

## **Standard licence condition B4, Financial resilience**

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1. The licensee shall provide to Scottish Water such evidence as it may from time to time require in order to assess the licensee's financial resilience with reference to the financial resilience statement.
2. For the purpose of this condition, the "financial resilience statement" means the statement published from time to time by Scottish Water with reference to this condition and approved by the Commission.
3. This condition shall not have effect in this licence unless (with the licensee's consent) the Commission directs otherwise, in which case it shall have effect in this licence from such date and to such extent as may be specified in such direction.

**Water Industry Commission for Scotland**  
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## Standard licence condition B5, Wholesale relief scheme support

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1. The licensee shall take all reasonable steps to participate in any relevant wholesale charge deferral scheme in respect of all of its covered customers while such scheme remains in effect.
2. Except where paragraph 1 of this condition is in effect, the licensee shall:
  - (a) communicate to its covered customers in plain and simple terms to explain why it has not consented to that paragraph having effect; and
  - (b) facilitate any such customer's decision to change its licensed provider (in particular by ensuring no penalty or cost is imposed on such customer as a consequence of such decision);

during the period in which any such relevant wholesale charge deferral scheme remains in effect.
3. For the purpose of this condition:

2021 Wholesale Charge Deferral Scheme	has the meaning ascribed to that expression in the Water Services (Wholesale Charges Relief Schemes) Directions 2020 (as amended and in force from time to time);
covered customer	in relation to a relevant wholesale charge deferral scheme, means an eligible customer belonging to any class or category of customers covered by such scheme; and
relevant wholesale charge deferral scheme	means 2021 Wholesale Charge Deferral Scheme and any replacement and/or modification thereof.

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4. Paragraph 1 of this condition shall not have effect in this licence unless (with the licensee's consent) the Commission directs otherwise, in which case it shall have effect in this licence and from such date and to such extent as may be specified in such direction.

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