

Keeping prices down for everybody



★ Doing some things later rather than sooner

★ Deliver the same outcomes for less

Alternative Funding

Balanced against

Current & future customers needs and expectations

Regulatory obligations



Meeting the long-term challenges

Scottish Government's Ministerial Objectives

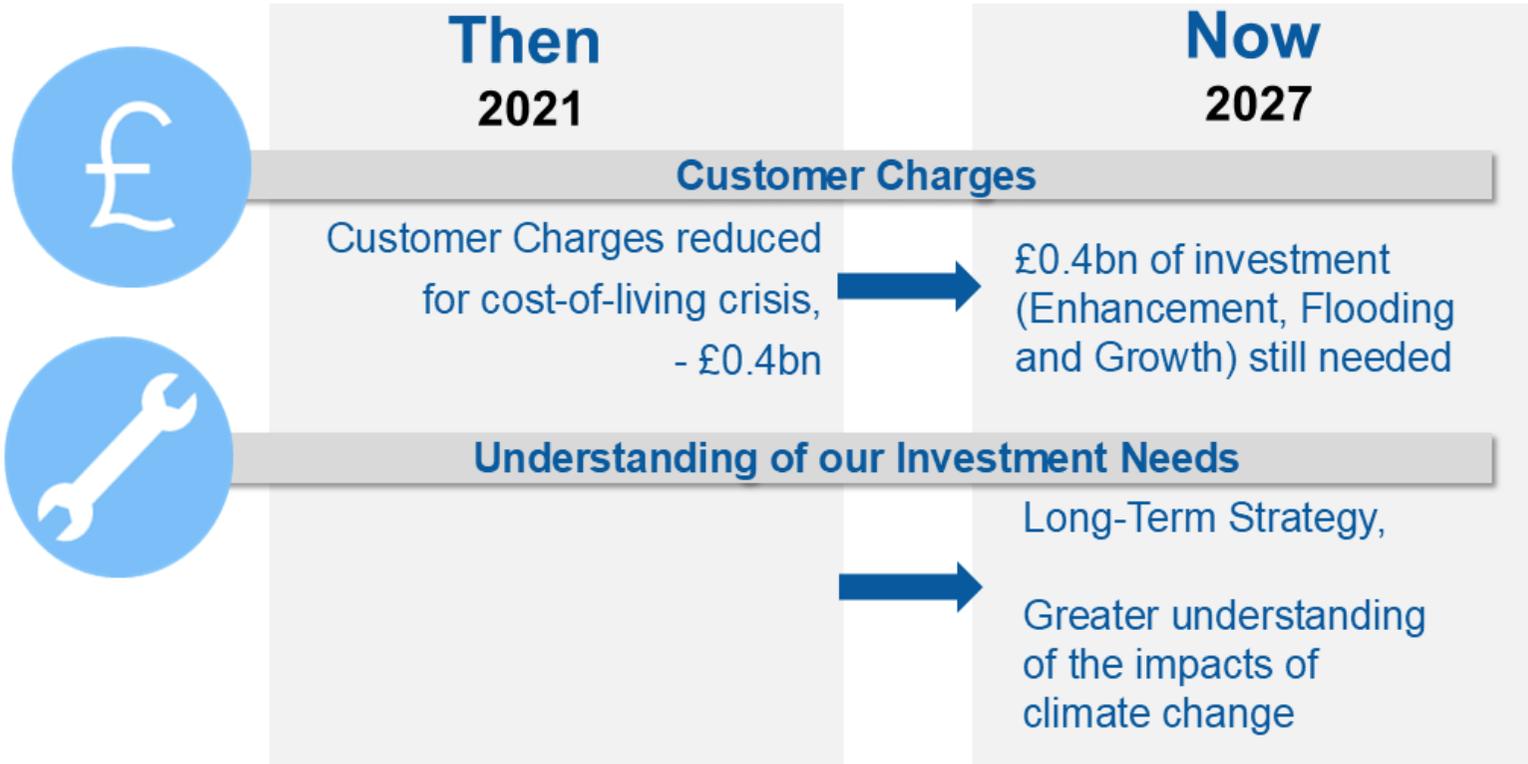
★ Scottish Water has direct control over these areas

SW  
General

# Developing a Final Business Plan



# What's different?

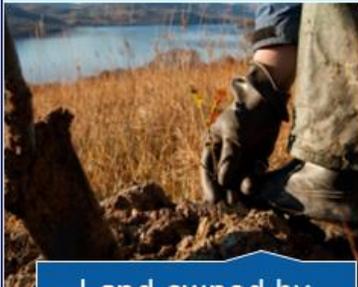


SW Internal  
General

# Woodland Creation

## In SR27 we will:

Restore 500-1000 hectares of actively eroding peatland and continue to manage and maintain our existing peatland. Create up to 4,000 hectares of new woodland with 6 million trees through active planting and natural regeneration.



