

Issue date: <Issue date>

Dear Brightwater customer,

Statutory communication from Brightwater

All providers are obliged to provide information to their customers regarding the **Wholesale Charge Deferral Scheme (WCDS)**, regardless of whether the provider is participating or not.

Wholesale Charge Deferral Scheme

The Wholesale Charges Deferral Scheme (WCDS) is a temporary change to water and sewerage payment arrangements put in place by the regulator. Under the WCDS, qualifying businesses will be able to temporarily defer the payment of a proportion of their water and sewerage charges.

The scheme is currently expected to run until 24 September 2020 but may be extended to 31 December 2020. This will be confirmed in August 2020.

While the scheme allows for a short-term reduction in charges, all deferred charges remain payable and will be repaid after the end of, or exit from, the scheme.

Deferral of wholesale volumetric charging

Under this scheme, you can ask your provider to apply to Scottish Water for temporary deferral of the wholesale charge for water and wastewater consumption (otherwise known as volumetric charges).

This is available to qualifying customers who are supplied water and wastewater on a metered basis.

Brightwater Services Ltd

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Deferral of wholesale fixed charging

In addition, if your business qualifies for deferral and has a meter size of 25mm or smaller, or if your business is unmeasured, or is supplied drainage services only, it can also apply for a deferral of 60% of the wholesale fixed charge.

- The standing meter charge for water and wastewater
- Unmeasured water and wastewater consumption
- Property and roads drainage

Charges for Trade Effluent do not qualify for deferral, however qualifying customers with Trade Effluent services can still apply for deferral of 'standard' services in line with the above.

Qualifying Businesses

Business types subject to restrictions or closure documented in **The Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020, Schedule 1**, (<http://www.legislation.gov.uk/ssi/2020/103/contents/made>) may qualify for deferral.

Scottish Water will review each application and will look at the business type to ensure businesses who have not been affected by the pandemic (i.e. supermarkets, hospitals etc.) are not approved for the scheme.

**The water industry regulator has advised that
“businesses which have not been forced to
close, and may be trading successfully would
not be eligible”**



Approved applications may also be revisited by Scottish Water to ensure they have been approved correctly; those approved in error may be removed from the scheme.

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Participation in the WCDS

Brightwater is not participating in this scheme and we need to share with you the reasons behind our decision.

Whilst laudable, this scheme places a severe financial burden on all participants. We have concluded that participating in this scheme could threaten our ability to continue providing the value and service that we prize so highly, and you, our customers have come to expect.

Throughout the current pandemic, Brightwater has striven to provide support and service to our customers, above and beyond that required by regulation. We will continue to do so beyond the period of the WCDS.

A list of participating providers will be published by the industry regulator at www.scotlandontap.gov.uk

Please note that deferrals are only applicable for the period from the date of transfer to an alternative provider until 24 September 2020. Your outstanding balance with Brightwater must be paid in full and transfers will be subject to 20 business days written notice.

For some customers, the scheme may be worthwhile, and we are happy to discuss this and any other account matters with you. Simply get in touch with us on **0330 022 05 70**.

Additional information on the scheme

This is available from the industry regulator, Water Industry Commission for Scotland:
https://www.watercommission.co.uk/view_Coronavirus.aspx

Yours sincerely,



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