

Dear Brightwater customer,

## Change to Drainage Services and Retail Tariffs from April 2021

**Despite the global pandemic continuing to grab the lion's share of headlines, the world continues to turn, and April 2021 will see a couple of major changes in the way water and drainage services are charged in Scotland.**

These both arise from regulatory changes and will apply across the board to all suppliers in Scotland. Below we have detailed the changes and what they mean for our customers. More information will be available on our website or by contacting us directly.

### Drainage Charges - Roads and Property

In December last year, the Scottish Water Technical Panel set out its proposals to streamline charging for drainage services. The aim of these changes is to make drainage charges clearer and to provide greater incentives to customers to implement solutions that reduce the level of drainage being returned to the Scottish Water network.

This change will allow customers to remove drainage charges completely for premises that do not drain into the Scottish Water Network; prior to April 2021 only Property Drainage could be removed (roughly 60% of Drainage charges).

This single charge will continue to be referred to as 'Property Drainage' for the time being. This is a simplification that has been desired for some time, and the changes mark the first steps towards this goal.

- Customers will be able to make substantial savings on drainage charges by reducing the amount of water returning to the Scottish Water network.
- This will apply to premises that have property drainage services in place.
- Roads Drainage may still appear on invoices and estimates until this service is removed, however from 01 April 2021 this will be charged at zero.
- Scottish Water state, *"The review identifies that the current rainwater drainage charges are seen by many customers as being too complicated, while some customers dislike the stand-alone roads drainage charge because they cannot do anything to influence the size of their charge. In light of the time required to implement different charging arrangements, the report recognises that some of these issues could be addressed in the shorter term"*.

#### Brightwater Services Ltd

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Brightwater is the trading name of Brightwater Services Ltd. Company registered in Scotland: SC514287. VAT No: GB 221 882 711

### Changes to tariffs for 2021

The second change our customers need to be aware of are the changes to the wholesale and retail water rates for 2021/22. These have now been published by Scottish Water (wholesale) and the Water Industry Commission for Scotland (default maximum tariff) and has seen an average increase of 2.5%. These changes will affect all customers and Licensed Providers (suppliers) in Scotland and take effect on 1 April 2021.

Most Brightwater customers have chosen our DST Minus (Default Standard Tariff) service for its simplicity and clarity. These rates match the industry default maximum tariff and have increased in line with the changes published by the regulator.

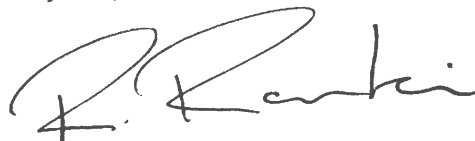
Contract discounts remain in place and will be applied to the new rates from 1 April 2021. (The water industry year runs from April to March)

Customers on other Brightwater tariffs - including Brightwater Saver and Partial Exemption will see a similar increase in the rates and charges.

Tariff increases are in line with our terms and conditions of supply:

*4.1 We reserve the right to increase any Tariff in the event of any increase in charges by the Network Operator or any Regulatory Body to us. We will notify you in writing of any increase to the Tariff by that of the Network Operator at least 14 days before applying any such increase.*

Stay safe,



**Rich Rankin**  
MD, Brightwater



### Download our tariff sheet

Download copies of the 2021/22 tariff sheets from our website if you'd like more detailed information.



[brightwater.com/water-charges/water-tariffs/](https://brightwater.com/water-charges/water-tariffs/)



If you would like to discuss your water services with us, please call the team on **0330 022 0570** or **0131 510 6909** and you can email us at **hello@brightwater.com**

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