

BusinessName

Address 1

Address 2

Address 3

Address 4

Address 5

Postcode

SEQUENCE / BBS BAG ID



Issue date: <Issue date>

Dear Brightwater customer,

## Billing changes - what this means for you

You may remember that before the pandemic, 'monthly in advance' billing was standard throughout the water sector.

In the first lockdown, all water companies were instructed by the Water Industry Commission for Scotland (WICS) to apply only 'in arrears' billing, in order to help businesses affected by the pandemic.

As a result, there was one month - May 2020 - when no-one received a water bill at all.

However, since December 2021, ALL Licenced Providers have had to revert to paying Scottish Water a whole two months in advance. This now impacts how we must bill you going forwards.

### What this means for you

From August this year and in line with our T's and C's, payments will be reverting to **monthly in advance billing**. This will be done gradually over three months.

This means **you will see a small increase in your next three bills** before they revert to normal monthly billing.



### An example payment schedule

SPID\* value of £100 pcm:

£133<sup>#</sup> pm, during the three-month transition

£100 pcm thereafter

\* Supply Point ID

# for illustration only, assumes no change in usage over this period

#### Brightwater Services Ltd

Suite 7 – First Floor, Stuart House, Eskmills, Station Road, Musselburgh EH21 7PB

Tel: 0330 022 0570 [hello@brightwater.com](mailto:hello@brightwater.com) [www.brightwater.com](http://www.brightwater.com)

## Your monthly invoice and payment schedule

Your **July invoice** will be issued mid-month, for the supply period 1 July to 10 August and will be collected at the beginning of August.

Your **August invoice** will be issued mid-month, for the supply period 11 August to 20 September and will be collected at the beginning of September.

Your **September invoice** will be issued mid-month, for the supply period 21 September to 31 October and will be collected at the beginning of October.

From October, invoices will be issued by calendar month. So, your October invoice will be issued mid-month, for the supply period 1 to 30 November, and will be collected at the start of November.

## Your next 5 months at-a-glance:

Transition from arrears payments to advanced payments.

Supply Period Billed

	JUN	JUL	AUG	SEP	OCT	NOV
JUN	Invoice issued					
JUL		Invoice issued				
AUG			Invoice issued			
SEP				Invoice issued		
OCT					Invoice issued	

## For customers billed quarterly;

Your **July invoice** will be issued mid July for the supply period 1 July to 30 September, and will be collected at the start of August.

Your **September invoice** will be issued mid September for the supply period 1 October to 31 December, and will be collected at the start of October.

As ever, we are here to support you. If you have any concerns or queries, you can contact us on **0330 022 0570** or by email at **hello@brightwater.com** for help.

Best wishes,



**Roger Green,**  
CEO Brightwater



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

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