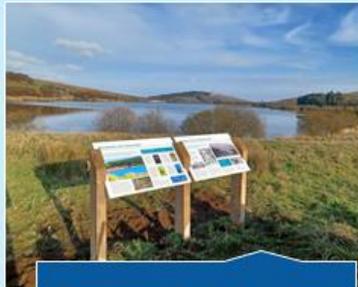
Land owned by Scottish Water



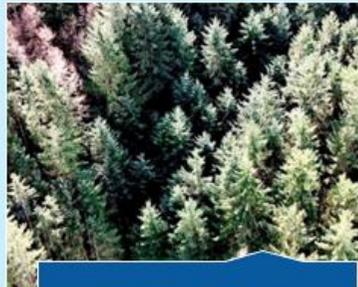
Protecting water quality at reservoirs



Carbon



Community Access



Biodiversity

# Drinking Water Quality

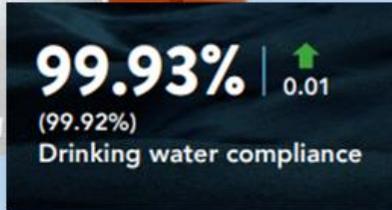


Regulatory Changes



Climate and Environmental Changes

## Regulatory Drinking Water Quality



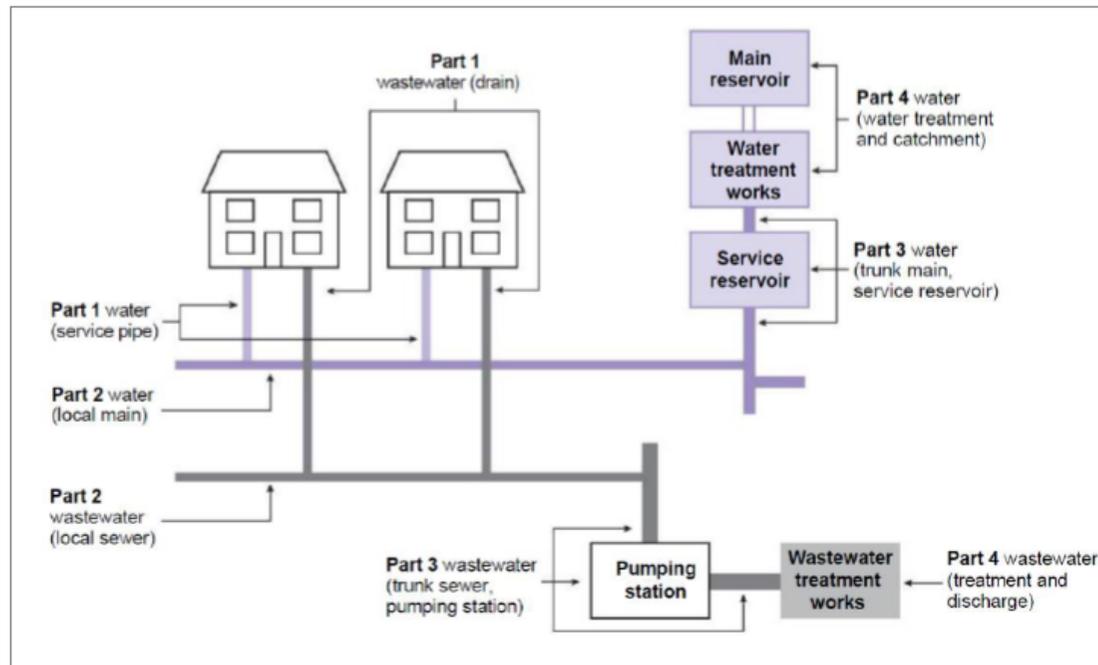
Over 250,000 drinking water samples are tested each year to meet regulatory standards — **about one test every two minutes.**

## Drinking Water Taste, Odour and Colour



In 2024, Scottish Water received 16,779 contacts regarding water quality, a contact rate of **3.1 per 1,000 people served.**

## Enable Scotland's sustainable economic and housing growth



Legislation sets out who pays for what:

- Part 1: Paid for by developer
- Part 2 & 3: If new infrastructure is required, developer pays and Scottish Water reimburses developer up to a maximum level.
- Part 3: if upgrade of existing infrastructure is required for multiple developers then Infrastructure funding (paid by developers) can be awarded
- Part 4: Scottish Water pays.



We expect to connect ~20,000 houses every year over SR27.

We estimate that we will have connected ~ 3,500 non-domestic or commercial premises over the SR21 period and plan for a similar number in SR27.



SW Public  
Commercial

# SR27 Draft Business Plan on a Page

## Scotland's tap water remains a source of national pride



### Maintenance

Just over half of the investment will go to making sure infrastructure lasts as long as possible and is well looked after for future generations.



