

April 2018

Live RV and the changes to your bill

We recently wrote to our customers about the Live RV (rateable value) regulatory change made by the Scottish government, effective from 1 April 2018. Since then, we've made a change to our consolidated CSV file and our single-site bills, so they now show the charges differently to how you may be used to seeing them.

What is the regulatory change?

In December 2016, the Scottish Government confirmed that from 1 April 2018, charges will be calculated using the same Rateable Value used for business rates. This is known as the Live Rateable Value (Live RV). Prior to this change, a historic RV value has been used. This change by the Scottish Government is intended to make RV-based charging fairer for all customers.

Some Supply Point IDs (SPIDs) will have RV charges based solely on the Live RV from 1 April 2018. They are known as **non-transitioning SPIDs**. Non-transitioning SPIDs are where new SPIDs have been created since 1 April 2017.

Others will have the change to Live RV charging phased in over three years and these are known as **transitioning SPIDs**. The first phase, which spans from 1 April 2018 to 31 March 2019, is where the charge will be based on 1/3 of the Live RV charge and 2/3 the historic RV charge.

Changes to the CSV file

We have now updated our CSV billing file to incorporate a Live RV field. This update will apply to all customers who receive a CSV file (and any associated M&T providers). The following CSV amendment will be included in any bills raised from 1 April 2018 onwards:

- In your CSV file, TE description will be replaced with a different heading titled Live RV. Please see visual representation of how this will look in your CSV file below:

	A	B	C	D	E	F	G	H	I	J	K
1	Column Reference	1	2	3	4	5	6	7	8	9	10
2	Existing CSV layout	Customer reference	Water SPID	Sewerage SPID	DPID	TE Sample Point Description	Customer site reference	Site name	Address	Bill number	Bill date
3	New CSV layout	Customer reference	Water SPID	Sewerage SPID	DPID	Live RV	Customer site reference	Site name	Address	Bill number	Bill date
4											
5		Remove									
6		Add									
7		Move column									
8		No change									
9											

For non-transitioning SPIDs, column E in the CSV file will be populated with the new Live RV, and you will no longer see any information in column W in the CSV file, which is for the historic RV. Transitioning SPIDs will have both column E and column W populated.

Changes to single-site bills

Customers with non-transitional SPIDs may see a difference to their RV amount because of reassessment. These sites will not see any changes to the format of their single-site bills.

Customers with transitional SPIDs will now see two charge lines for each RV-based charge, even if the RV amount has not changed following reassessment. One line will be for charges based on the live RV and one will be for charges based on the historic RV.

Checking your bills following the change

For customers with transitional SPIDs, your bill will be made up of 2/3 your historic RV charge, and 1/3 Live RV.

How to calculate your RV charges:

- take the adjusted transitional rate for your historic RV from your tariff leaflet and multiply this by your historic RV amount;
- take the adjusted transitional rate for your Live RV and multiply this by your Live RV amount; and then
- add these two figures together to get your total charges.

Customers with non-transitional SPIDs will need to complete their normal bill check by incorporating the new RV amount and use the non-transitional tariffs in the leaflets available online.

Also, we are working with M&T providers to help support customers with this change. We do understand that each customer's bill validation system is different, so we kindly ask you to contact your system provider, or M&T provider, to check that you're able to process your bill.

If you do have any questions about this change, please contact your account manager directly.

Customer Services Team