

Extension to the response period of the new voluntary licence conditions on financial resilience and customer support measures in response to the current pandemic

14 July 2021

In May 2021, the Commission issued a [document](#) setting out the Commission's decision to introduce two new voluntary [standard licence conditions](#) on financial resilience and customer support measures in response to the current pandemic.

To support the implementation of the financial resilience measures, Scottish Water has been working on its approach to assessing licensed provider's credit worthiness and is continuing to consult with stakeholders on this framework.

In its previous [decision document](#) the Commission invited licensed providers to confirm whether they would sign up to the voluntary licence conditions by 16 July 2021. To allow licence providers to consider the new voluntary licence conditions in light of the final financial resilience framework, the Commission is extending the deadline for receiving formal responses from licensed providers by 5 business days starting from the date when Scottish Water will publish its final financial resilience framework.

Licensed providers should send a confirmation letter to CompetitionTeam@watercommission.co.uk. If the Commission receives no formal response confirming a licensed provider's commitments by the revised deadline, the Commission will deem the licensed provider as not opting into the additional licence conditions on customer support measures and financial resilience.

This document has been published on our website and has been sent to all licensed providers, Scottish Government, Scottish Water, Citizens Advice Scotland and the Central Market Agency.