### Drinking Water Quality

Improve water quality for 1.35 million customers



### Reliable Water

Reduce the risk of drought impacting on 662,000 homes and businesses

Replace water mains to reduce repeat interruptions to water supplies by 17%



### Leakage

Reduce leakage by 10%

Roll out smart meters to all business customers and help household customers use only what they need

## Scotland's rivers and seas improve, and our communities are protected from flooding



### Combined Sewer Overflows and Pollution

Improve 150 sewer overflows with the most potential to affect the environment

Use technology to quickly detect issues with Combined Sewer Overflows



### Internal and External Sewer flooding

Reduce the impact of sewer flooding and the numbers of sewage blockages caused by inappropriate items

Better manage rainwater through collaborative approaches to address localised flooding and create green spaces that benefit communities

## Scottish Water has played a key role in enabling Scotland's sustainable economic and housing growth



### Enable economic and housing growth

Ensure capacity to facilitate c120,000 new homes and business premises



### Build tomorrow's workforce

Recruit & train over 2,000 apprentices and graduates between us and our supply chain



### Support a prosperous Scotland

Generate c£4bn for the Scottish Economy every year supporting 21,000 jobs

## Improving the lives of our customers, communities and environment to help Scotland flourish come rain or shine



### Be a leader in Customer Service

Maintain our position as a leader in customer service, protecting the most vulnerable



### Be a leader in mitigating climate change

Cut costs and carbon with energy efficiency programmes to future proof operations.



### Create new woodlands to offset carbon

Create 4,000 hectares of new woodlands with 6 million trees which can be enjoyed for generations

### Outcomes

Scottish Env,  
Protection  
Agency



- Sewer Overflows
- Improve some small waste water treatment works
- Make some temporary solutions permanent

Balanced against

Drinking Water  
Quality  
Regulator



- Taste, odour and colour of water
- More monitoring technology

Balanced against

Being more  
ambitious



- Taste, odour and colour of water
- Leakage
- Customer awareness & Education

Balanced against

Customer Outcomes

Keeping prices down for everybody

SV  
Gener...

# 16. Cohort 1 - Phase 2b Workshop – WICS Presentation

## DELIBERATIVE RESEARCH

**Colin McNaughton**  
Director of Pricing

8 October 2025



## WICS role



### SET CHARGES

We are responsible for setting charge caps on water and wastewater bills



### MONITOR PERFORMANCE

We collect information on Scottish Water to ensure they are delivering their promised service levels



### OVERSEE A RETAIL MARKET FOR NON-HOUSEHOLDS

We facilitate the non-household market to ensure the market delivers good outcomes

# The Final Determination

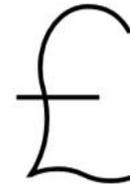
Our Final Determination covers four broad areas



**CHARGE CAPS**



**PERFORMANCE TARGETS**



**COST EFFICIENCY**



**INVESTMENT**



# Comparison to the previous period

- In 2020, we identified that Scottish Water faced several challenges:
  - Aging infrastructure
  - Climate change
  - New requirements
  - Population growth and movement
- We set out a long-term charge path of CPI + 2% to avoid sudden price shocks.

Area	2021-27	2027-33 proposed	Impact
Charges	CPI + 2%	CPI + 4%	Charges will be 12% higher by 2033*
Investment	£5.9 billion	£8.3 billion	+ 40%
Efficiency	1% per annum	0.8% per annum	Marginally higher charges

\*Comparing a CPI + 4% to a CPI + 2% price profile. In real terms, excluding inflation.



# Feedback on the draft business plan

A good submission with feedback focusing on two areas...

**More Evidence**

- CPI + 4%
- Investment

**Ambition**

- Service measures
- Efficiency

# THANK YOU

**Colin McNaughton**  
Director of Pricing

E: [enquiries@wics.scot](mailto:enquiries@wics.scot)

W: [www.wics.scot](http://www.wics.scot)

**WICS** Economic  
regulation for  
Scotland's water



# Our standards and accreditations

Ipsos' standards and accreditations provide our clients with the peace of mind that they can always depend on us to deliver reliable, sustainable findings. Our focus on quality and continuous improvement means we have embedded a "right first time" approach throughout our organisation.



## ISO 20252

This is the international specific standard for market, opinion and social research, including insights and data analytics. Ipsos UK was the first company in the world to gain this accreditation.



## Market Research Society (MRS) Company Partnership

By being an MRS Company Partner, Ipsos UK endorse and support the core MRS brand values of professionalism, research excellence and business effectiveness, and commit to comply with the MRS Code of Conduct throughout the organisation & we were the first company to sign our organisation up to the requirements & self-regulation of the MRS Code; more than 350 companies have followed our lead.



## ISO 9001

International general company standard with a focus on continual improvement through quality management systems. In 1994 we became one of the early adopters of the ISO 9001 business standard.



## ISO 27001

International standard for information security designed to ensure the selection of adequate and proportionate security controls. Ipsos UK was the first research company in the UK to be awarded this in August 2008.



## The UK General Data Protection Regulation (UK GDPR) and the UK Data Protection Act 2018 (DPA)

Ipsos UK is required to comply with the UK General Data Protection Regulation (GDPR) and the UK Data Protection Act (DPA). These cover the processing of personal data and the protection of privacy.



## HMG Cyber Essentials

Cyber Essentials defines a set of controls which, when properly implemented, provide organisations with basic protection from the most prevalent forms of threat coming from the internet. This is a government-backed, key deliverable of the UK's National Cyber Security Programme. Ipsos UK was assessed and validated for certification in 2016.



## Fair Data

Ipsos UK is signed up as a "Fair Data" company by agreeing to adhere to twelve core principles. The principles support and complement other standards such as ISOs, and the requirements of data protection legislation.

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