

Dear Customer

**Wholesale Charge Deferral Scheme - financial support for unmeasured businesses impacted by Covid 19**

Thank you for your application for temporary charges relief under the Scottish Water industry's Wholesale Charge Deferral Scheme (the "Scheme").

The relief you are seeking is 100% removal of unmeasured volumetric water and volumetric waste water charges for [the duration of the Scheme/the period of the Scheme your business has suffered detriment due to the pandemic].

We have applied to Scottish Water for your premises to be included in the Scheme in respect of the relief you have opted for, and expect to receive their response within 5 business days.

We will write to you when Scottish Water lets us know if our application has been successful.

If you are accepted into the Scheme and have already paid charges that are covered by the Scheme, we will either make a repayment to you or credit that amount against your future bills.

The document attached to this letter is our formal Undertaking to you regarding your participation in the Scheme. While the Undertaking is written in more formal language the key features are:

- We will refund to you or provide credits for any sums that are removed under the Scheme that we have already collected from you,
- You will not be charged for taking part in (or leaving) the Scheme,
- The value of your charges that we remove will match, as appropriate, the level of wholesale charges support Scottish Water has provided to us,
- We will write to you again when the Scheme comes to an end or there are any changes to the Scheme.

Finally a copy of this letter will be provided to Scottish Water for their records to demonstrate that we have written to you informing you of our undertaking to you.

Please contact us if we can be of any further support during these challenging times.

## Undertaking

1. (a) Pursuant to the Water Services (Wholesale Charges Relief Schemes) Directions 2020 and Water Services (Wholesale Charges Relief Schemes) Directions 2021, we have applied to Scottish Water for their agreement that our obligations to pay amounts of wholesale charges to Scottish Water under our wholesale services agreement with them (in so far as relating to you) will be temporarily removed in accordance with those directions;

(b) amounts of charges which you are obliged to pay under your agreement with us reflect the amounts of wholesale charges for which removal has been sought;

(c) in this Undertaking,

(i) the amounts of wholesale charges which are agreed to be removed as mentioned in (a) above are referred to as **Removed Wholesale Charges**, and

(ii) the amounts of charges mentioned in (b) above which reflect the Removed Wholesale Charges are referred to as **Relevant Charges**.

2. Your obligation to pay us the Relevant Charges shall be removed (as the case may be) for as long as our own obligations are removed as mentioned above.

3. Where the circumstances require in order to extend to you the full benefit of the Scheme, we will provide refunds or credits for removed Relevant Charges that have already been collected.

4. We confirm that we will not render or apply any fee, charge or levy (including any requirement to pay interest) to or on you in relation to the implementation and/or operation and/or winding down of, and/or withdrawal from, the Scheme.

5. We will write to you again when the removal of the Relevant Charges comes to an end or there is any other change in the removal arrangements affecting you.